

Job Description

JOB TITLE	Legal Secretary
GRADE	Band 3
REPORTS TO	
ACCOUNTABLE TO	
DEPARTMENT	Legal Services Department
DIVISION	
DATE	June 2022

JOB PURPOSE:

To provide an efficient support legal secretarial service for the members of the Legal Services Department.

ORGANISATIONAL CHART

Associate Director- Medical Directors Office

Associate Director of Legal Services

Deputy Head of Legal Operations

Senior Legal Advisor/Paralegal/Legal Executive

PA/Legal Office Manager

Legal Secretary

KNOWLEDGE, SKILLS AND EXPERIENCE

Essential

- A good standard of English to GCSE/O level or equivalent.
- Tenacious with the ability to see work through to completion.
- RSA Word Processing Stage III or equivalent.
- Computer literate with a good knowledge/understanding of Microsoft Office and software packages.
- Audio typing experience.
- Excellent organisational skills.
- The ability to prioritise work and adapt to various work related situations.
- Ability to work under pressure and meet deadlines.
- Excellent communication skills and interpersonal skills.

KEY RESULT AREAS

- Typing and dispatch of routine and urgent legal correspondence relating to NHS medical patients within the quality standards and time limits as specified. Ability to process tapes quickly, to deadline and deal with a high volume of audio typing. Efficient management of the in house legal team's diaries.
- To ensure that urgent phone calls/correspondence are brought to the immediate attention of the Associate Director of Legal Services/Head of Legal Operations or their team.
- Effectively liaise with the NHR, external Solicitors and staff within the hospital and with patients and other health care providers to ensure a prompt and effective communication system.
- To escalate any urgent problems to the Associate Director of Legal Services/Head of Legal Operations/Deputy Head of Legal Operations.
- Provide secretarial support/cover for colleagues during absence.
- Undertakes necessary training as and when required by the Trust
- To assist members of the Directorate and other Management staff who may reasonably request support with other duties.
- Ensure proper file administration to include filing and archiving in accordance with the Department's standards and practice.
- Ability to work flexibly when required

COMMUNICATION AND WORKING RELATIONSHIPS

Internal

- Director of Nursing, Medical Director, Trust Secretary and other managers
- Associate Director of Legal Services and other legal staff
- Senior and junior medical staff
- Patients/Claimants and relatives
- Health Records Department
- Out-patients departments
- Wards and clinical support departments

External

- NHR
- External Solicitors
- Patients and relatives
- External medical staff
- Representatives of other health providers
- Coroner's Office
- Police

MOST CHALLENGING PART OF JOB

Typing and dispatch of accurate legal typing within the specified standards and timescales

Managing the diaries of a busy legal team.

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
Communication and relationship skills	<p>Excellent communication and interpersonal skills necessary to communicate with the NHSLA, external solicitors, staff within the hospital, Claimants/patients and other healthcare providers</p> <p>Ability to exchange sensitive or distressing information</p>	
Knowledge, training and experience	<p>RSA III/Word processing and audio typing qualification. Knowledge of medical and legal terminology.</p>	<p>Knowledge of Microsoft Office and software packages Knowledge of hospital based systems e.g. PAS.</p> <p>Knowledge of DATIX</p>
Analytical and judgemental skills	<p>Ability to exercise judgement when dealing with legal enquiries/problems that may require analysis.</p>	
Planning and organisational skills	<p>Organisation of Trust Legal Advisor's diary on a daily basis. Prioritise and organise own workload under the supervision of the Trust Legal Advisor and PA to the Head of Legal Services.</p> <p>Ability to work under pressure and meet deadlines.</p> <p>Be flexible and adapt to various work situations as required.</p>	
Physical Skills	<p>Advanced keyboard skills – audio typing.</p> <p>Speed and accuracy.</p>	
Responsibilities for patient/client care	<p>Provides general non clinical advice to service users.</p> <p>Primary point of contact for patients/Claimants. Ensure that patients/Claimants concerns are answered with skill and sensitivity and expediency escalating problems to Trust Legal Advisor and/or Head of Legal Services when necessary.</p>	

