



**University Hospitals  
of North Midlands**

NHS Trust

# Job Description and Person Specification

**PROUD  
TO  
CARE**

# Values & Promises

We have four core values and promises that were co-created by our staff, patients and carers.



## Together

- We are a Team – I will be considerate, help others to achieve our goals and support others to make positive changes
- We are Appreciative – I will acknowledge and thank people for their efforts and contributions
- We are Inclusive – I will be open and honest, welcome people's views and opinions and involve people in decisions that affect them



## Compassion

- We are Supportive – I will be empathetic and reassuring. I will support and encourage people when they need it
- We are Respectful – I will treat people fairly, with respect and dignity, protect their privacy and help them to feel comfortable
- We are Friendly – I will be welcoming and approachable. I will make eye contact, say hello and introduce myself #hellomyname is



## Safe

- We Communicate Well – I will explain clearly, share relevant and timely information and keep people updated
- We are Organised – I will plan ahead, manage my time well and be prompt in what I do
- We Speak Up – I will contribute to ensuring healthy and constructive feedback for all so we can feel safe to challenge inappropriate care and behaviour and promote our values



## Improving

- We Listen – I will welcome people's views and ideas, invite people to ask questions and share their opinions and respond to what I hear
- We Learn – I will share best practice, celebrate good performance and support others to use their skills, learn and grow
- We Take Responsibility – I will have a positive attitude, act and encourage people to take the initiative and make improvements

**Division: Surgical**

**Job Title: Medical Secretary**

**Band: 3**

**Location: Upper GI Surgery**

**Hours: 37.5 Hours**

**Managerially accountable to: Operational Service Manager**

**Professionally accountable to: Directorate Manager**

### **Role Summary**

The post holder is required to provide comprehensive secretarial, waiting list management and administrative support to medical and nursing staff within the Upper GI Surgery Team. They will assist medical and nursing colleagues in the organisation of the specialty team workload, communicating appointment and admission related information to patients/carers. The post holder will be responsible for ensuring compliance with the Patient Access Policy and Divisional requirements in terms of outpatient and inpatient waiting list management. Proactively managing waiting times and lists.

The post holder will also be responsible for communicating information, both written and verbal, with patients, staff and carers and this will require tact and diplomacy. Some of the patients and carers that we have contact with are distressed or anxious and it is expected that the post holder will handle telephone and other communications with sensitivity and confidentiality using personal judgement to assess each situation and to deal with it accordingly.

### **Key Areas/Tasks**

The post holder will be responsible for the day to day running of the service. The post holder will potentially have work delegated to them by the Operational Services Manager and will be responsible for their own time management and ensure that they are correctly prioritising their workload. The post holder will need to be able to work well under pressure and concentrate in a busy work environment.

The post holder will have contact with other members of the secretarial and admin teams, and the clinic team, including Consultants. The ability to communicate effectively with different members of the multidisciplinary team is essential.

The post holder will demonstrate good leadership skills, to enable them to improve and support the team and the service.

The post holder will be responsible for ensuring that accurate, typed, correspondence is sent to patients and other medical professionals within a timely manner and filed in the correct manner. The post holder will ensure that the clinical capacity is utilised by contacting patients to attend outpatient appointments. The post holder will also be responsible for the opening and distribution of post to the clinical team and actioning this where appropriate.

A large proportion of this role will be computer based working; there may be occasions where the post holder will have to deliver notes etc. to other clinical areas.

The post holder will ensure systems are in place to deliver a high standard of communication to build and maintain good working relationships.

### **Personal/Professional Development**

- To take every reasonable opportunity to maintain and improve your professional knowledge and competence
- To participate in personal objective setting and review, including the creation of a personal development plan and the Trust's appraisal process.

### **Health and Safety**

- To take reasonable care for your own Health and Safety and that of any other person who may be affected by your acts or omissions at work.
- To co-operate with University Hospitals of North Midlands (NHS) Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to.
- To comply and adhere to individual and role specific responsibilities as stated in the Trust Health and Safety Policy (HS01) and all other Health and Safety related policies.

### **Equality and Diversity**

UHNM is committed to the implementation of the Equality, Diversity and Inclusion Policy Which ensures equal opportunities for all. UHNM is also committed to embracing diversity and eliminating discrimination in both its role as an employer and as a provider of services. It aims to create a culture that respects and values each other's differences, promotes dignity, equality and diversity and encourages individuals to develop and maximise their potential. All staff are required to observe this policy in their behaviour to other workers and patients/service users

### **Infection Prevention**

Infection Prevention is the obligation of every employee both clinical and non-clinical at the University Hospitals North Midlands NHS Trust. Driving down healthcare associated infection is everyone's responsibility and all staff are required to adhere to the Trust's Infection Prevention policy

All staff employed by the UHNM Trust have the following responsibilities:

#### **Trust Dress Code**

- Trust approved uniform/dress code must be adhered to
- When in clinical areas **all** staff must be bare below the elbow, without wrist watches, stoned rings, wrist jewellery, false nails, nail polish or plaster casts
- No personal bags to be worn during clinical duties

#### **Hand Hygiene**

- Decontaminate your hands as the per 'The five moments of hand hygiene'

#### **Own Practice**

- Lead by example
- Encourage and praise good practice
- Be prepared to accept advice about your own practice

#### **Decontamination**

- Ensure that equipment you have been using or about to use has been decontaminated effectively
- Ensure that you are aware of the Trust approved cleaning products, and follow a safe system of works

#### **Trust Policies**

- Ensure that you know and strictly follow relevant Infection Prevention policies for your role and apply standard precautions at all times, which is available in the Infection Prevention Manual on the UHNM intranet

### **Data Protection Act, General Data Protection Regulation (GDPR) and the NHS Code of Confidentiality**

All staff are responsible for ensuring they are familiar with and adhere to the Trust's policies, procedures and guidelines with regards to the Data Protection Act, General Data Protection Regulation (GDPR) and the NHS Code of Confidentiality. This includes confidentiality, information security, cyber security, secondary use and management of records.

