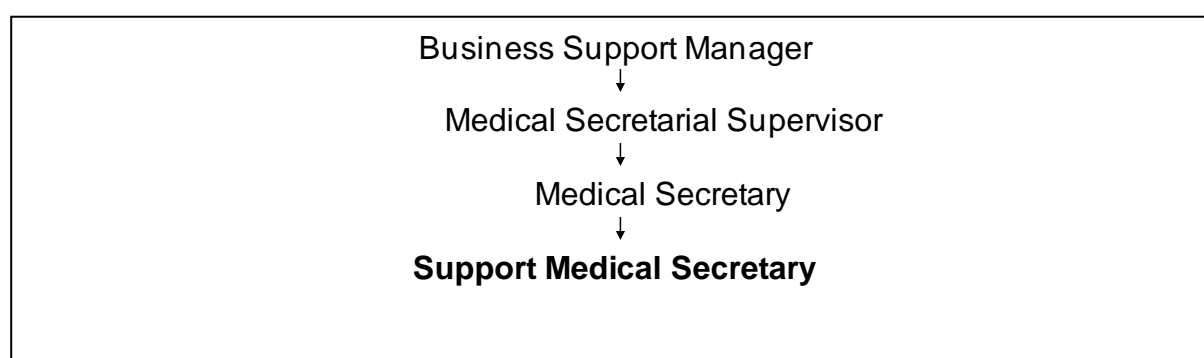


JOB DESCRIPTION

POST TITLE	Support Medical Secretary
BAND	Band 3
DIVISION	Medicine and Emergency Care (MEC)
BASE	Royal Blackburn Hospital
REPORTS TO	Medical Secretarial Supervisor
RESPONSIBLE FOR	Supporting the medical secretarial teams within MEC

ORGANISATION CHART



JOB SUMMARY

The vocational role of Support Medical Secretary is to understand and develop the skills and expertise of a medical secretary, whilst providing support to the medical secretarial team with their workload, including providing cover during periods of annual leave and sickness.

This highly responsible role requires competence in word processing, keyboard skills, audio-transcription, communication and organisational skills. Qualification to AMSPAR Medical Secretary Diploma level (or willingness to work towards) or equivalent is desirable, as are transcription skills and knowledge and understanding of medical terminology. An ability to understand the need for and to maintain confidentiality is essential.

Whilst the role is based at Royal Blackburn Hospital, there could be occasional travel to other ELHT sites to provide support/cover during extremely busy periods.

MAIN DUTIES

- To provide a high quality medical secretarial typing support and administrative service to Various medical secretarial teams within MEC.
- Typing and digital transcription of clinical letters, correspondence, reports and other documents to support the medical secretarial teams.

- To prioritise administration workload ensuring deadlines are met on a daily basis providing a seamless administration service to the medical secretarial teams.
- Receive telephone enquiries with tact and discretion and have the ability to deal with these appropriately and in a timely manner.
- Receive, record and prioritise incoming and outgoing post, both paper and electronic, extracting relevant correspondence.
- Produce regular correspondence and documents to meet specific deadlines, using packages which may include Microsoft Office, Word, Excel, Outlook, PowerPoint and in-house computer packages.
- Receiving incoming patient referrals and actioning them as appropriate.
- Retrieve patient results from ICE desktop in a timely manner and maintain systems for monitoring and retrieving outstanding investigations. Filing results once signed by the Consultant.
- To complete monthly attendance records, ensuring correct information is recorded and actioned in a timely manner.
- To be responsible for the reporting of faults appropriately, as directed.
- To be responsible for maintaining adequate stock levels, including receipting deliveries of parcels and equipment.
- To provide general administrative duties e.g. filing, faxing, scanning and photocopying.
- Tracking in/out medical notes.
- Requesting notes from medical records as appropriate.
- Ensure effective communication with all work colleagues, visitors and patients.
- Searching for notes following case note requests from Health Records.
- Be responsible for the upkeep of patients' hospital records.
- To cover consultants' secretaries in their absence.
- Maintain confidentiality at all times ensuring that information is only divulged to authorised sources and by appropriate means.
- Input and extract data from patient administration system (PAS) and other relevant software programmes, which may be Trust-wide or speciality-specific.
- Ensure Department security is maintained.
- Cancelling/amending outpatient clinics in Consultant's absence.
- Attend all mandatory training.

