

## The Newcastle upon Tyne Hospitals NHS Foundation Trust

### Job Description

#### **1 Job Details**

<b>Job title</b>	Clerk/Typist –Theatre Admin Team Support
<b>Pay band</b>	2
<b>Directorate</b>	DTC
<b>Ward/Dept Base</b>	
<b>Hospital site</b>	Trust wide

#### **Essential Requirements**

- Minimum of 4 GCSEs, Level 9 – 4 (A\* - C), including English Language, or equivalent level qualification or relevant experience
- OCR I or equivalent qualification / experience
- Good IT skills to include office software packages
- Good keyboard skills and Text Processing ability
- Good communication skills both written verbal and telephone skills.
- Ability to work without direct supervision
- Ability to be flexible and work as part of a team
- Understanding of confidentiality issues

#### **Desirable requirements**

- Successful completion of an intermediate (level 2) apprenticeship in Business Administration
- Previous work experience
- Understanding of medical terminology
- Ability to manage time effectively and work on own initiative.
- Previous audio typing experience

#### **2 Job Purpose**

- Working within a team of administrative staff supporting the provision of an efficient secretarial support service to Consultants, Junior Medical Staff and other clinical staff within their team, i.e. Specialist Nurses
- Audio typing of letters and documents
- Deal with telephone enquires promptly.
- Communicate with patients regarding appointments and admissions at the request of medical staff
- Cover admin posts Trust wide as required.

### **3 Dimensions**

- *Directorate to insert here an outline of departmental duties not covered by the above.*

### **4 Organisational arrangements**

**Reports to:** Senior Medical Secretary / Team Leader

### **5 Knowledge Training and Experience**

- Minimum of 4 GCSEs, Level 9 – 4 (A\* – C), including English Language, or equivalent level qualification or relevant experience
- Good IT skills to include office software packages e.g. Word, Excel and Outlook
- Good communication skills both written verbal and telephone skills.
- High level of accuracy and attention to detail for example typing of letters etc.
- Team-worker/ability to work unsupervised.
- Ability to be flexible and work as part of a team
- Knowledge of administration procedures e.g. Filing Procedures
- Understanding of medical terminology
- Previous work experience
- Ability to manage time effectively and work on own initiative.

### **6 Skills**

#### **Communication and Relationships**

- Process and distribute incoming and outgoing interdepartmental mail according to service procedures to assist effective communication.
- Deal with telephone enquiries, and either resolve the enquiry directly or ensure the efficient transfer to appropriate person, to ensure prompt and efficient action.
- Exchange information verbally and in writing with staff and External Organisations i.e. GP surgeries / Other NHS Trusts.

#### **Analytical and Judgemental Skills required for the post**

- Deal with complaints in the first instance, progressing as required in line with Trust policy
- Must work using own initiative and seek advice where appropriate following set procedures, e.g. patient query.

#### **Planning and Organisational skills required for the post**

- Responsible for prioritising own work on a daily basis.
- Schedule appointments and meetings for the consultant, under supervision, and assist in the smooth running of clinical service.
- Book and arrange appointments for clinics
- Co-ordination of patient care involving other specialties
- Meet deadlines for clinic notes, discharge letters and reports.

#### **Physical dexterity skill requirements**

- Standard keyboard skills required ensuring speed and accurate production of

documents.

## **7 Key result areas**

### **Patient / Client care**

- To provide information and support in a non-clinical capacity e.g. appointments and clinic arrangements
- Ensure patient confidentiality is maintained in accordance with Trust policy

### **Policy and Service Development**

- Comply with Trust policies and procedures.
- May comment on proposed change which apply to own area of work

### **Financial and Physical Resources**

- Contribute to effective stock control / maintenance
- Exercise personal duty of care when using expensive equipment i.e. computers printers etc;

### **Human Resources**

- Conform to Trust Policies, Procedures and Guidelines.
- Comply with Dignity and Respect at Work Policy.
- Promote equality and diversity
- Comply with Trust Health and Safety Policies
- Will attend mandatory updates

### *Education*

- Attend training courses related to duties of the post ensuring skills are maintained

### *Leadership*

- Act as a role model for others using the Core Behaviour Standards

### **Information Resources**

- Use IT systems to generate letters, reports and notes of meetings.
- Maintain and retrieve information from patient departmental databases
- Use eRecord Patient tracking systems to support departmental filing systems.
- May be required to contribute to patient record documentation under the supervision of the Senior Medical Secretary / Team Leader.

### **Research and Development**

- Undertake surveys or audits when requested.

## **8 Freedom to act**

- Follow standard operating procedures and guidelines
- Work without direct supervision.
- Line Manager available for support and advice as required.

### *Corporate governance*

- Adhere to Trust Corporate Governance Policies.

**9 Effort & Environment**

**Physical**

- Frequent requirement for sitting in restricted position for long periods while audio typing.
- Requirement for light physical effort when retrieving case notes from Medical Records and delivering admission documents and case notes.
- Filing documents and reports.

**Mental**

- Frequent concentration is required dealing with telephone queries and word processing
- Overcome barriers to communication including speech, hearing and language during telephone enquiries.

**Emotional Effort**

- Occasional encounter:  
Distressed or irate patients  
Bereaved relatives

**Working conditions**

- Frequent exposure to VDU screen for long periods during every shift.

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*Agreed post holder* ..... *Agreed manager* .....  
*Date* ..... *Date* .....

The Newcastle upon Tyne Hospitals NHS Foundation Trust

Person Specification

**JOB TITLE:** Clerk Typist  
**DIRECTORATE:** Trust Wide

**BAND:** 2

<u>REQUIREMENT</u>	<u>ESSENTIAL</u> Requirements necessary for safe and effective performance of the job	<u>DESIRABLE</u> Where available, elements that contribute to improved/immediate performance in the job	<u>ASSESSMENT</u>
<b>Qualifications &amp; Education</b>	<ul style="list-style-type: none"> <li>Minimum of 4 GCSEs, Level 9 – 4 (A* - C), including English Language, or equivalent level qualification or relevant experience</li> <li>OCR I or equivalent qualification / experience</li> <li>Understanding of confidentiality issues</li> </ul>	<ul style="list-style-type: none"> <li>Successful completion of an intermediate (level 2) apprenticeship in Business Administration</li> </ul>	
<b>Knowledge &amp; Experience</b>	<ul style="list-style-type: none"> <li>Understanding of confidentiality issues</li> </ul>	<ul style="list-style-type: none"> <li>Previous work experience</li> <li>Understanding of medical terminology</li> <li>Previous audio typing experience</li> </ul>	
<b>Skills &amp; Abilities</b>	<ul style="list-style-type: none"> <li>Good IT skills to include office software packages</li> <li>Good keyboard skills and Text Processing ability</li> <li>Good communication skills both written verbal and telephone skills.</li> </ul>	<ul style="list-style-type: none"> <li>Ability to manage time effectively and work on own initiative.</li> </ul>	
<b>Values / Behavioural / Attitudes</b>	<ul style="list-style-type: none"> <li>Team-worker/ability to work unsupervised.</li> <li>Ability to be flexible and work as part of a team</li> </ul>		
<b>Core Behaviours</b>	<ul style="list-style-type: none"> <li>Alignment to Trust Values and Core Behaviours</li> </ul>		

CANDIDATE:

REFERENCE NO:

SIGNED BY:

DATE:

DESIGNATION: