

<u>Hospital:</u>	East Lancashire Hospitals
<u>Post:</u>	Audio Typist
<u>Grade:</u>	Administrative & Clerical Band 2
<u>Reports to:</u>	Medical Administration Manager
<u>Responsible to:</u>	Directorate Manager
<u>Job Purpose:</u>	To carry out a wide range of administrative, clerical and computer centred duties and provide support for the Medical Secretaries

Duties:-

1. Registration and modifications of patient details on the Patient Administration System (PAS) ensuring that all information input is accurate, up to date and only disclosed to authorised personnel
2. Administering of clinic appointments using the Patient Administration System, ensuring that appointments are allocated within the Government Outpatient's Waiting list targets and in accordance of the Access, Booking and Choice Policy
3. Transcription and production from Electronic Digital Dictation system of clinic letters/ reports etc
4. Retrieve and track casenotes from Medical Records department via e-mail, telephone.
5. Input and extract data from other relevant software programmes which may be Trustwide or specific (e.g. Theatreman, CRIS, ICE) as and when required
6. Establish and maintain efficient office systems, including filing systems and maintain booking out/and booking in system for case-notes.
7. Ensure all signed investigations are filed correctly in casenotes
8. Liaise with Secretaries to arrange a drop off/collection of casenotes from clinics etc.
9. Assist and support with validation of the 18 weeks PTL
10. General clerical duties including filing, faxing, photocopying and answering the telephone
11. Ensure stock and stationery is kept at acceptable levels
12. Undertake clerical work required for the receipt of Private Patients
13. Liaise with personnel from internal and external legal Departments regarding release of casenotes for medico legal work and litigation cases against the Trust

14. Respond to telephone and e-mail enquiries, contact with members of the public and staff of all disciplines , with tact , selectivity and confidentiality at all times
15. Impart sensitive information (investigation reports) to appropriate requesting authorities and maintain confidentiality of any information obtained regarding patients ensuring that all aspects of Caldicott and the Data Protection Act are met
16. Support new starters during their training period
17. As requested, attend inter-departmental meetings to discuss any changes in working practice
18. Participate as necessary in quality assurance and clinical audit programmes
19. Participate in the collective aims of the department and to continually improve the level of service with our aims and objectives
20. Attend all mandatory Trust training Sessions and sessions relevant to the job role
21. Provide flexibility in terms of hours worked in accordance with the needs of the service
22. Undertake similar duties out of hours and at weekends as may be determined by future service requirements

WORKING CONDITIONS

- Manual handling – lifting patient's records.
- Taking case notes back to the medical records department using a trolley
- The working environment can sometimes be noisy and busy – the need to respect the privacy of colleagues and minimise interruptions or noise levels when possible.
- The post holder will be required to use a PC and so this post is classified as a DSE user.
- Frequent need to concentrate when transcribing and typing.
- An adaptable approach, as the subject matter of your workload will vary across different clinical specialties.

HEALTH AND SAFETY

To observe the Health and Safety at Work regulations by: -

- i. Comply with safety instructions/policies laid down by the Trust.
- ii. Use in a proper and safe manner, the equipment and facilities provided.
- iii. Refrain from the wilful misuse or interference with anything provided in the interests of Health and Safety and any action, which might endanger yourself and others.
- iv. Report as soon as practicable all accidents and untoward occurrences and ensure that the appropriate form is completed.

NB This job description is not intended to be a comprehensive description of the duties of the post. Job holders may be required to carry out other related tasks not specifically mentioned above. This job description may be reviewed and amended at a future date. Any changes will be in consultation with the job holder.

All members of the Trust have a mandatory obligation to be aware of and abide by the following:

Risk Management

It is a standard element of the role and responsibility of all staff of the Trust that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.

Records Management/Data Protection Act

As an employee of the Trust, you have a legal responsibility for all records, including patient health, financial, personal and administrative, that you gather or use as part of your work within the Trust. The records may be paper, electronic, microfiche, audio, video tapes, x-ray images etc. You must consult your manager if you have any doubt as to the correct management of the records with which you work.

Health and Safety Requirements

All employees of the Trust have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable the Trust to meet its own legal duties and to report any circumstances that may compromise the health, safety and welfare of those affected by the Trust undertakings.

Confidentiality and Information Security

As a Trust employee you are required to uphold the confidentiality of all records held by the Trust whether patient records or Trust information. This duty lasts indefinitely and will continue if you are no longer employed by the Trust.

All the information which identified individuals in whatever form, paper, picture, electronic data, images or voice, is covered by the Data Protection Act 1988 and should be managed in accordance with this legislation.

Trust Policies

The Trust operates a range of policies, Human Resources, Clinical Practice etc. All Trust employees must observe and adhere to the provisions outlined in these policies.

Research

The Trust manages all research in accordance with the requirements of the Clinical Governance Framework. As an employee of the Trust, you must comply with all reporting requirements, systems and duties of action put in place by the Trust to deliver research governance.

Equal Opportunities

The Trust provides a range of services and employment opportunities for a diverse population. As a Trust employee you are required to treat all patients, customers, visitors and work colleagues with dignity and respect irrespective of their background.

Child Protection

All employees have a responsibility for safeguarding and promoting the welfare of children. Further guidance can be sought from your Line Manager.

Infection Control

All employees have a personal responsibility for adhering to the control of infection policy. Further guidance can be sought from your Line Manager.

Knowledge and Skills Framework/Personal Development Review

For your post you will receive a KSF job outline detailing knowledge and skills needed to undertake your role. You will be required to undertake an annual personal development review (PDR) which will give you the opportunity to discuss with your manager your progress in relation to your job outline.

Once progression has been agreed you will normally progress to the next incremental point on the pay band 12 months after appointment to this post and to subsequent points every 12 months thereafter, subject to meeting the criteria for progression when you pass through the second gateway point.

STANDARDS OF CONDUCT

Ensure that personal actions and conduct comply with the Trust Policies and Procedures e.g. Health and Safety, Tobacco Control Policy, equal opportunities, confidentiality, the Data Protection Act (1998), Moving and Handling Regulations.

Attend training courses as required e.g. induction, moving and handling, fire lectures etc.

Conduct duties with regard to values underpinning the Trust's Vision:

- If its about me, involve me
- Working together in partnership
- Aspiring to excellence
- Ongoing improvement of our service

The trust has committed to 6 key objectives, to which all employees are expected to contribute. These are:

- Improving patients and carers experience
- Transforming how we work
- Delivering hospital services which are clinically effective and efficient
- Promoting access to services
- Transforming our estate and supporting infrastructure
- Effective management of people with long term conditions.

Post holders are expected to work flexibly within their pay band. They should only be expected to carry out activities for which they are competent. Alternatively they may carry

out the additional duties if they are receiving support or training in order to obtain the recognised level of competence.

The Trust operates a Tobacco Control Policy and is a 'smokefree' zone.