COMMUNICATION

- Maintain and promote excellent communication and working relationships between all members of staff within Medicine and Emergency Care.
- To liaise with GP surgeries, secondary care and other agencies maintaining confidentiality at all times.
- Recognise the needs of those who may have barriers to communication e.g. those who do not have English as a first language, visually or hearing impaired.
- To manage frequent high pressured situations, e.g. dealing with service user complaints regarding appointment clinic times, parking problems.
- To be able to manage potentially stressful or upsetting situations in an empathetic manner.
- To participate in relevant meetings, e.g. staff meetings, as appropriate.
- Accurate recording and delivery of messages for all members of the team using identified and appropriate systems.

TRAINING AND DEVELOPMENT

- To participate in the personal development review and participate in training/education to meet development needs.
- The post holder will be required to undertake all mandatory training
- The post holder will be required to undertake training specific to the role.
- The post holder will, through appraisal, identify any training needs or requirements

ORGANISATIONAL RESPONSIBILITIES

- Ensure that all office equipment is used in an appropriate way and any training needs highlighted.
- To contribute to keeping up to date all information systems.

PROFESSIONAL RESPONSIBILITIES

- To ensure deadlines are met and a high standard of service is provided.
- Comply with the trust policy on confidentiality, in accordance with the Data Protection Act 1998 relating to information held manually or on computerised systems, Caldicott principles and the Freedom of Information Act.

- To comply with Trust policies and procedures.

EMPLOYMENT ACTS AND CODES OF PRACTICE

All employees are required to comply with employment legislation and codes of good practice.

Equality and Diversity

We are an Equal Opportunities employer and will do all we can to make sure that job applicants and employees do not receive less favourable treatment because of their age, sex, marital status, faith, race, disability or sexual orientation, or for any other reason that is not justified.

Health and Safety

In accordance with the Health and Safety at Work Act 1974, and other supplementary legislation, all employees are required to follow Trust Health and Safety policies and safe working procedures, take reasonable care to avoid injury during the course of their work, and co-operate with the Trust and others in meeting statutory requirements.

Infection Control

All employees must comply with Prevention and Control of Infection policies and attend any related mandatory training.

Sustainability and Corporate Social Responsibility

The Trust attaches great importance to Sustainability and Corporate Social Responsibility. It is the responsibility of all members of staff to ensure that the Trust's resources are used efficiently with minimum wastage throughout their daily activities

Risk Management

Employees are required to report every incident where the health and safety of self or others has been jeopardised (including near misses) and to carry out or participate in investigations into such incidents as required.

Safeguarding

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

Data Protection Act

All members of staff are bound by the requirements of the Data Protection Act 1998.

Rules, Regulations, Policies, Standing Orders and Financial Instructions

All employees are required to comply with the rules, regulations, policies, standing orders and financial instructions of the Trust.

Research and Development Projects

Whenever you decide to undertake a piece of research, either as a Principal Investigator or Local Researcher, or Assistant Researcher, you must comply with the principles of Clinical Governance and the Research Governance Framework.

Development Review

Key performance objectives, development needs and compilation of a Personal Development Plan will be discussed and agreed at Annual Development Review meetings.

Training

Post holders are required to attend any relevant and mandatory training for the post.

Outside Employment / Outside Interests

Any other work or outside interests must not conflict with the duties and responsibilities of your attendance for work as an employee of East Lancashire Hospitals Trust. In accordance with legislation on working time, it is a condition of employment that all staff must inform their line manager before taking up any private practice, work for outside agencies or other employers, other work for this Trust (including bank work) and / or voluntary work. This is to ensure there is no conflict of interest with your NHS duties.

Review of Job Description

This is not intended to be a comprehensive description of the duties of the post. Due to the Trusts commitment to continuous improvement it is likely that the post will develop over time. These duties will be subject to regular review and any amendments to this job description will be made in consultation and agreement with the post holder

STANDARDS OF CONDUCT

Conduct duties with regard to values underpinning the Trust's Vision "*to be a great Trust providing the best possible healthcare to the people of East Lancashire*":-

Values:-

- Respecting the individual
- Putting patients and customers first
- Promoting positive change
- Acting with integrity
- Serving the community

Underpinning the Trust's vision and values are the following key operating principles that influence the way in which the Trust does business:-

- Understand the world we live in and deal with it
- We are clinically led and management supported

- Support departments support the front line
- Everything is delivered by and through Divisions
- Compliance with standards and targets are a given. They are the things we do to help secure our independence and influence
- Quality is our organising principle – driving quality up and cost down is not mutually exclusive
- We deliver what we say we need to

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.

ACCEPTANCE OF JOB DESCRIPTION

I confirm I accept the duties contained in the above job description.

NAME:
(PRINT)

SIGNED:

DATE: