



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Betsi Cadwaladr
University Health Board

CAJE REF: 2019 / 0337

JOB DESCRIPTION

JOB DETAILS:

Job Title	Team Secretary
Pay Band	Band 3
Salary	Agenda for Change Pay Scale
Hours of Work and Nature of Contract	As advertised
Division/Directorate	Mental Health & Learning Disability Division
Department	Mental Health & Learning Disability Division
Base	As advertised

ORGANISATIONAL ARRANGEMENTS:

Managerially Accountable to	Administration Manager
Reports to	Administration Manager / Admin Lead / Senior Secretary

Job Summary / Job Purpose:

The Team 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) in order to provide a safe and efficient patient pathway.

The post holder will support the delivery of a comprehensive high quality 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 Mental Health & Learning Disabilities clinical, administrative and management teams. 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 by following referral procedures.

DUTIES/RESPONSIBILITIES:

Administration

The post holder will be a key member of the administration team providing an accurate and confidential administration and clerical service to the Mental Health & Learning Disabilities Division and its associated work streams. The post holder will support other admin staff and health professionals with the creation of best practice and processes.

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 and ensure notes are ready for daily / weekly meetings as necessary.

Collect and collate information as directed by the Senior Medical Secretary / Admin Lead or the 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, eg referrals into service, and items pending further action, chase outstanding responses and information.

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 and will demonstrate selfdirected 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.

Undertake Reception duties when required, meeting and greeting visitors in a sensitive and courteous manner.

Responsible for locating and retrieving patient notes, and for filing any patient information in the appropriate place within the case notes. Maintain good record keeping standards and safeguard patient confidentiality at all times.

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 / Informatics Portal)

Communication and 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. Answer telephone calls into the department in a professional and courteous manner using knowledge and skills to answer and deal with the call, showing initiative to direct callers appropriately whilst adapting communication style

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 administrative 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 an Admin Lead / Senior Secretary could be at various locations across the Health Board.

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.

The Job Description is subject to change and may be reviewed by the Director in conjunction with the post holder.

PERSON SPECIFICATION

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications and / or Knowledge	<p>Good standard of education – GCSE Maths & English at Grade C or above, or equivalent</p> <p>NVQ Business Administration Level 3 or equivalent knowledge & experience, or willing to work towards</p> <p>RSA /OCR Level 2 or equivalent experience</p> <p>IT related qualification or equivalent experience</p> <p>Evidence of Continuous Personal Development</p>	NVQ Customer Service Level 3	<p>Application form</p> <p>Pre employment checks</p> <p>Assessment of typing to 35 wpm or more and be a proficient user of Microsoft Word</p>
Experience	<p>Knowledge of a range of administrative & clerical processes</p> <p>Experience of working in a busy office environment</p>	Experience of working within the NHS	<p>Application form</p> <p>Interview</p>
Aptitude and Abilities	<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>Ability to take and transcribe succinct minutes</p> <p>Experienced in planning, organising and prioritising own workload.</p> <p>Flexible and adaptable to changing service demands.</p> <p>Excellent organisational skills</p> <p>Ability to deal with sensitive information</p>	<p>Knowledge of NHS Organisations</p> <p>Medical terminology</p>	<p>Application form</p> <p>Interview</p>

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Values	Team player Approachable /Friendly Confident manner Reliable Develops own practice through reflection and learning Empathetic		Application Form Interview References
Other	Able to travel to meet the requirements of the post		