Staff have a responsibility in protecting the "rights and freedom" of natural persons (i.e. live individuals) and to ensure that personal data is not processed without their knowledge, and, wherever possible, that it is processed with their consent. Processing includes holding, obtaining, recording, using and disclosing of information and applies to all forms of media, including paper and images. It applies to both patient and staff information

Hence staff must ensure confidentiality is maintained at all times, data is recorded accurately and you only access this information as part of your job role

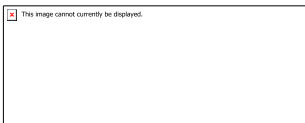
### **Safeguarding Children, Young People and Adults with care and support needs**

All staff are responsible for ensuring that they are familiar with and adhere to the Trusts Safeguarding Children and Adults policies, procedures and guidelines. All health professionals who come into contact with children, parents, adults with care and support needs and carers in the course of their work have a responsibility to safeguard and promote their welfare as directed by the Children Acts 1989/2004 and the Care Act 2014. Health professionals also have a responsibility even when the health professional does not work directly with a child or adult with care and support needs but may be seeing their parent, carer or other significant adult.

All staff are required to attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to their role

This job description is not intended to be an exhaustive list and may be subject to change from time to time. All documents referred to throughout this Job Description can be found on the Trust's intranet, or alternatively copies can be obtained from the Human Resources Directorate

## Sustainability



Sustainability and Corporate Social Responsibility are fundamental to the way the University Hospitals of North Midlands NHS Trust (UHNH) work. The Trust has developed a Sustainable Development Management Plan (SDMP): '*Our 2020 Vision: Our Sustainable Future*' with a vision to become the most sustainable NHS Trust by 2020. In order to achieve this, we need the support of all staff. As a member of staff, it is your responsibility to minimise the Trust's environmental impact and to ensure that Trust resources are used efficiently with minimum wastage throughout daily activities. This will include minimising waste production through printing and photocopying less, reducing water waste and when waste is produced, it is your responsibility to segregate all clinical waste correctly and recycle. Switch off lights and equipment when not in use, report all faults and heating / cooling concerns promptly to the Estates Helpdesk and where possible minimise business travel. Where the role includes the ordering and use of supplies or equipment the post holder will consider the environmental impact of purchases.

*SWITCH to a Sustainable UHNH* is a campaign that focuses on the sustainability of the Trust and how we can use resources more effectively to provide better patient care, improve our health and work place. SWITCH is looking to recruit as many Champions as possible to help to bring the campaign to colleagues in their departments / wards and bring SWITCH to life. If you are interested in becoming a SWITCH Champion please contact [switch@uhns.nhs.uk](mailto:switch@uhns.nhs.uk)

## Disruptive Incident & Business Continuity



The Trust needs to be able to plan for, and respond to a wide range of incidents and emergencies that could affect health or patient care. These could be anything from severe weather to an infectious disease outbreak or a major transport accident.

All staff are required to have an awareness of the Trust's business continuity arrangements, as a minimum. All staff will be required to;

- To know how to identify a business continuity incident and the method for reporting;
- To have an awareness of local business continuity arrangements;
- To participate in awareness, training and exercises, as required;

In the event of a disruptive incident, all Trust employees will be required to attend work if they are fit and well and able to do so in line with a Trust risk assessment. Those who are clinically qualified will be required to work flexibly across the Trust to meet the service need in clinical areas. This will include front line clinical staff who will be expected to cover alternative duties as and when required in order to ensure that all essential services are maintained.

Signed Employee \_\_\_\_\_ Print \_\_\_\_\_ Date \_\_\_\_\_

Signed Manager \_\_\_\_\_ Print \_\_\_\_\_ Date \_\_\_\_\_

### **Job Title**

### **Person Specification**

	Specification	Criteria		Evidence
		Essential	Desirable	
<b>Essential Qualifications</b>	Good general education to include GCSE English or equivalent	✓		
	RSA 3 word processing or equivalent	✓		
<b>Knowledge, Skills, Training and Experience</b>	Secretarial and/or clerical experience.	✓		
	Audio typewriting skills	✓		
	Knowledge of medical terminology			
	2 years' experience working in an acute hospital setting	✓		
	Knowledge of Excel	✓		
	Knowledge of Microsoft Office package.	✓		
	Knowledge of the hospital EPR system	✓		

	Knowledge of patient administration and other related systems	✓		
	Knowledge of medical terminology	✓		
	Previous administration duties in a health care setting		✓	
Personal Qualities	Able to use own initiative.	✓		
	Ability to work as part of a team.	✓		
	Good communication skills	✓		
	Ability to work in a demanding, pressurised environment	✓		
	Ability to manage large volumes of work with very fast turnaround	✓		
	Ability to work with confidential information	✓		
	Reliability.	✓		
	Occupational Health clearance	✓		