

Job Description



South Tees Hospitals
NHS Foundation Trust

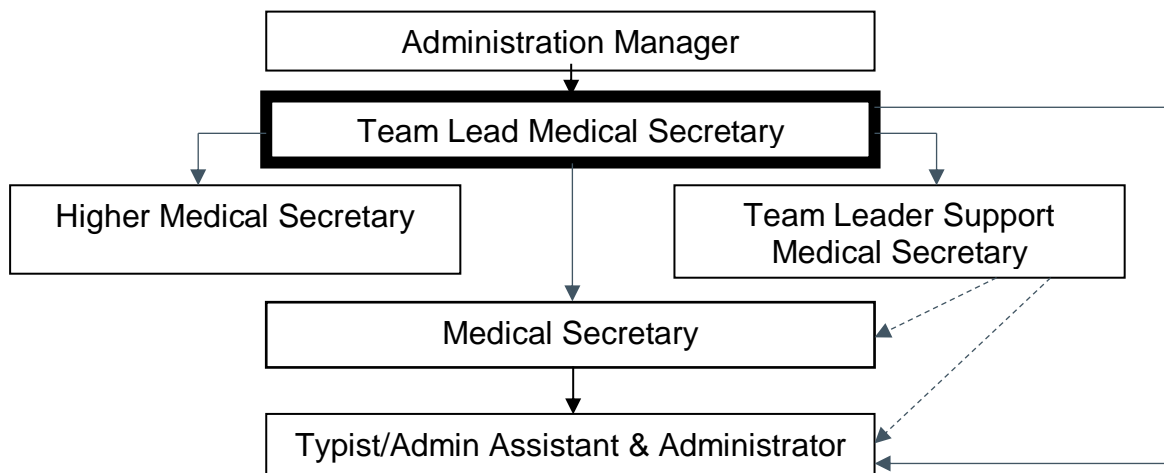
Role Details

Job Title	Team Leader - Medical Secretary
Band	4
Department/Service	Trust Admin & Clerical Workforce

Organisational Relationships:

Responsible to:	Administration Manager
Accountable to:	Administration Manager
Professionally Accountable to:	Administration Manager
Responsible for:	Provide day to day management to team of medical secretaries, admin/typist(s)

Organisational Chart:



Job Summary/ Role:

The post holder will take a lead role in providing a comprehensive, effective and professional secretarial and administrative support to a service.

The role requires leadership of admin/secretarial team and has responsibility for ensuring key performance indicators are met.

The post holder will deputise for the Admin Manager in their absence and undertake aspects of a line management role for junior admin support

Key Relationships:

The post holder will be expected to:

- Communicate effectively and courteously with a range of internal/external stakeholders, which may include patients on a daily basis. Stakeholders may include medical staff, GPs, patients, relatives, members of the public and other disciplines within the Trust. This list is not exhaustive.
- Work with and effectively communicate with the team structure including line management.

Core Functions:

To provide a high quality administrative service and ensure excellent customer care and experience for patients and other stakeholders.

To ensure that all Trust Policies and Procedures relating to role are adhered to.

Administrative Responsibilities

The post holder will work on their own initiative and make decisions within their remit, referring to their line manager as appropriate.

The role requires the individual to work as part of a multi-disciplinary team, to provide high quality individualised care to patients.

The post holder will be predominantly office based and undertake the following activities:

- Receiving, recording, sorting and distributing any form of communication and take appropriate action including escalation where appropriate.
- Receive and make telephone calls to/from patients, relatives, GPs, wards and other NHS and non-NHS professionals/agencies, follow through all enquiries in a friendly and professional manner.

- Acting as a point of contact for patients, carers, relatives and other members of the multidisciplinary team.
- Dealing professionally with sensitive and challenging communication.
- Assist with arranging and administering appointments and clinics as required by the service, e.g. urgent and routine referrals, elective admissions, and help to manage diagnostic lists.
- Management of medical records including tracking, tracing, filing and retrieving inline with Trust Policy.
- Support the management of timely investigative reports/results and escalate to the relevant clinical team.
- Participate in clinic reconciliation appropriate to the service.
- Administration in relation to theatre and waiting lists as required by service.
- Arrange on call rotas (e.g. Consultant) as required.
- Transcription and or proof reading of clinics and other letters of a sensitive and confidential nature ensuring copy letters to other health care professionals / services are sent.
- Interrogate case notes to identify relevant information and to ensure accuracy of correspondence.
- Communicate complex and sensitive information to GPs and / or other health care professionals, in relation to patient's conditions and prognosis.
- Data collection, update, management and maintenance of databases relevant to service.
- Administer, coordinate and organise diaries and arrange meetings / events, resolving conflicting appointments and schedules.
- Make travel arrangements for team members in line with Trust policy as required by service.
- Collate documents and other preparatory items required for meetings pertinent to the service.
- Attend meetings, record and transcribe formal minutes of meetings as and when required.
- Word processing utilising Microsoft Office communication pertinent to the service.
- General administrative and clerical procedures including receiving and sending e-mails, filing, photocopying, scanning of documents and faxing as required
- Compliance with General Data Protection Regulations and patient confidentiality supporting processes for clinical governance and information governance.
- Undertake any other relevant administrative tasks that may be required for the effective running of the service.

The post holder will manage their workload effectively, applying prioritisation and time management skills, ensuring information is timely, accurate and complete and relevant for the purpose for which it is provided.

	<p>The post holder will be proactive with respect to personal and professional development and become fully conversant with new developments affecting the role</p> <p>He/she must also be flexible both in availability and being able to offer cover for colleagues when they are absent from work due to annual leave or sickness etc.</p> <p>There may be a requirement to provide secretarial and administrative support to other departments as a member of the trust's administrative and clerical workforce.</p> <p>It is a requirement of the Trust that no secretarial support for private practice will be undertaken within contracted hours for the Trust (where applicable)</p>
Clinical Responsibilities	<p>Provides and receives basic routine information to/from patients, occasionally of a sensitive nature in relation to appointments, correspondence and associated trust processes, policies and procedures.</p>
Management and Leadership Responsibilities	<p>The post holder may:</p> <ul style="list-style-type: none"> • Be a professional role model to the team and champion the Trust values • Assist in the recruitment and selection of more junior medical secretaries and clerical staff as required • Undertake day to day supervision of staff - including fair and equitable delegation of work, managing workload priorities and urgent requirements, ensuring these are completed within required timescales • Support the Admin Manager to monitor the work of all members of the team to ensure it meets clinical governance, data quality and KPI's. • Support the Admin Manager to manage the assessment of competence of new and trainee staff through the probationary period process • Support the Admin Manager in the undertaking of annual SDR's and Personal Development Plans • Support the Admin Manager in ensuring that staff are up to date with their mandatory training that they are manage. • Support the Admin Manager to maintain personal records. • Actively encourage and solicit staff views or engagement in respect of new ways of working, service, or process improvements, e.g. Electronic Patient Record (EPR) to feedback to the Admin Manager. • Champion the Trust improvement and leadership strategy, through attendance at New and Aspiring Leaders and Foundation Quality Improvement. <p><i>Assist the Admin Manager to produce rota's and manage absence to ensure continuity of service provision.</i></p>

Policy and Service Development	<p>Know where to access and comply with Trust policies and procedures.</p> <p>Supports the implementation of policies for own work area and proposes changes.</p> <p>Engage in discussion and implement in relation to service development and best.</p> <p>To ensure standardisation and consistency across services.</p> <p>Champion and lead quality improvement initiatives across your immediate team and within your service</p>
Research and Audit Responsibilities	<p>There are no responsibilities for research or development within the role.</p> <p>The post holder may be asked to participate in staff surveys or other methods of capturing staff views and experience.</p>
Managing Resources Responsibilities	<p>Undertake ad hoc duties to support the service as a whole.</p> <p>Arrange repair/replacement of office equipment that may be out of use.</p> <p>Manage equipment and resources efficiently.</p>
Education and Training	<p>The post holder will learn and develop existing skills appropriate to maintain standards and quality of care and ensure compliance with mandatory training and other role specific training.</p> <p>Compliance, and personal development and training needs, will be identified by participating in the trust's annual staff development review (SDR) process.</p> <p>There is also a requirement to assist in the training of new secretaries and other administrative and clerical staff, offering on-going guidance and support as necessary.</p> <p>Delivery of appropriate training programmes.</p>
<p><i>This job description is not exhaustive. The job description and duties may be subject to future review as the needs of the service change.</i></p>	

KNOWLEDGE & SKILLS		
Essential	Desirable	Assessment Method
<ul style="list-style-type: none"> • Excellent communication and interpersonal skills • Excellent planning, prioritisation and organisational skills • Substantial working knowledge of secretarial/clerical processes • Efficient and accurate word processing skills • Efficient and accurate proof reading skills • Substantial working knowledge of functionality of Patient Administration Systems • Understanding of a range of work procedures associated with outpatient clinic arrangements, secretarial office procedures and case note procedures • Knowledge of General Data Protection Regulations and patient confidentiality • Knowledge of STHFT policies and procedures 		Application form/ Interview/Assessment
QUALIFICATIONS & TRAINING		
Essential	Desirable	Assessment Method
<ul style="list-style-type: none"> • GCSE in Maths and English or Functional Skills, Level 2 • NVQ3 level Secretarial or Business Administrative qualification or equivalent level of demonstrable experience <p>PLUS</p> <ul style="list-style-type: none"> • Medical Terminology Qualification Level 2 or equivalent level or short courses or equivalent demonstrable working experience in accordance with the Trust's Medical Secretarial Development Framework 	<ul style="list-style-type: none"> • People management qualification • Audio-typing qualification or equivalent level of working experience with medical terminology • Attendance at foundation improvement training and the new and aspiring leaders program within first year of role 	Application form/ Interview/Assessment

<ul style="list-style-type: none"> • Customer care qualification, Level 2 or short courses or equivalent demonstrable working experience in accordance with the Trust's Medical Secretarial Development Framework • Short courses associated with People Management responsibilities • Must have demonstrable experience in Line Management and Leadership activities • Must be willing to undertake the Trust's Management Essential training within 6 months of commencing in post. 		
EXPERIENCE		
Essential	Desirable	Assessment Method
<ul style="list-style-type: none"> • Must have demonstrable experience in Line Management and Leadership activities • Substantial Secretarial and administrative experience • Extensive use of Office and Outlook, including word, excel and powerpoint, e-mail and internet 	<ul style="list-style-type: none"> • Healthcare / NHS Trust experience • Trust experience and working practice with STHFT policies and procedures 	Application form/ Interview/Assessment
PERSONAL ATTRIBUTES		
Essential	Desirable	Assessment Method
<ul style="list-style-type: none"> • High professional standards • Excellent communication skills • Customer focused • Sensitive, tactful and diplomatic • Self-motivated • Team player • Ability to prioritise own workload where there are competing demands, and work to tight deadlines when required • Positive and enthusiastic • Personal resilience; ability to cope with additional workloads created as a result of staff shortages to ensure the service continues • Flexibility, 'can do' attitude, adaptable to changing demands 		Application form/ Interview

General Requirements:

Communications and Working Relations

The post-holder must treat colleagues in a manner that conveys respect for the abilities of each other and a willingness to work as a team.

2. Policies and Procedures

All duties and responsibilities must be undertaken in compliance with the Trust's Policies and Procedures. The post-holder must familiarise the ways in which to raise a concern to the Trust e.g. Freedom to Speak Up – Raising Concerns (Whistleblowing) Policy in order that these can be brought to the Trust's attention immediately.

3. Health and Safety

The post-holder must be aware of the responsibilities placed upon themselves under the Health & Safety at Work Act (1974), subsequent legislation and Trust Policies; to maintain safe working practice and safe working environments for themselves, colleagues and service users.

4. No Smoking

All Health Service premises are considered as non-smoking zones; the post-holder must familiarise themselves with the Trust's Smokefree Policy (G35)

5. Confidentiality

All personnel working for, on behalf of or within the NHS are bound by a legal duty of confidentiality (Common Law Duty of Confidentiality). The post-holder must not disclose either during or after the termination of their contract, any information of a confidential nature relating to the Trust, its staff, its patients or third party, which may have been obtained in the course of their employment.

6. Equal Opportunities

The Trust believes that all staff have a responsibility to make every contact count. This is to ensure that we are able to reduce health inequalities to the people we deliver services to and to our employees in our goal to deliver seamless, high quality, safe healthcare for all, which is appropriate and responsive to meeting the diverse needs of individuals. In working towards achieving our goals, it is important that staff and users of our service are treated equitably, with dignity and respect, and are involved and considered in every aspect of practice and changes affecting their employment or health care within the Trust.

7. Infection Control

The post-holder will ensure that (s)he follows the Trust's hospital infection prevention and control (HIC) policies and procedures to protect patients, staff and visitors from healthcare-associated infections. He or she will ensure that (s)he performs the correct hand hygiene procedures (as described in HIC 14), when carrying out clinical duties. He or she will use aseptic technique and personal protective equipment in accordance with Trust policies. All staff must challenge non-compliance with infection, prevention and control policies immediately and feedback through the appropriate line managers if required.

8. Safeguarding Children and Adults

The Trust takes its statutory responsibilities to safeguard and promote the welfare of children and adults very seriously. The Board of Directors expects all staff will identify with their manager during the SDR process their own responsibilities appropriate to their role in line with statute and guidance. This will include accessing safeguarding training and may include seeking advice, support and supervision from the trust safeguarding children or safeguarding adult teams. Where individuals and managers are unclear of those responsibilities they are expected to seek advice from the safeguarding teams.

HR Use Only

Job Reference No:



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APPENDIX 2

PROFILE SUPPLEMENT

This Role Involves:	Yes	No	Rare	Occasional	Frequent	Examples
Lifting weights/objects between 6-15 kilos						
Lifting weights/objectives above 15 kilos						
Using equipment to lift, push or pull patients/objects						
Lifting heavy containers or equipment						
Running in an emergency						
Driving alone/with passengers/with goods						
Invasive surgical procedures						
Working at height or in a confined space						
Concentration to assess patients/analyse information						
Response to emergency situations						
To change plans and appointments/meetings						

depending on the needs of this role						
Clinical interventions						
Informing patients/family/carers of unwelcome news						
Caring for terminally ill patients						
Dealing with difficult family situations						
Caring for/working with patients with severely challenging behaviour						
Typing up of formal minutes/case conferences						
Clinical/hands on patient/client care						
Contacts with uncontained blood/bodily fluids						
Exposure to verbal aggression						
Exposure to physical aggression						
Exposure to unpleasant working conditions dust/dirt/fleas						
Exposure to harmful chemicals/radiation						
Attending the scene of an emergency						
Food preparation and handling						
Working on a computer for majority of work						
Use of road transport						

