

## **Maidstone and Tunbridge Wells NHS Trust**

### **Job Description**

**Job Title:** CAU Support Secretary

**Band:** Band 3

**Directorate:** Trauma and Orthopaedics

**Site:** Tunbridge Wells Hospital

**Hours** 37.5 hours per week

**Reports to:** Service Manager

**Accountable to:** Service Manger

#### **Job Summary:**

The primary purpose of this role is to work as a support secretary providing comprehensive support across clinical administration with primary responsibility to a clinical division.

The post holder will work in close association with and in a supportive role to the Senior Patient Pathway Coordinator and Team Leader. The post holder under the direction and guidance of the Senior Patient Pathway Coordinator and Team Leader will be responsible for ensuring processes and systems in place are adhered to and meet both Trust and National targets, in accordance with the Patient Access to Treatment Policy.

The post holder will be required to provide cover/secretarial support during short periods of staff absence.

#### **Working relationships:**

##### **Internal (within the Trust)**

Clinical staff  
Administration Staff

##### **External (Outside the Trust)**

Patients  
GP Surgeries  
Other NHS organisations  
Other providers e.g. CCG, private sector

**Budget Responsibilities:** None

## **Key result areas**

### **Accountability**

- To work as an administration office team member to ensure effective provision of secretarial support, telephone contact point, cross cover and workload. Undertaking with the Senior Patient Pathway Coordinator and Team Leader, both formal and informal review of the success and the development of this post within the team.
- An understanding of a wide range of secretarial procedures and practices. Proficiency in the knowledge and use of audio typing as touch typing and advanced keyboard use is essential, combined with an in-depth knowledge of medical terminology, Word, e-mail and other IT programmes.
- Monitor patient tracking reports and ensure all patients are outcomed correctly on the Patient Administration System (PAS).
- Be responsible and/or assist in the upkeep of any future monitoring tools deemed appropriate for patient pathways, and as instructed by the Senior Patient Pathway Coordinator and/or Team Leader.

### **Communication and Relationship**

- To co-ordinate planned activity within the team which may include the booking of appointments, rearranging of clinics times on behalf of patients and medical team and accurately recording and passing on ward referrals in accordance with the Patient Access to Treatment Policy.
- To liaise with other departments both internal and external to the Trust as required, using acquired knowledge to contribute towards the smooth patient pathway in line with established guidelines and targets – e.g. liaison with appointments, health records, OPDs, GPs, wards, patients etc.
- Develop an effective working relationship within the team with the clinical and clerical staff throughout the Directorate and the Trust, to aid effective communication, ensure all communication, which may be complex, contentious or sensitive, is undertaken in a responsive and inclusive manner, focusing on improvement and ways to move forward.

### **Planning and organisational**

- To assist in the monthly update of spreadsheets on new patients in liaison with the clinical directorate.
- Prioritise sometimes conflicting directorate requirements, independently of, or with Consultant and other work colleagues within the directorate team.

### **Responsibility for policy / service development**

- Responsible for forwarding any direct access referrals from another Clinical Administration Unit, General Practitioners and Consultants to the relevant booking staff.

- Where necessary ensure that all referrals are appointed appropriately depending on clinical priority and in accordance Patient Access to Treatment Policy.
- Bring to the attention of your line manager any cause for concern with regard to patient waiting times.
- Deal with telephone enquiries from patients, General Practitioners, Consultant secretaries and support services.
- Ensure all clinic appointments and inpatient episodes result in a letter to the GP (or referrer). Provide accurate typing and distribution of clinic letters, and other letters, with speed as well as accuracy to ensure documents reach GPs for patients to start or adjust essential treatment or know the outcome of tests results. Follow up further appointments and tests as required resulting from this work, in accordance with the Patient Access to Treatment Policy
- Maintain patient confidentiality and data protection for all patient related matters, based on Caldicott principles. Dispose of any letters / results etc., which identify a patient and are no longer required in an appropriate way (e.g. shredding).
- Ensure regular filing of copy letters, discharge or theatre summaries, test results and other relevant correspondence either electronically or in case notes, in accordance with the Health Records Policy, to ensure that all notes are kept complete.
- Maintain efficient records through secretarial and administrative policies to aid office organisation, including a computer system for filing and retrieval of documents and correspondence.
- Expedite and obtain investigation results on behalf of the Consultant and Medical Team through the nominated clinical directorate. Ensure that all results are seen and noted and acted upon where necessary before filing.
- Exchange information with other staff, wards, departments, GPs, NHS and non-NHS services and pass on medical information verbally, in person or in writing. This requires an understanding of a wide range of medical terms and procedures acquired through training and knowledge gained from experience. Sometimes hostile and aggressive situations arise in dealing with other health professions which will require a high level of diplomatic communication skills to diffuse.
- Maintain office security relating specifically to trust equipment and patient related materials.
- Use the relevant Patient Administration System and other Trust databases to obtain results, etc., and ensure that all information is current and is corrected where necessary
- Acting as a resource providing guidance and direction where necessary to staff responsible for recording patient attendances at clinic, wards, and patient's services bureau.
- Ensuring appropriate escalation of protocols are implemented where necessary.
- Contacting patients by letter or telephone when necessary for any reason.
- Track case notes, locate and file tests results using PAS and other sources as appropriate.

