

JOB DESCRIPTION

1. JOB DETAILS

Job Title:	Senior Medical Secretary
Reports to:	Team Manager
Accountable to:	Directorate Manager
Band:	4
Unit/Department:	Dermatology
Location:	BRI/SLH

2. JOB PURPOSE

The jobholder will be responsible for the provision of a comprehensive secretarial/ administrative service to a Medical Team within a Clinical Specialty.

The job holder will be responsible for provision of a wide range of secretarial and administrative duties related to patient pathway management, including processing of referrals, ensuring appropriate action is taken: audio transcription and word processing of clinical letters, reports and other correspondence as required by the Medical Team.

Support and guide the medical secretaries in acting as the point of contact with responsibility for the dissemination of information, messages and enquiries for the Medical Team, liaising with multi-disciplinary team members, other health professionals and staff within and external to the Trust.

The job holder will have extensive involvement with Clinicians and Service Managers across the Trust to ensure that patients are treated in accordance with the Trust's policy and procedures.

The jobholder will also be responsible for training and supervision of secretaries, trainees or temporary staff as appropriate.

The job holder will support the Team Manager in ensuring that all patient pathway management processes and co-ordination is managed in accordance with the Trust's Access Policy and other National/local targets ie Cancer

3. JOB DIMENSIONS

Manages own workload and prioritises, including acting independently within clearly defined occupational policies, ensuring absolute confidentiality at all times.

4. ORGANISATIONAL CHART

See Attached Chart

5. KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED

See attached Person Specification

6. PRIMARY DUTIES & AREAS OF RESPONSIBILITY

- Work effectively with the Waiting List Office management team, and external agencies including medical, nursing and other secretarial staff in facilitating patient pathways.
- Responsible for the management of all patients within the Specialty in accordance with the Trust's Access Policy and other National/Local targets ie. Cancer, RTT, non-applicable.
- Provide information on a weekly basis to the Team Manager to support the Divisional and Trust- wide Performance/Access meetings.
- To effectively and efficiently administer and maintain accurate data within all relevant IT systems. The systems could include EPR and/or other local IT systems.
- Manage and prioritise own workload using own initiative and ensuring deadlines are met. Working to agreed national/local timescales e.g. waiting times, cancer etc.
- Responsible for the training and direct line management of medical secretaries, trainees or temporary staff.
- Co-ordinates a secretarial service which includes including filing, shorthand/audio typing, ad hoc correspondence use of e-mail, faxing, photocopying, dealing with mail and ordering stationery supplies.
- Support and guide the medical secretaries in acting as the point of contact with responsibility for the dissemination of information, messages and enquiries for the Medical Team, liaising with multi-disciplinary team members, other health professionals and staff within and external to the Trust.
- Point of contact for challenging/sensitive telephone enquiries from staff, patients, relatives, patients' legal representatives, General Practitioners, Nursing staff, Consultants and external organisations and dealing with such enquiries in a constructive and sympathetic manner taking action as appropriate or referring to the appropriate person where necessary and re-routing these calls when required.
- Supporting the Medical Team in their wider role e.g. medical committees, research activities, preparing papers/presentations for publication/teaching purposes and reports for legal purposes.
- Responsible for chasing all investigation/test results and bringing abnormal/urgent results to the attention of the Medical Team / individual Consultant, taking action as appropriate.
- Responsible for rescheduling appointments, arranging follow up appointments and referrals and appropriate action being taken to ensure co-ordination and continuity of patient pathway.

- Co-ordination of Consultant diaries ensuring any requests for leave are actioned in a timely manner, relevant departments are informed and clinical commitments altered accordingly ie. theatre/outpatient clinic scheduling.
- Works in close liaison with other secretaries and the Medical Team within the Specialty to promote a team approach.
- Establish and maintain effective filing and other administrative systems.
- Participates in providing adequate cover as and when necessary in conjunction with other secretaries in the Team for sickness, training and annual leave.
- Co-ordinate and facilitate any requests for data entry/collection required at service level.
- Ensure case notes and other information is made available to support service delivery ie coding, medical reports.
- Contribute to service improvements in conjunction with Line Manager/Medical Team and implement standard operating procedures.
- Facilitate a culture of service innovation and change with the support and direction from the Team Manager.
- Such duties at a comparable level of responsibility associated with the work of the post and which may vary from time to time.

Health and Safety/Risk Management

The jobholder must comply at all times with Bradford Teaching Hospitals NHS Trust Health and Safety policies, in particular by following agreed safe working procedures and reporting incidents using the Trust's Risk Incident Reporting System.

Equality and Diversity

The jobholder is required to abide by the Trust's policies and procedures and to actively support the Trust's commitment to equality and diversity in both employment and the delivery of services. All patients, staff and visitors must be treated equitably, with dignity and respect taking into account their race, gender, ethnic origin, age, disability, sexuality etc".

Training and Personal Development – Continuous Professional Development

The jobholder must take responsibility in agreement with his/her line manager for his/her own personal development by ensuring that Continuous Professional Development remains a priority. The jobholder will undertake all mandatory training required for the role.

Patient and Public Involvement

All staff will be expected to comply with S.242 of the NHS Act 2006.

Respect for Patient Confidentiality

The jobholder should respect patient confidentiality at all times and not divulge patient information unless sanctioned by the requirements of the role.

Environment and Sustainability

All employees have a responsibility to promote sustainability and carbon reduction within the

Foundation Trust adhering to our Sustainable Development Strategy and therefore ensuring that all our business is conducted in a sustainable manner

Infection Prevention and Control

All employees have a personal responsibility to comply with Trust and departmental Infection Prevention and Control policies to protect their own health, the health of patients, visitors and other employees and to prevent health care associated infections. This includes a requirement to maintain a safe, clean and tidy work environment and to complete mandatory Infection Prevention and Control Training as provided by the Foundation Trust. All clinical staff must ensure rigorous and consistent compliance with standard infection control precautions including Hand hygiene, dress code and use of personal protective equipment and other clinical care policies and protocols applicable to infection prevention and control. Employees are required to challenge poor performance or poor practice in relation to infection prevention and report any breaches using relevant Trust procedures such as the Incident reporting system.

Safeguarding Children and Adults

All employees have a responsibility to safeguard and promote the welfare of children and adults including but not limited to patients, members of the public and colleagues. The postholder will be responsible for ensuring they undertake the appropriate level of training in accordance with our safeguarding policy training strategy and that they are aware of and work within the safeguarding policies of the Trust which are available on the Trust intranet pages.

7. COMMUNICATION & WORKING RELATIONSHIPS

Trust staff at all levels within the Medical Team, Specialty and Department. Health care professionals within other areas of the Trust and external organisations as and when required.

8. SPECIAL WORKING CONDITIONS

The jobholder may be required to travel to other Trust sites. Flexibility with regard to hours of work may be necessary in order to fulfil the service requirements.

Bradford Teaching Hospitals NHS Foundation Trust is part of the West Yorkshire Association of Acute Trusts (WYAAT), a collaborative of the NHS hospital trusts from across West Yorkshire and Harrogate working together to provide the best possible care for our patients.

By bringing together the wide range of skills and expertise across West Yorkshire and Harrogate we are working differently, innovating and driving forward change to deliver the highest quality care. By working for Bradford Teaching Hospitals NHS Foundation Trust this is your opportunity to be a part of that change.

WYAAT is the acute sector arm of the West Yorkshire and Harrogate Health and Care Partnership, one of the largest integrated care systems in the country. The Partnership's ambition is for everyone to have the best possible health and wellbeing, and the work of WYAAT, and each individual trust, supports that ambition.

9. JOB DESCRIPTION AGREEMENT

Jobholder's Signature:..... Date:.....

Head of Department's Signature:..... Date:.....

Head of Department's Job Title:.....

Terms and Conditions:

You will be appointed on Agenda for Change Terms and Conditions

1. Probationary Period

New employees appointed to Bradford Teaching Hospitals NHS Foundation Trust covered by Agenda for Change Terms and Conditions (whether on a fixed term or substantive basis) are subject to a probationary period. The length of your probationary period is dependent on your length of contract as detailed in the table below. During this time you will be required to demonstrate to the Trust your suitability for the position in which you are employed. This period may be extended at the Trust's discretion and is without prejudice to the Trust's right to terminate your employment before the expiry of the probationary period. In the event that a decision is taken to terminate your contract of employment during or at the end of your probationary period, you will be entitled to a notice period in line with the statutory timescales, which for employees with less than one year's service is one week.

Length of Contract	Probationary Period
Substantive	6 months
Fixed Term for 12 months or more	6 months
Fixed Term for 6 – 12 months	3 months
Fixed Term for less than 6 months	1 month

Probationary periods do not apply to internal moves/transfers and promotions

2. Pension Scheme

New starters to the Foundation Trust will be auto-enrolled into the NHS Pension Scheme subject to qualifying criteria at the appropriate contribution rate. Contribution rates can be found at www.nhsbsa.nhs.uk/member-hub/cost-being-scheme.

The employer contribution rate is 20.68%.

Employees who are not eligible to join the NHS Pension Scheme will be auto-enrolled into an alternative scheme subject to qualifying criteria.

3. Annual Leave

The leave entitlement for this job is *262.5* hours, pro rata (inclusive of bank holidays).

The annual leave year runs from 1 April to 31 March.

Your leave entitlement will rise to *277.5* hours, pro rata after 5 years NHS Service and to *307.5*, pro rata hours after 10 years NHS Service (inclusive of Bank Holidays).

4. Health Screening

The post is subject to health screening, as appropriate to the post.

5. Special Conditions

The postholder may be required to work irregular hours on occasions in order to satisfactorily fulfil the requirements of the post.

6. Sickness Absence

Employees absent from work owing to illness will be entitled, subject to the conditions of the agreement and appropriate certification, to receive sick pay in accordance with the Department of Health Agenda for Change agreement (which may be varied from time to time by the NHS Negotiating Council). For details of the sick pay scheme please access the “Agenda for Change” staff Terms and Conditions via the Department of Health Website www.nhsemployers.org , or the HR Pages of the Trust Intranet.

The Foundation Trust is a NO SMOKING Employer - Smoking will not be permitted on Foundation Trust premises and grounds, and there will be no provision made for employees who wish to smoke.

General Data Protection Regulations

All members of the staff are bound by the requirements of UK Data Protection legislation and any breaches of the legislation or of the confidential nature of the work of this post could lead to dismissal.

Disclosure and Barring Service

Please note that this post may be subject to a criminal records check from the Disclosure and Barring Service.

For certain roles the check will also include information held on the DBS's children and adults barred list, together with any information held locally by police forces that is reasonably considered to be relevant to the applied for post.