

Job Description

Post:	Medical Secretary
Band:	4
Responsible to:	Admin Lead/Manager
Main Contacts:	Internal or external contacts

Job Summary

Responsible for co-ordinating the secretarial and administrative support for the Unit. The post holder will be expected to manage their own workload with the Consultant and supporting medical team and coordinate their activities to ensure that an efficient service is provided.

The post holder will be flexible and use their own initiative to organise their workload, dependent on priorities and requirements at that time.

The post holder will supervise the Unit Administrator on a day to day basis.

Main Duties and Responsibilities

- To provide personal secretarial assistance to the Consultant Psychiatrist and their Medical team.
- Able to work unsupervised and manage own workload, exercising the highest standard of confidentiality using independent judgement and initiative, based on acquired knowledge and experience, demonstrating influence and composure when working under pressure and to strict guidelines.
- To manage the diaries of the medical team members and to be responsible for planning and coordinating day to day activities by scheduling meetings, appointments and clinical commitments.
- To assist in managing and maintaining the departmental systems ensuring accuracy of all data that supports the delivery of clinical services.
- To link in and co-ordinate with other departments and organisations internally to represent PCFT, where appropriate.
- Organising joint assessments with the pathway team

- Prepare agendas, assemble meeting papers, take and type minutes of Best Interests meetings, CTM/CPA meetings, Safeguarding meetings and staff meetings as required, including follow up actions.
- To draft formal letters and papers on behalf of team members where appropriate.
- Audio-typing, copy typing and formatting of letters as appropriate

ensuring timescales are met.

- Liaising with GPs, patients and their relatives, plus other relevant agencies, e.g. Social Services, Probation, Courts, Prisons, Police Departments, Solicitors etc.
- Dealing with telephone enquiries in a diplomatic and sensitive way, following these through with the appropriate member of staff in an appropriate and tactful manner.
- Control and maintenance of health records (including archiving) in accordance with the Trust's Records Management Policy and ensuring all are electronically tracked to the current location.
- To be responsible for the maintenance and security of all Manual and electronic filing systems.
- Organising and maintaining an effective and efficient filing system.
- Exercise independent judgement and initiative when problems arise by taking appropriate action to resolve the situation or referring to the appropriate person.
- Cooperate fully in the introduction of new technology and new methods of working, as appropriate to the work of Medical Secretary, including self-development, to continuously update knowledge of new trends.
- To safeguard, at all times, privacy of information relating to patients and staff alike, ensuring that an efficient, courteous service is offered to all service users and that confidentiality is strictly maintained.
- Organising meetings, preparing and distributing agenda and minutes and arranging refreshments
- Audio typing reports for First and Second Tier Mental Health Tribunals, Hospital Managers and Ministry of Justice, ensuring that target dates are met.
- Audio typing discharge summaries or other relevant clinical letters
- Ensuring that admission / discharge summaries are completed within the target times, bringing to the attention of the consultant any problems arising.
- Providing prompt diagnostic information to clinical coding by completion of ID sheets, ensuring targets are met.
- To work as an integral part of the medical secretariat in the directorate, providing cover and assistance to other consultants and colleagues as required.
- To participate in yearly Individual Performance and Development Reviews with related quarterly appraisals, undertaking management supervision and ensuring completion of mandatory training.
- To abide by all relevant trust policies and procedures
- Collect, collate, input and extract data into/from NHS systems as directed by the unit Manager (NHS Spine, Clinical Systems, SMART, ESR, PARIS)
- To provide administrative assistance to the Unit in the absence of the unit administrator.
- Any other duties as required by the Trust

Staffing and Management

- To supervise the Unit administrator
- Ensure regular Supervision in line with Trust policy
- Provide appropriate training and induction for new staff
- Complete their annual IPDR
- Participate in recruitment and selection of administrative staff

Training

- To complete 'core and essential skills training' (CEST) and ensure that the training is updated within the mandatory time scales.
- To complete any other training to enable the post holder to adhere to the trust policies and procedures

This job description is not exhaustive, but is intended to give an overall picture of the role. Other duties within the general scope of the post may be required from time to time. The duties of the post and job description can be reviewed through the agreed process

General Duties of all post holders

- To undertake any other reasonable duty, which is appropriate to the band, when requested by Senior Staff.
- To be familiar with and comply with all Trust and departmental policies, procedures, protocols and guidelines.
- To be aware of and work towards the Trusts strategic goals.

Standards of Business Conduct

- The post holder will be required to comply with the organisations standing order and standing financial instructions and at all times, deal honestly with the organisation with colleagues and all those who have dealing with the organisation including patients, relative and suppliers.
- The post holder must ensure that their behaviour and interests inside and outside work do not conflict with their Trust position, duties and/or responsibilities.
- The post holder must comply with and support the development of the performance standards within the service/department to ensure the service is responsive to and meets the needs of its customers.
- The post holder will be required to develop and maintain good working relationships with all patients, service users, staff, contractors and where appropriate, members of the public.
- The Trust aims to maintain the good will and confidence of its own staff, patients, service users, NHS contractors and the general public. To assist in achieving this objective it is essential that at all times, the post holder carries out their duties in a courteous, sympathetic and professional manner.
- All post holders who are members of a professional body must comply with standards of professional practice / conduct. It is the post holders' responsibilities to ensure they

are both familiar with and adhere to these requirements and maintain their professional membership to the relevant body.

