



HERTFORDSHIRE PARTNERSHIP UNIVERSITY NHS FOUNDATION TRUST

JOB DESCRIPTION

Title:	Team / Medical Secretary/ PA / Note Taker
Band:	4
Directorate:	Corporate (Bank)
Responsible to:	As relevant (on booking form)
Accountable to:	HPFT Staff Bank Bureau Manager
Base:	Throughout Hertfordshire

Job Summary:

To provide a comprehensive, professional, effective secretarial and administrative service to the Team and Medical Team. The post holder is the first point of reference and as such must display a considerable degree of initiative, possess mature judgement and maintain a calm, friendly and efficient manner when dealing with service users, their relatives, colleagues and visitors.

The post holder will be required to work independently using initiative, and applying a high degree of confidentiality to all of their work. To undertake non-routine duties without direct supervision, working within broad procedural guidelines.

All staff should comply with the Trust's Anti-Discriminatory Statement, Employee Charter, Trust Policies and Procedures, Code of Conduct and Equality and Diversity.

Job Responsibilities:

- Responsibility for ensuring all correspondence is accurately and appropriately presented using current methodologies and medical terminology used by the team.
- To be highly skilled and experienced in the full range of secretarial work practices, software programmes, and specialised functional terms.
- To be highly proficient and expert in care notes, advising and guiding others in team, supporting new users and instructing them as necessary.

- To use proficient internet skills to access, search and retrieve data relevant to team.
- To use touch typing, audio and shorthand skills as necessary in daily work
- To use knowledge, and experience to meet the needs of the teams by completing non-routine tasks on a daily basis
- To update skills as necessary and attend mandatory training
- To work unsupervised, on a daily basis, prioritising own workload, using initiative as to what is routine and what is urgent.
- To use agreed guidelines/procedures and developed knowledge/skills/qualifications when working autonomously and managing own work.
- To participate in yearly appraisals with supervisor/line manager

Working Relationships and Communication Requirements of the Job

Working relationships

- To use a range of communication skills to develop effective relationships with managers, teams and colleagues; facilitating effective and timely communication.

Communication requirements

- To exchange confidential, sensitive information with staff, service users and carers, in person or on the telephone. The unpredictability of service users means that persuasive, re-assuring, empathic, counselling skills are required at all times.
- To use developed communication skills with service users who may have difficulty understanding, and at times to give disappointing information to service users e.g. cancelling appointments
- To be experienced with a range of communication methods including written, oral, telephone, fax, e-mail and scanner.
- To provide cover for reception, as required and use effective communication in dealing with service users where there may be barriers to effective communication.

Clinical Responsibility

- To give non clinical advice only
- Responsible for informing services users of appointments, changes to appointments, cancellations in person, telephone or by letter.
- To negotiate agreements and co-operation from patients using tact at all times
- To be the first point of call for service users, using developed communication skills and liaising with others to ensure the best possible care
- To order non-stock requisitions, researching equipment/products if necessary
- To regularly monitor stationery levels, ordering as appropriate.
- To maintain and be responsible for maintaining equipment and reporting faults

Service Development and Improvement

- To take the lead in deciding and implementing relevant changes to own work area.
- To propose changes to working practices for own work area and negotiate with others where other work areas are affected.
- To assist the team in research and development activities such as audit
- To undertake surveys/audits of own work area as necessary
- To be aware of Trust targets and implement in own work area as necessary

Analytical and Judgemental Skills

- The post holder will use their own judgement to find solutions to staff requests/needs through the use of analytical and problems solving skills.

Planning and Organisational Skills

- To manage and organise own time and work efficiently and adhere to deadlines to enable the smooth running of the department
- To report and ensure equipment and environment faults are dealt with by relevant persons
- To update filing systems.
- To arrange meetings, compile agendas and take formal minutes
- To deal with all service user enquiries, exercising initiative with regard to necessary action, using sensitivity and tact.
- Ensuring all messages are relayed as quickly as possible to Managers and their teams
- To set up meetings, send out invitation letters, book room and take notes, as required.
- To plan and update diaries as and when necessary.
- To manage and prioritise incoming mail.
- Chasing actions, outputs and outcomes.
- Take minutes of meetings e.g. Professionals meetings, as required.
- The post holder will be expected to establish and maintain effective bring-forward filing systems.
- Handling queries from colleagues and others connected with the services.
- Be aware of and able to make adjustments to plans at short notice.
- Keep data/information systems up to date and stores information correctly and safely.