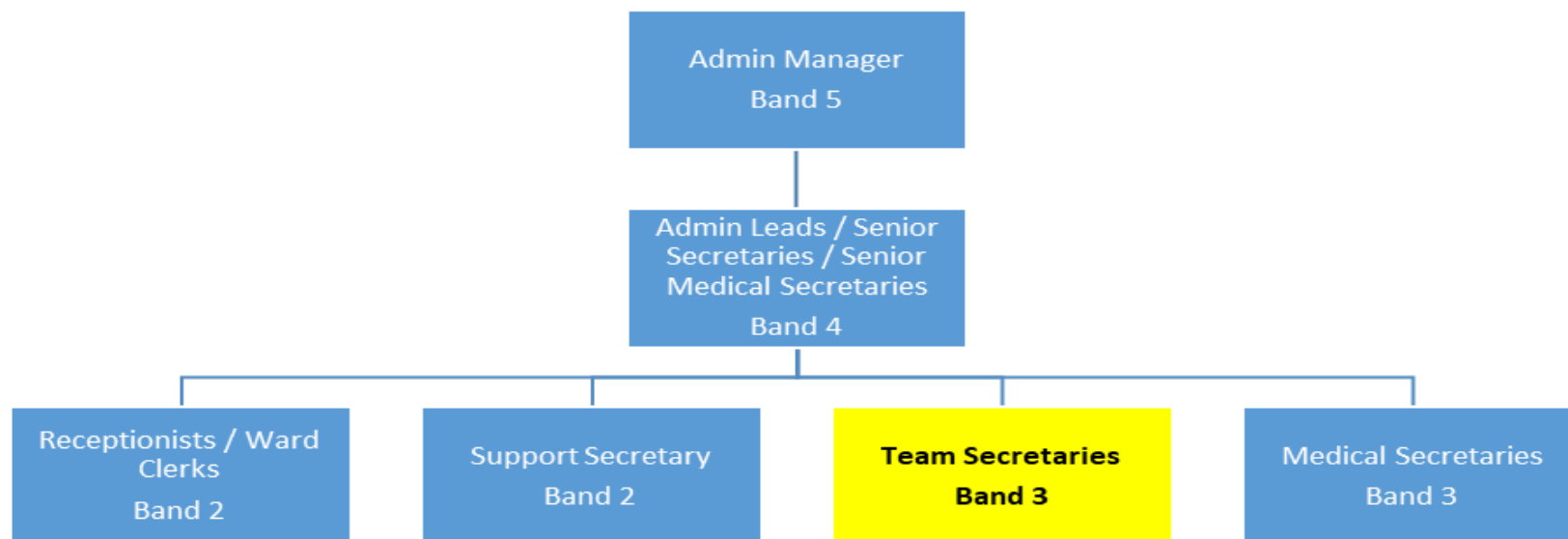
GENERAL REQUIREMENTS

- ☐ Values: All employees of the Health Board are required to demonstrate and embed the Values and Behaviour Statements in order for them to become an integral part of the post holder's working life and to embed the principles into the culture of the organisation.
- ☐ 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 Manager/Supervisor if they doubt their own competence to perform a duty.
- ☐ Learning and Development: All staff must undertake induction/orientation programmes at Corporate and Departmental level and must ensure that any statutory/mandatory training requirements are current and up to date. Where considered appropriate, staff are required to demonstrate evidence of continuing professional development.
- ☐ Performance Appraisal: We are committed to developing our staff and you are responsible for participating in an Annual Performance Development Review of the post.
- ☐ Health & Safety: All employees of the organisation 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 organisation to meet its own legal duties and to report any hazardous situations or defective equipment. The post holder must adhere to the organisation's Risk Management, Health and Safety and associate policies.
- ☐ Risk Management: It is a standard element of the role and responsibility of all staff of the organisation 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.
- ☐ Welsh Language: All employees must perform their duties in strict compliance with the requirements of their organisation's Welsh Language Scheme and take every opportunity to promote the Welsh language in their dealings with the public.
- ☐ Information Governance: 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.
- ☐ Data Protection Act 1998: 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. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and / or prosecution under current statutory legislation (Data Protection Act) and the HB Disciplinary Policy.
- ☐ Records Management: As an employee of this organisation, the post holder is legally responsible for all records that they gather, create or use as part of their work within the organisation (including patient health, staff health or injury, 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 organisation). The post holder should consult their manager if they have any doubt as to the correct management of records with which they work.
- ☐ Equality and Human Rights: The Public Sector Equality Duty in Wales places a positive duty

	<p>on the HB to promote equality for people with protected characteristics, both as an employer and as a provider of public services. There are nine protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex and sexual orientation. The HB is committed to ensuring that no job applicant or employee receives less favourable treatment on any of the above grounds. To this end, the organisation has an Equality Policy and it is for each employee to contribute to its success.</p> <ul style="list-style-type: none"> □ Dignity at Work: The organisation condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect. All staff are requested to report and form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the HB/Trust Disciplinary Policy. □ DBS Disclosure Check: In this role you will have indirect contact with patients/service users/vulnerable adults in the course of your normal duties. You will therefore be required to apply for a Criminal Record Bureau Basic Disclosure Check as part of the Health Board's preemployment check procedure. □ Safeguarding Children and Vulnerable Adults: The organisation is committed to safeguarding children and vulnerable adults. All staff must therefore attend Safeguarding Children training and be aware of their responsibility under the Adult Protection Policy. □ Infection Control: The organisation is committed to meet its obligations to minimise infections. All staff are responsible for protecting and safeguarding patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of the content of and consistently observing Health Board Infection Prevention & Control Policies and Procedures. □ No Smoking: To give all patients, visitors and staff the best chance to be healthy, all Health Board sites, including buildings and grounds, are smoke free.

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.

ORGANISATION CHART





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