

Job Description

Job Title:	Medical Secretary
Job Band:	Band 3
Department:	Trauma and Orthopaedics
Responsible to:	Rachel Greasley – Assistant Directorate Manager

Why join The Dudley Group?

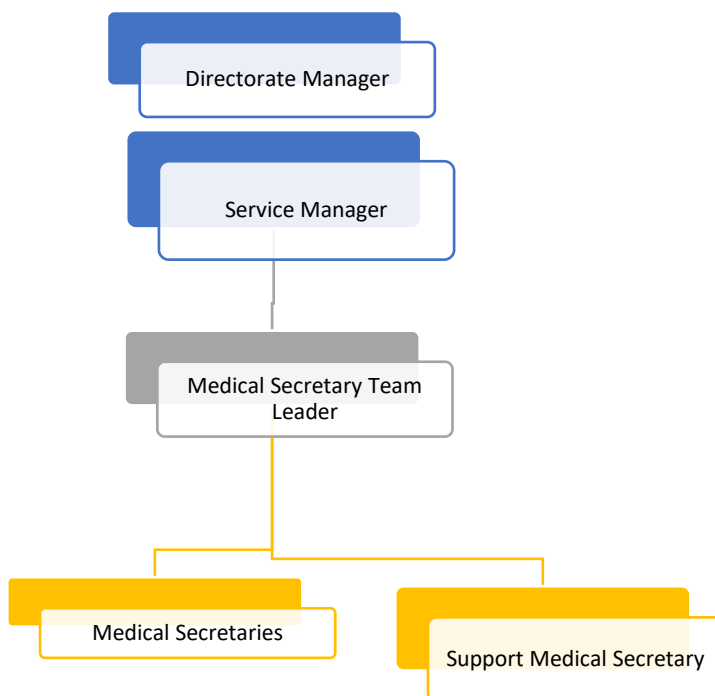
Here at the Dudley Group our patients and staff are at the heart of all that we do to offer a high-quality patient experience in a caring and supportive environment that aligns with our vision of providing excellent health care, improved health for all.



Job Summary

To provide a comprehensive medical secretarial service to Consultants and supporting teams within the designated specialty area. To work collaboratively with other medical secretarial colleagues to ensure clinical correspondence is produced and distributed within acceptable timescales. The post holder will carry out his/her duties in such a way as to make a direct and positive contribution to the organisation of the work. It is essential that the post holder should exercise initiative commensurate with the role and that confidentiality be maintained at all times.

Structure Chart - Trauma and Orthopaedic Admin Structure



Principal Duties & Responsibilities

General Coordination/Organisational Activities

1. To provide a support medical secretarial service within the Directorate. To undertake accurate audio/copy typing of medical correspondence and general administration for the Consultants and their teams. This will include highly sensitive and complex medical terminology with a need for confidentiality.



2. In the absence of the Medical Secretary to receive and open consultant/medical staff mail, to action routine/non-routine and urgent correspondence and drawing the necessary items to the attention of the person concerned.
3. In the absence of the Medical Secretary to be responsible for the generation and distribution of operating lists ensuring appropriate case mix and anaesthetic cover. Generating and distributing duty rotas. Maintenance of the waiting list in conjunction with the Trust Waiting List Policy. Liaison with clinical staff regarding admission arrangements.
4. In the absence of the Medical Secretary to exercise initiative in adjustment of theatre session priorities and workload subject to final approval of Surgeon or within defined scope of initiative.
5. Answering the telephone and other office routines, including the requisition and maintenance of adequate stationery stocks.
6. To act as part of a team, thus providing secretarial services as necessary for colleagues in their absence.
7. To be responsible for booking and rescheduling of follow up appointments when necessary.

Maintenance of Information

1. Maintenance of medical records by accurate filing of results, correspondence and other associated documentation and to ensure that all relevant documentation is available to medical staff at the time of consultation with patients.
2. Maintenance of individual filing systems on behalf of the consultant and their team, to include correspondence/reports for example relating to medico legal/ complaints, research.
3. Ensure adequate tracking of medical records both in and out of department and taking the necessary measures to ensure the security of the information contained within these.
4. Maintain appropriate databases and other internal databases and ensure that accurate information is contained within these.
5. Assist in the coordination of test results, bringing these to the attention of the consultant and take necessary action i.e. devising letter to patient if the Band 4 is on annual/sick leave.

Secretarial Duties

- 1 Provide a full audio/copy typing service to the consultants and their teams of both clinical and non-clinical nature, regularly using complex medical terminology within high volumes of workload.
- 2 Assist in achieving National and Local performance targets by ensuring clinical letters are produced in a prescribed timescale.
- 3 Exercise initiative and judgement using acquired skill and knowledge maintaining confidentiality at all times.
- 4 Ensuring clinics are readjusted/reduced/cancelled in line with Consultant and Consultant's team annual/study leave if the Consultant's Secretary is on annual leave.



General

1. In the absence of medical secretarial colleagues provide secretarial cover to associated medical teams.
2. To assist in the management of resources by advising line manager of stationery and equipment requirements, usage and stock levels.
3. To complete all mandatory training requirements when required.
4. To adhere to the Trust's sickness absence and annual leave procedures.
5. To participate in annual appraisal and to identify personal development plans and training needs.
6. To take part in a regular review of the duties of the post to reflect the changing needs of the NHS, requiring flexibility and a willingness to embrace change.

Organisational Values

The post holder will:

Care: You will listen, be respectful and treat others with compassion and kindness.

Respect: You will behave with respect to everyone you meet and encourage an inclusive culture where we respect the contribution everyone makes.

Responsibility: You will take responsibility for yourself and your team.

There may also be a requirement to undertake other similar duties as part of this post to provide a quality service. These will be consistent with the level of responsibilities outlined above.

This job description may be reviewed from time to time considering developments and may be amended in consultation with the post holder.

Location

The Trust provides services from different sites. You may be expected to work at any of the Trust locations. These include Russells Hall Hospital, Dudley Guest Hospital and Corbett Hospital as well as various community-based sites across the borough.

Code of Conduct



It is expected that all staff would be able to show that they live our trust values in their work and that they will deliver the essential behaviours in their role.

Staff are expected to adhere to Trust policies and procedures which establish standards of good practice as well as follow any codes of conduct which are relevant to their own profession.

Equality, Diversity, and Inclusion

All Trust staff have a responsibility to embrace the diverse cultures of both our staff and the communities that we serve, and as such, all staff should ensure that equality, diversity, and inclusion are embedded in their work philosophy and reflected in their behaviour. Equality, Diversity, and inclusion are pivotal to the values and vision of the Dudley Group so that they shape everything that you do every single day.

Safeguarding Children and Adults

All Trust staff have a responsibility to ensure the safeguarding of children, young people, and vulnerable adults. This includes attending statutory and mandatory training, adhering to local Safeguarding Children and Adults policies and procedures and inter-agency guidance as showed in the Trust's Safeguarding policies and procedures.

Improvement Practice

The trust has a long-term commitment to its continuous quality improvement programme; "Dudley Improvement Practice." As part of your role, you will be asked to take part in improvement activity relevant to your post.

No Smoking

The Trust is a completely Smoke Free Organisation and all premises will be considered No Smoking Zones.

Health and Safety

The Trust has a duty of care to employees and will ensure that, as far as is practical, adequate training, facilities and arrangements for risk avoidance are in place.

It is the individual employee's responsibility, however, to manage their own health and wellbeing.

All Trust employees must follow relevant Health and Safety legislation and the Trust's policies relating to Health & Safety and Risk Management.



Prepared by:	Rachel Greasley
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