

## The Newcastle upon Tyne Hospitals NHS Foundation Trust

### Job Description

#### 1. Job Details

**Job Title:** Medical Secretary / Support Secretary

**Pay Band:** 3

**Directorate:**

**Ward/Dept Base:**

**Hospital site:** Trust wide

#### **Essential Requirements**

- Appropriate NVQ III Certificate (e.g. Business Administration, Secretarial Support etc) or equivalent level qualifications / relevant experience
- English Language qualification to GCSE level 4 (or above) or equivalent level qualification / relevant experience
- Experience of secretarial procedures
- IT skills to include office software packages
- Advanced keyboard skills including a high standard of word processing skills (e.g. OCR / RSA II or equivalent level qualification / experience)
- Excellent communication skills
- Ability to work without direct supervision
- Audio typing experience

#### **Desirable Requirements**

- NHS secretarial experience
- OCR / RSA III
- Working knowledge of NHS Systems e.g. eRecord
- Ability to manage time effectively and work on own initiative
- Knowledge of Medical Terminology

#### 2. Job Purpose

- Working within a team of administrative staff to provide a comprehensive administrative and secretarial support service to Consultants, Medical Staff and other clinical members of their team i.e. Specialist Nurses.
- Communicates with patients regarding appointments and admissions at the request of the medical staff.
- Provide cover for Senior Medical Secretary / Team Leader as required
- Cover Medical Secretary/Support Secretary 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

**Accountable to:** Administration Manager

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

- Appropriate NVQ III Certificate (e.g. Business Administrations, Secretarial Support etc) or equivalent level qualifications / relevant experience
  - Secretarial procedures
  - IT Skills to include office software packages e.g. Microsoft Word, Excel, Outlook and PowerPoint
- Knowledge of Medical Terminology
- English Language qualification to GCSE level 4 (or above) or equivalent level qualification / relevant experience
- Advanced keyboard skills including a high standard of word processing skills (e.g. OCR / RSA II or equivalent level qualification / experience)
- Excellent communication skills
- Ability to work without direct supervision
  - Accuracy in presentation of information, good standard of English, organisational and time management skills.

### **6. Skills**

#### **Communication and Relationships**

- Exchange information verbally, electronically and in writing with patients, visitors, wards and departments, other staff and external organisations i.e. GP Surgeries / Other NHS Trusts
- Acknowledges and accommodates barriers to communication and understanding including speech, hearing, language and emotion.
- Deal with telephone enquiries, and either resolve the enquiry directly or ensure the efficient transfer to appropriate person, to ensure prompt and efficiently action.
- Ensure the timely distribution of referrals, requests, patient appointments and report any relevant information or incidents regarding patients to appropriate person.
- Maintain an appointments diary as well as typing up a weekly itinerary for the Consultant and their team.
- Liaise with other specialities regarding combined clinic appointments.
- To act as a point of contact, in the absence of the Senior Medical Secretary/Team Leader for the Consultants and their Teams to support them in communications with all groups or individuals involved in the service.

### **Analytical and Judgemental Skills**

- Exercise judgement in response to enquiries concerning appointments, waiting status and correspondence, some enquiries may require further investigation with referral to a senior member of the team.
- Should be able to work on own initiative and seek advice where appropriate
- Provide information to patients and relatives using parameters agreed with consultant.

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

- Able to prioritise workload appropriately.
- Assist colleagues to maintain cover within team
- Organise consultant travel arrangements as necessary.
- Schedule appointments and meetings for Consultants and assist in the smooth running of clinical services.
  - Book appointments for specialist and outreach clinics.
  - Deal with correspondence relating to the clinics
  - Co-ordination of patient care involving other specialties.
- Meet deadlines for clinic notes, discharge letters and reports.
- Checking investigations status i.e. either booked or performed. Bring to the consultant's attention any patient's results requiring action.
- Make follow up appointments.
- File daily in relevant patient's case notes taking appropriate action. Forwarding the results to the referring doctor.

### **Physical Dexterity Skill requirements**

- Advanced keyboard skills to ensure speed and accuracy
- Use of patient records tracking scanner.

## **7. Key Result Areas**

### **Patient/Client Care**

- To provide information and support in a non-clinical capacity.
- To ensure patient confidentiality is maintained in accordance with Trust policy.
- Answer waiting list and outpatient queries by arranging appointments for follow up and new patients liaising with the Outpatient Department.

### **Policy and Service Development**

- Comply with Trust policies and procedures.
- Contribute to interdepartmental policy development
- May comment on proposed change which apply to own area of work
- Assist in the development of internal procedures in own area of work.

### **Financial and Physical Resources**

- Contribute to effective stock control /maintenance within the department.
- Responsible for receipt and processing of cheques
- 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
- Monitor Health and Safety of self and others
- Will attend mandatory updates

#### *Management*

- Supervise administrative support staff.
- May participate in annual Staff Appraisal reviews of others.
- Pursue personal and professional development.

#### *Education*

- Facilitate development of staff new into post
- Attend training courses related to duties of the post ensuring regular updating.

#### *Leadership*

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

### **Information Resources**

- Use IT systems to enter patient data and generate reports.
- Use eRecord, Patient tracking systems to support departmental filing systems.
  - Follow procedures for, retrieving, tracing and locating patient records to ensure maintenance of patient information systems.
  - Compile waiting and attendance data on request.
- Maintain and retrieve information from patient departmental databases.
- Take and transcribe minutes of departmental meetings on request.
- May be required to contribute to patient record documentation

### **Research and Development**

- Undertake surveys or audits when requested.

## **8. Freedom to Act**

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

#### *Corporate governance*

- Adhere to Trust Corporate Governance Policies.

## **9. Effort & Environment**

### **Physical**

- Frequent requirement for sitting in restricted position at the PC for long periods.

### **Mental**

- Frequent concentration is required while dealing with patient telephone queries but with the ability to switch activities as required
  - Overcome barriers to communication including speech, hearing, language

**Emotional Effort**

- Occasionally encounter:
  - Distressed or irate patients
  - Bereaved relatives.

**Working conditions**

- Exposed to VDU screen for long periods during every shift

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

Person Specification

**JOB TITLE:** Medical Secretary / Support Secretary

**BAND:** 3

**DIRECTORATE:** Trust wide

<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>• Appropriate NVQ III Certificate (e.g. Business Administration, Secretarial Support etc) or equivalent level qualifications / relevant experience</li> <li>• English Language qualification to GCSE level 4 (or above) or equivalent level qualification / relevant experience</li> </ul>	<ul style="list-style-type: none"> <li>• OCR / RSA III</li> </ul>	
<b>Knowledge &amp; Experience</b>	<ul style="list-style-type: none"> <li>• Experience of secretarial procedures</li> <li>• Audio typing experience</li> </ul>	<ul style="list-style-type: none"> <li>• NHS secretarial experience</li> <li>• Working Knowledge of NHS Systems e.g. eRecord</li> <li>• Knowledge of Medical Terminology</li> </ul>	
<b>Skills &amp; Abilities</b>	<ul style="list-style-type: none"> <li>• IT skills to include office software packages</li> <li>• Advanced keyboard skills including a high standard of word processing skills (e.g. OCR / RSA II or equivalent level qualification / experience)</li> <li>• Excellent communication 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>• Ability to work without direct supervision</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: