



**GIG**  
CYMRU  
**NHS**  
WALES

Bwrdd Iechyd Prifysgol  
Betsi Cadwaladr  
University Health Board

**Caje Ref: 2016/0456**

**05/08/2016**

## **BETSI CADWALADR UNIVERSITY**

### **HEALTH BOARD**

### **JOB DESCRIPTION**

#### **JOB DETAILS**

**Job Title:** Medical Secretary

**Band:** Band 3

**Salary Scale:**

**Hours of Work:**

**Directorate/Department/CPG**    **Unscheduled Care**

**Base:** Glan Clwyd

#### **ORGANISATIONAL ARRANGEMENTS**

**Accountable to:** Line Manager

**Responsible for:**

#### **JOB PURPOSE:**

##### **The Medical secretary Function Provides:**

An accurate, confidential and supportive administration service for patients, clinical teams, carers and internal and external agencies (e.g. Local Authority, Third Sector, CAIS) in order to: Provide a safe and efficient patient pathway and provide information and appropriate support to families and carers.

The post holder will support the delivery of a comprehensive high quality medical secretarial administrative service.

#### **Scope of the Role**

To support the co-ordination of the administration arrangements to provide a high quality supportive secretarial service to the consultant, medical and nursing team. To work independently and be accountable for organising/prioritising own workload to ensure deadlines are achieved. To support the facilitation of the patients along a defined pathway.

## **KEY RESPONSIBILITIES**

### **Administration**

The post holder will be a key member of the Medical secretary team providing an accurate and confidential administration service to the Clinical Specialty and its associated work streams. The post holder will support the consultants, junior medical staff and other health professionals with the creation of best practice and processes, supporting diary management, workload and co-ordination of appointments and admissions related information for patients and carers.

The post holder will have good accurate typing skills, and will ensure that the speciality maintains efficient filing and recording of information systems. Will plan and organise own time, adjusting clinic appointments for patients ensuring notes are ready for clinics as necessary.

Collect and collate information as directed by the Senior medical secretary and or administration manager.

Act on own initiative to prioritise and plan own workload to meet service level agreements and key performance indicators and will reflect on and improve own performance, supporting change management and improvements to procedures and service developments

The post holder will adhere to standard operating procedures and protocols and will advise and support colleagues on these, making judgements requiring a number of options, using experience from a broad skill base related to their practice.

The post holder will monitor and review any patient forms /details and items pending further action, chase outstanding responses and information. The post holder will provide information and advice to patients and relatives about admissions and appointments.

Capture and transmit information using electronic communication media, working to agreed protocols/standard operating procedures within each speciality working autonomously.

The post holder will accurately input and maintain the patient administration systems ensuring data quality at all times.

The post holder will process documents accurately and efficiently using digital dictation, analogue dictation and as directed by the clinician and will demonstrate self-

directed development and practice of patient administrative systems, whilst undertaking tasks that will require individual to exercise judgement and expertise.

Take and transcribe minutes and process documents whilst providing clerical support for data input ensuring data quality throughout.

Responsible for sharing relevant information within the team, making self and others aware of data related to tasks and activity where appropriate.

Take patient bookings and enter accurately onto the patient administration system, recalling facts and awareness of policy and legislation, legal and ethical issues throughout, sharing with colleagues and supporting administration when appropriate.

Performing, administrative tasks the post holder will have the responsibility for safe use of equipment and resources used by self or others (e.g. will report any defects in equipment through the IT Helpdesk Service)

### **Communication Customer Service Skills**

The post holder will have excellent communication skills and will act with an efficient, professional and friendly manner to ensure that the patient, relative, colleague receives an effective, supportive and efficient service, advising on access to and use of services. Will answer telephone calls into the department in a professional and courteous manner and will use knowledge and skills to answer and deal with the call, using initiative to direct callers appropriately whilst adapting communication style

The post holder will make appropriate decisions around patients who do not attend (DNA/CNA), booking and cancellations of appointments, in line with standard operating procedures, policies and key performance indicators.

The post holder will have the ability to prioritise and manage a number of conflicting requirements to ensure compliance with Key Performance Indicators.

Use tact when dealing with patients, relatives or colleagues who may need further support to achieve the desired outcome of their request.

Be proactive and use initiative to ensure that work tasks adhere to the agreed operating instructions and key performance indicators for the speciality as set by the line manager. Support junior colleagues in directing and advising on operating guidelines.

As requested by the senior secretary the post holder will provide assistance and deputise when necessary for induction of new starters into the specialty and supporting other team members in co-ordinating workload. They will demonstrate own duties to new starters as requested promoting and building positive relationships within the medical secretarial team.

The post holder will participate in audits/surveys as necessary to own role.

## **Service Delivery**

Working with the team the post holder will support the key performance indicators that have been set for each speciality and make decisions in prioritising own workloads.

The post holder will deal with relevant correspondence, telephone or personal enquiries efficiently and effectively.

Contribute to projects or duties to ensure excellent service delivery as directed by the senior secretary/line manager, consultant or other colleagues.

When applicable have the ability to coordinate duties and tasks remotely as a medical secretary could be at various locations across the Health Board.

Work with the senior medical secretary to instigate/agree escalation procedures where standards fall below a satisfactory level and agree new interim key performance indicators.

The post holder will be expected to undertake any additional duties and responsibilities to ensure that service delivery is effectively maintained.

## **Personal development**

The post holder will undertake any relevant training specific to the role including BCUHB mandatory training to ensure competencies skills and knowledge are up to date.

Actively develop and maintain knowledge of medical terminology within designated specialty area.

## **Other Information**

This job description acts as an outline to the job specification for the post holder. The priorities and emphasis may change in view that it is a new post and to reflect service needs. The post holder will undertake annual appraisal at which point the current job description will be reviewed.

## **GENERAL REQUIREMENTS**

### **Competence**

At no time should the post holder work outside their defined level of competence. If there are concerns regarding this, the post holder should immediately discuss them with their manager/supervisor. Employees have a responsibility to inform their supervisor/manager if they doubt their own competence to perform a duty.

### **Registered Health Professional**

All employees of the LHB who are required to register with a professional body, to enable them to practice within their profession, are required to comply with their code of conduct and requirements of their professional registration.

### **Supervision**

Where the appropriate professional organisation details a requirement in relation to supervision, it is the responsibility of the post holder to ensure compliance with this requirement. If employees are in any doubt about the existence of such a requirement they should speak to their manager.

### **Risk Management**

It is a standard element of the role and responsibility of all staff of the LHB that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.

### **Records Management**

As an employee of the LHB, the post holder is legally responsible for all records that they gather, create or use as part of their work within the LHB (including patient health, financial, personal and administrative), whether paper based or on computer. All such records are considered public records, and the post holder has a legal duty of confidence to service users (even after an employee has left the LHB). The post holder should consult their manager if they have any doubt as to the correct management of records with which they work.

### **Health and Safety Requirements**

All employees of the LHB have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. The post holder is required to co-operate with management to enable the LHB to meet its own legal

duties and to report any hazardous situations or defective equipment. The post holder must adhere to the LHB's risk management, health and safety and associated policies.

### **Flexibility Statement**

The duties of the post are outlined in this job description and person specification and may be changed by mutual agreement from time to time.

### **Confidentiality**

The Post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will in many cases include access to personal information relating to service users. The post holder must treat all information whether corporate, staff or patient information in a discreet and confidential manner in accordance with the provisions of the data protection act 1998 and organisational policy.

### **Promoting Diversity and Dignity at Work**

The LHB is committed to promoting diversity in employment and dignity at work. It recognises that discrimination and harassment is unacceptable and that it is in the best interests of the LHB and the population it serves to utilise the skills of the total workforce. The post holder must comply with and adhere to the equal opportunities and dignity at work policies.

**Person specification: Medical secretary (Band 3)**

	<i>ESSENTIAL</i> The qualities without which a post holder could not be appointed	<i>DESIRABLE</i> Extra qualities which can be used to choose between candidates who meet all the essential criteria working at full competencies	<i>METHOD OF ASSESSMENT</i>
<b>QUALIFICATIONS</b>	<p>NVQ Business Administration L3 or equivalent experience.</p> <p>RSA /OCR level 2 or equivalent experience (must be a proficient user of Microsoft word.</p> <p>IT related qualification CLAIT plus /ECDL or equivalent.</p>	<p>AMSPAR – City &amp; Guilds L3.</p> <p>NVQ Customer Service L3.</p>	<p>Certificates at Interview/ Application form</p> <p>Assessment of typing to 35 words per minute or more and be a proficient user of Microsoft Word</p> <p>Audio assessment of competence</p> <p>Digital file usage</p>
<b>EXPERIENCE</b>	<p>Knowledge of a range of administrative processes.</p> <p>Experience of working in a busy office environment.</p>	<p>Experience of working within the NHS.</p>	<p>Interview/ Application form</p>

<b>SKILLS</b> including those physical skills necessary for the post.	<p>Competently communicates professionally and effectively with all levels of staff both verbally and in writing.</p> <p>Proficient in use of Microsoft office applications.</p> <p>Experienced in planning organising and prioritise own workload.</p> <p>Flexible and adaptable to changing service demands.</p> <p>Excellent organisational skills.</p>	<p>Minute-taking skills.</p>	<p>Interview/ Application form</p>
<b>KNOWLEDGE</b>	<p>Evidence of Continual Personal development.</p> <p>Ability to deal with sensitive information.</p>	<p>Knowledge of NHS Organisations. Medical terminology.</p>	<p>Interview/ Application form</p>
<b>PERSONAL QUALITIES</b> (Demonstrable)	<p>Team player.</p> <p>Approachable /Friendly Confident manner.</p> <p>Reliable.</p> <p>Develops own practice through reflection and learning.</p> <p>Empathetic.</p>		<p>Interview</p>
<b>OTHER RELEVANT REQUIREMENTS</b> (Please Specify)	<p>Able to travel to meet the requirements of the post.</p>	<p>Welsh Speaking.</p>	