- Liaise with Health Records with regard to missing notes, chasing these up in a timely manner.
- Ensure good communication with patients and staff.
- Propose changes to working practice to improve service delivery and implement where agreed.

### **Physical effort**

- Physical retrieval and movement of case notes from the Health Records libraries and other departments if required. Includes responsibility for booking and tracking all case notes to and from the department, returning them and liaising with other staff to locate case notes. This may involve pushing heavy trolleys and carrying bulky sets of notes some distance, so requires adherence to the health and safety policies for self and others involved in lifting or moving notes.
- Long periods of sitting.

### **Mental and emotional effort**

- Telephone contact, letters and occasional personal enquiries, (some of which can be of a distressing nature) from patients, relatives and healthcare professionals, in a sympathetic diplomatic and tactful manner, diffusing potentially difficult situations and problems or referring patients appropriately. Communicate results and other information as directed by consultant(s).
- Emotional support for staff.
- Work pattern can be unpredictable.

### **Responsibility for R&D**

- To ensure Trust compliance with Information Governance standards around data correction and to support the Trust's Data Quality initiatives
- To monitor and regularly report performance against Key Performance Indicators including Data Quality reports in conjunction with the Team Leader.

### **Working conditions**

- There is a need to work on a VDU for prolonged periods on a daily basis, often continuously to meet demands, typing complicated medical documents. This requires prolonged periods of concentration with frequent interruptions and the flexibility to undertake different ad hoc tasks.
- To be prepared to extend the working day to accommodate the needs of the service, including effective communication with evening staff.

## General

- These duties are not exhaustive and will be reviewed with the post holder allowing for amendments within the broad scope and band level of the role
- 

### **Job Description Agreement:**

Signature of post holder: \_\_\_\_\_ Date: \_\_\_\_\_

Name: \_\_\_\_\_

Signature of Manager: \_\_\_\_\_ Date: \_\_\_\_\_

Name: \_\_\_\_\_

**Statement:**

1. This job description is a broad reflection of the current duties. It is not necessarily exhaustive and changes will be made at the discretion of the manager in conjunction with the post holder.
2. Time scales for achievement and standards of performance relating to the duties and responsibilities identified in this job description will be agreed via the annual appraisal process with the post holder.
3. As an employee of Maidstone & Tunbridge Wells NHS Trust, the post holder will have access to confidential information. Under no circumstances should this be disclosed to an unauthorised person within or outside the Trust. The post holder must ensure compliance with the requirements of the Data Protection Act.
4. As an employee of the Trust, the post holder will be required to adhere to all Trust policies including Equal Opportunities where all employees are expected to accept individual responsibility for the practical implications of these policies.
5. The post holder is required to take reasonable care for the health and safety of themselves and others that may be affected by what they do while at work.
6. This post may require the post holder to travel across the Trust sites in the course of fulfilment of their duties.
7. The Maidstone & Tunbridge Wells NHS Trust has a no smoking policy
8. Clinical Governance: You will be expected to take part in the processes for monitoring and improving the quality of care provided to patients. This includes risk management and clinical audit. If you engage in clinical research you must follow Trust protocols and ensure that the research has had ethical approval. You will be expected to ensure that patients receive the information they need and are treated with dignity and respect for their privacy.
9. All staff should be aware of their responsibilities and role in relation to the Trust's Major Incident Plan.
10. **INFECTION CONTROL AND HAND HYGIENE** - All Trust employees are required to be familiar with, and comply with, Trust policies for infection control and hand hygiene in order to reduce the spread of healthcare-associated infections. For clinical staff with direct patient contact, this will include compliance with Trust clinical procedures and protocols, including uniform and dress code, the use of personal protective equipment policy, safe procedures for using aseptic techniques, and safe disposal of sharps. All staff are required to attend mandatory training in Infection Control and be compliant with all measures known to be effective in reducing healthcare-associated infections.
11. All staff are required to fully participate in learning and development opportunities and ensure they remain compliant with statutory and mandatory training requirements throughout their employment with the Trust
12. All staff are required to fully comply with the NHS Code of Conduct.
13. **SAFEGUARDING CHILDREN** - Everyone employed by the Trust regardless of the work they do has a statutory duty to safeguard and promote the welfare of children. When children and/or their carers use our services it is essential that all child protection concerns are both recognised and acted on appropriately. You