Physical Working Conditions and Environment

- The post holder will need to spend long periods of time within an office environment sitting in a restricted position at VDU and keyboard computer
- To have the ability to deal with upsetting information given or detailed in reports needed to be typed, e.g. abuse, cruelty etc

- Imparting information to service users that they may find upsetting e.g. cancelling appointments
- To personally manage the effect of upsetting information given by service users or people in a distressed or challenging state
- To concentrate on completing tasks during periods of frequent interruption from staff and service users and switching attention
- To manage deadlines with unpredictable work patterns.

Information Resources

- Responsible for accurate creation, processing and updating of patient electronic database in line with Trust policies
- Responsible for data quality in own work area and encouraging others to do so
- Health & safety
- Security of premises i.e. closing windows; visitors to building.

Additional Information:

Knowledge and Skills Framework:

The post holder will be expected to meet the requirements of the NHS Knowledge and Skills Framework (KSF) appropriate outline for the post.

Approved outlines are available on the HPT e-ksf local library

Health and Safety

The post holder has a duty of care to themselves and to others with whom they come into contact in the course of their work as laid down in the Health and Safety at Work Act 1974 and any subsequent amendment or legislation.

Infection Control

All Trust staff will:

Act as a role model and champion for the highest standard of all aspects of infection prevention and control and implementation of all Infection Prevention and Control Trust policies and guidelines.

Demonstrate respect for the roles and endeavours of others, in implementing good standards of hand hygiene.

Value and recognise the ideas and contributions of colleagues in their endeavours to reduce the incidence of healthcare associated infection.

Equality and Diversity

Hertfordshire Partnership Trust is committed to providing an environment where all staff, service users and carers enjoy equality of opportunity.

The Trust works to eliminate all forms of discrimination and recognise that this requires, not only a commitment to remove discrimination, but also action through positive policies to redress inequalities.

Providing equality of opportunity means understanding and appreciating the diversity of our staff, service users & carers and ensuring a supportive environment free from harassment. Because of this Hertfordshire Partnership Trust actively encourages its staff to challenge discrimination and promote equality of opportunity for all.

Confidentiality

All staff must be aware of the Data Protection Act 1984, and its subsequent amendments, which is now in force. This means that protection of data about individuals is a requirement of the law and if any employee is found to have permitted unauthorised disclosure, the Trust and the individual may be prosecuted.

Standards of Business Conduct and Conflicts of Interest

The Trust has adopted a Standards of Conduct Policy, which reflects NHS Management Executive Guidelines. It is the responsibility of staff to ensure that they do not abuse their official position for personal gain or seek to advantage or further private business or other interests in the course of their official duties. Staff should be informing their line manager if they are working for any other organisation to ensure that this Trust complies with the Working Time Regulations.

Information and Records Management

The postholder must be competent in using IT and have the relevant skills to carry out the activities required for the post.

To comply with the Data Protection Act 1998, Freedom of Information Act 2000 and Department of Health Code of Confidentiality in line with Trust procedures.

To adhere to the Trust's policies on records management including creation, use, storing and retention and disposal of records.

Adhere to the Trust's Corporate Identity (using the standard templates – available on www.hpt.nhs.uk).

Safeguarding Adults and Children

The Trust is committed to ensuring adults and children are protected and come to no harm from abuse. All employees have a responsibility to be aware of national and local policies, their individual responsibilities with regards to the protection and safeguarding of both adults and children, and must adhere to them at all times.

Organisational Change

As services develop and change, the post holder may be required to undertake other responsibilities within the Trust.

Review:

This job description is an outline, which reflects the present requirements of the post and is not intended to be an inflexible or finite list of duties and responsibilities. As these duties and responsibilities change and develop the job description will be amended from time to time in consultation with the post holder.