Equality and Diversity and Equal Opportunities

- The post holder must carry out all duties and responsibilities of the post in accordance with the Trust's Equal Opportunities and Equality and Diversity policies, avoiding unlawful discriminatory behaviour and actions when dealing with colleagues, service users, members of the public and all other stakeholders.
- The post holder must promote awareness of and respect for equality and diversity in accordance with Trust policies and procedures.
- The post holder is responsible for treating all staff, patients, service users, NHS contractors and the general public with dignity and respect at all times.

Safeguarding

- Appointments to regulated and controlled activities require an enhanced DBS disclosure.
- Pennine Care NHS Foundation Trust (PCFT) employees have a statutory duty to promote the welfare of children and young people and to protect adults; enabling them to live free from harm, abuse and neglect.
- Engagement with safeguarding training, in line with responsibilities, is mandatory for all PCFT employees. PCFT employees must familiarise themselves with policies and procedures and adhere to these.
- It is the responsibility of all staff to report safeguarding concerns and familiarise themselves with who to contact in order to do this or seek further guidance.

Professional and Personal Development

- The post holder must ensure that they are aware of their responsibilities by attending the Trust Mandatory Training and Induction Programme.
- The post holder will be involved in a formal appraisal and yearly conversations review with their manager at least every 12 months. Once performance / training objectives have been set, the staff member's progress will be reviewed on a regular basis, so that new objectives can be agreed and set, in order to maintain progress in the service delivery.
- The post holder will be expected to take responsibility for their own professional development and will be supported by the Trust to achieve development opportunities as appropriate.

Confidentiality and Information Governance

- Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to confidential documents and information relating to patients, service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the NHS unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence has been established.
- All information obtained or held during the post-holders period of employment that relates to the business of the Trust and its service users and employees will remain the property of the Trust. Information may be subject to disclosure under legislation at the Trust's discretion and in line with national rules on exemption.

- The post holder must maintain high standards of quality in corporate and clinical record keeping ensuring information is always recorded accurately, appropriately and kept up to date. The post holder must only access information, whether paper, electronic or in other media, which is authorised to them as part of their duties.
- The post holder must work to the requirements of data protection laws as applicable to the UK, which includes the General Data Protection Regulations (GDPR).

Health and Safety at Work

- The post holder is required to take reasonable care of the health and safety of themselves and other persons who may be affected by their acts or omissions at work and to co-operate with the Trust in adhering to statutory and departmental safety regulations.
- The post holder is responsible for ensuring that they do not intentionally or recklessly misuse or interfere with anything provided in the interests of health safety or welfare e.g. misuse of equipment.
- The post holder is required to contribute to the control of risk and must report immediately, using the Trust Incident reporting system, any incident, accident or near miss involving patients, service users, carers, staff, contractors or members of the public.
- All Trust sites have been designated a no smoking area. The post holder is therefore advised smoking is not permitted within the hospital premises or grounds or whilst representing the Trust in the course of their duty. While the Trust will not discriminate against employing smokers, all prospective employees should be aware of this policy.

Infection Control

- Infection Prevention and Control is the responsibility of all Trust staff.
- All staff members have a responsibility to protect service users, visitors and employees against the risk of acquiring health care associated infections by consistently observing Trust Infection Prevention and Control Policies and procedures and best practice guidance in order to maintain high standards of Infection Prevention and Control.

Sustainability / Net Zero Carbon

Pennine Care are committed to sustainable development, social value and achieving the NHS Net Zero Carbon reduction targets. All employees must play their part and adhere to the principals in the Green Plan, this will ensure our services are efficient, sustainable and carbon emissions are reduced. As an employee you will be expected to conserve energy / water, minimise wastage in all formats, actively promote biodiversity and use sustainable transport whenever possible.

- **Energy:** Switch off non-essential electrical equipment / lighting when not in use. Report heating issues, building too hot / too cold to the Estates Team.
- **Water:** Do not leave taps running and report all drips, leaks, and condensation issues to the Estates Team.

- **Waste:** Follow the Trust waste policy – Reduce – Reuse – Recycle do not overorder equipment / medicines. Healthcare waste must be disposed of in line with the Trust's waste management policy.
- **Biodiversity:** Enhancing biodiversity has a wealth of positive outcomes for our colleagues, services users and the environment. Think of your site, can an area be improved to have a quality green space, specific planting for habitat improvement or the installation of a couple of bird boxes? Contact the estate team for further details
- **Transport & Travel:** Where possible lift share, cycle, walk or use public transport