have a responsibility to ensure you are familiar with and follow the child protection procedures and the Trust's supplementary child protection guidance which is accessed electronically on the Trust's Intranet site. You have a responsibility to support appropriate investigations either internally or externally. To ensure you are equipped to carry out your duties effectively, you must also attend child protection training and updates at the competency level appropriate to the work you do and in accordance with the Trust's child protection training guidance.

14. **SAFEGUARDING ADULTS** - Everyone employed by the Trust regardless of the work they do has a duty to safeguard and promote the welfare of vulnerable adults. When patients and/or their carers use our services it is essential that all protection concerns are both recognised and acted on appropriately. You have a responsibility to ensure you are familiar with and follow Trust policies in relation to safeguarding vulnerable adults. You have a responsibility to support appropriate investigations either internally or externally. To ensure you are equipped to carry out your duties effectively, you must also attend vulnerable adult protection training and updates at the competency level appropriate to the work you do and in accordance with the Trust's vulnerable adult protection training guidance.
15. All staff are required to provide the highest levels of service in their work and to adopt the highest standards of behaviour as stated and implied in the Trust Values of PRIDE.

**Maidstone and Tunbridge Wells NHS Trust**

**Person Specification  
CAU Support Secretary**

AREA	ESSENTIAL	DESIRABLE
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Good standard of general education (at least GCSE level)</li> <li>• Excellent secretarial and audio-word-processing</li> <li>• RSA 2 level qualification</li> <li>• Or equivalent experience</li> </ul>	
<b>Experience/ Knowledge</b>	<ul style="list-style-type: none"> <li>• Previous Secretarial or Administration Experience</li> <li>• Significant experience of dealing with the public</li> </ul>	<ul style="list-style-type: none"> <li>• Medical terminology</li> <li>• Knowledge of Allscripts / ERS</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Excellent computer skills (Word/Excel) /advanced key board skills</li> <li>• Excellent interpersonal skills both verbal and written.</li> <li>• Helpful telephone manner.</li> <li>• Able to use initiative and work under pressure.</li> <li>• Ability to work with and support colleagues as part of a team.</li> <li>• Demonstrates good time management skills.</li> <li>• Clear, concise verbal communication</li> <li>• Ability to work within a team environment under pressure; prioritising work.</li> <li>• Systematic approach to problem solving</li> <li>• Ability to work using own initiative</li> </ul>	<ul style="list-style-type: none"> <li>• Database management</li> <li>• Understanding of 18 Week Referral and Cancer Target rules</li> <li>• Ability to organise and prioritise own workload</li> <li>• Understanding of Health Records legislation</li> </ul>



<b>Attributes</b>	<ul style="list-style-type: none"> <li>• Calm, methodical, accurate and well organised.</li> <li>• Flexibility</li> <li>• Customer care skills</li> <li>• Awareness of confidentiality</li> <li>• Ability to cope under pressure</li> <li>• Good communication skills – written and verbal</li> <li>• Ability to work as part of a multidisciplinary team</li> <li>• Attention to detail</li> </ul>	
<b>Additional requirements</b>	<ul style="list-style-type: none"> <li>• Ability to meet deadlines</li> <li>• Demonstrates a can-do approach to work</li> <li>• Able to travel between sites</li> <li>• Willing to help others</li> </ul>	