Responsibility for policy and service development and implementation	Adhere to and follow Trust Policies and Procedures.	
Responsibilities for financial and physical resources	Use of office equipment and stationery supplies.	
Responsibilities for human resources	Assist with training and development of new members of staff.	
Responsibilities for information resources	Ensure accuracy of correspondence and filing systems.	
Freedom to Act	The ability to manage own workload with supervision to hand at all times.	
Physical Effort	The ability to word process and data input for a substantial proportion of working time. The ability to lift heavy sets of notes. Walking distances to relevant departments.	
Emotional Effort	Dealing with indirect emotional and demanding situations through legal enquiries. Occasionally dealing with aggressive Claimants/patients on the telephone. Typing letters and dealing with telephone calls of a distressing nature.	
Working conditions	Continuous use of VDU. Sitting in one position for lengthy periods of time.	

This job description outlines the duties as currently required but may be amended by mutual agreement to reflect future transformation and integration of the Trust.

Signed: (Member of staff)		Date	
Signed: (Line Manager)		Date	

University Hospitals of Derby and Burton NHS Foundation Trust was formed on 1 July 2018, bringing together five hospital sites in Derby and Burton.

Our aim is to bring together the expertise of our 12,300 staff to provide the highest quality care to patients within Derbyshire and South East Staffordshire. Our vision, values and objectives are:



Our Vision & Identity

Our UHDB Identity is that we provide '*Exceptional Care Together*', which is our 'Why?'. It is the fundamental purpose that guides all that we do.



Our Values & Behaviours

Our staff have co-created a set of values and behaviours that are stretching and inspiring in equal measures. These are our UHDB promises. They are powerful messages and will shape how we care for others and care for each other. They are **Compassion, Openness** and **Excellence...**



Our objectives

As part of the 'Big Conversation', we lastly turned our attention to our aims, big steps we must we take in the future. This is our 'What?'. Our staff said that we should continue to have **PRIDE...**

Equality, Inclusion and Diversity

University Hospitals of Derby and Burton NHS Foundation Trusts is fully committed to promoting inclusion, equality, diversity and human rights in employment and delivery of its services. The Trust is committed to providing an environment where all employees, patients, carers and visitors experience equality of opportunity by means of understanding and appreciating the value of diversity.

The Trust works to eliminate all forms of discrimination in line with the Equality Act 2010, and recognises that this requires, not only a commitment to remove discrimination, but also action through positive policies to redress inequalities.

The Trust actively encourages its employees to challenge discrimination and promote equality of opportunity for all.

Employees of the Trust are required to comply with its policies and values around equality, inclusion, diversity and human rights. Failure to do so will be treated as misconduct under the Trusts' Disciplinary Policy and Procedure, which may result in dismissal."

Freedom to Speak up

The Trust is committed to listening to our staff and learning lessons. There are a variety of ways in which concerns can be raised in person, by phone or in writing (including email). We also have a Freedom to Speak Up Guardian who works with Trust leadership teams to create a culture where staff are able to speak up in order to protect patient safety and empower workers. Full details can be found on the Trust Intranet

Data Protection

Organisations are required to comply with the General Data Protection Regulation; the UK Data Protection Act 2018; all other data protection legislation and other local policies and procedures regarding the handling of information. All employees retain the right to request information held about them.

Confidentiality

The Trust requires all staff to maintain a high standard of confidentiality, and any disclosure of information outside the proper and recognised course of duty will be treated as a serious disciplinary offence.

Infection Control

The prevention and management of infection is a key priority for the Trust. As an employee of the Trust you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself
- be aware of infection prevention and control policies, practices and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and staff
- maintain an up to date knowledge of infection prevention and control, policies, practices and procedures through attendance at mandatory training and ongoing continuing professional development
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy).

Health and Safety at Work Act

All staff must not wilfully endanger themselves or others whilst at work. Safe practices and precautions must be adhered to.

Smoke free Trust

The smoke free policy applies to staff, patients, resident's visitors and contractors.

Research:

"The Trust comprises research-active hospitals with a developing culture of research and innovation across the whole organisation. All clinicians are expected to engage in research, development & innovation.

Engagement of clinical staff in research covers a spectrum of involvement, ranging from having an awareness of the studies and trials taking place in their areas, to assisting with the identification of research participants, to research-experienced individuals who win research funding and assume the role of Chief Investigator for multi-centre trials and studies".