

## Job Description

### 1. JOB DETAILS

Job Title:	Medical Secretary
Grade:	AFC4
Accountable to:	Operational Manager
Responsible to:	A&C Supervisor
Location:	Department of Haematology

### 2. JOB PURPOSE

To provide a comprehensive and efficient medical secretary service for the Department of Haematology and to provide the highest standard of care to all patients and thus contribute to the overall efficiency and development of the service.

The post holder will be required to work closely with the clinical team to develop a clear understanding of the clinical service and provide a very high standard of secretarial work.

The post holder will be required to be flexible to meet the needs of the service.

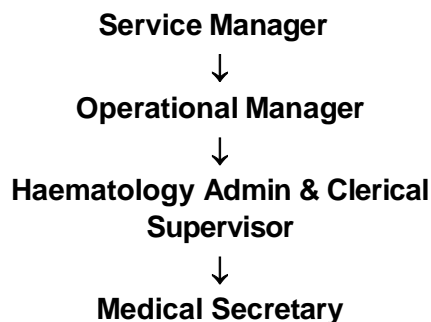
### 3. ROLE OF THE DEPARTMENT

Clinical Haematology is based at the Royal Hallamshire Hospital and offers a comprehensive service to provide diagnosis and treatment for haematological disorders of both malignant and non-malignant disorders.

Specialist treatments available include red cell exchange, chemotherapy, administration of coagulation factors, bone marrow transplant, chimeric antigen receptor T-cell (CAR-T cell) therapy and the collection, storage and transplantation of bone marrow and blood stem cells.

We provide a wide range of services for our patients, including day care treatment, inpatient wards, outpatient clinics, clinical nurse specialist support, and pregnancy care (provided jointly with the maternity at the Jessops Hospital). We also offer care and treatment for patients with more rare immune haematological disorders including thrombotic thrombocytopenia (TTP), autoimmune haemolytic anaemia (AIHA) and haemophagocytic lymphohistiocytosis (HLH).

#### 4. DEPARTMENT OF HAEMATOLOGY ORGANISATIONAL CHART



##### 1. MAIN DUTIES AND RESPONSIBILITIES

- Provide a quality secretarial service to the consultant and their team and be responsible for the effective and efficient maintenance and development of systems and procedures to support the service.
- Maintain electronic and/or paper diaries with the authority to commit or deny time in agreement with consultant. Using initiative and judgement to prioritise their commitments and workload to ensure service runs smoothly.
- To be responsible for the delivery of accurately typed patient letters relating to clinic appointments, test results, re-referrals, clinical advice, and discharge summaries, from audio, shorthand, longhand, or verbal dictation.
- Responsible for checking availability of outstanding results within agreed timescales and bringing to the attention of the consultant. Exercise judgement within protocols to determine urgency and ensure effective systems in place to ensure that patient is given appropriate follow-up appointment where required.
- Act as first point of contact for patients, relatives, carers, GPs, consultants (internal and external), medical staff (internal and external) community staff (including nursing), nursing staff, administrative staff.
- Responsible for all other typing for the consultant and their team including: all MDM related correspondence (minutes, instructions, and follow-up actions), protocols, research papers, educational material, and abstracts.
- Using initiative and judgement compose and type general correspondence, where necessary on consultant's behalf.
- Service several meetings including: arranging venues and refreshments, producing agendas, taking minutes, typing, and distributing of minutes including attachments to internal and external staff. Act upon any instruction from the meeting where required and keep formal record of all meetings.
- Communicate clinic cancellations, reductions, or other alterations to clerical and medical staff in line with Directorate policy.
- Arrange admissions to hospital, transport and liaise with patients.
- Book treatment, investigations, and outpatient appointments.
- Access Lorenzo to confirm and update information.
- Use Results Reporting System / ICE / APEX to access investigation results as required by medical staff.
- Responsible for Faxing all 'Notification of Cancer Diagnosis' forms to patients GP within 24 hours of medical staff informing patient of diagnosis. This is in line with the National Cancer Measure 'Policy for Communication of New Diagnosis of Cancer to Patient's GP' and trust procedures.
- Liaise with internal and external departments/persons to arrange interpreters for clinics or other activities.
- Act as first point of contact for other health related bodies such as DVLC and Social Security, Housing Department, Press and Media (in accordance with Trust guidelines), Pharmaceutical companies, on behalf of the consultant.
- Prepare and edit presentation material using PowerPoint, or other Microsoft packages save as appropriate – s drive / USB.
- Liaise with medical illustration department regarding slides and other items for educational purposes.
- Comply with Data protection Act, Access to Health records Act and related Acts, Health and Safety procedures and confidentiality.
- Cover colleague's absences (sickness, annual leave etc.) as far as is practicable, taking telephone messages and undertaking any urgent typing for consultant and team.
- Assist with the training of new or less experienced members of staff.

- Day to day supervision of support secretaries e.g., Training of junior staff members, allocation of workload, general support within their team (No HR duties involved in this role as standard).
- Convey sensitive information as necessary to patients retests, treatments and guidelines in situations of distress, unhappiness, when there may be difficulty with acceptance in line with agreed guidance protocol.
- Use experience and judgement to expedite some requests as necessary within the framework of departmental/consultant guidelines e.g., overbooking clinics.
- Maintain consultants filing systems and filing of medical information into notes or other data systems.
- Arrange travel where appropriate.
- Arrange hospitality if necessary.
- Arrange teaching sessions for junior medical staff.
- Ensure rotas are current and communicate with rota organiser regarding any changes.
- Communicate clinic status, re cancellations or reductions.

## **2. GENERAL**

- To follow agreed protocols and policies seeking advice where appropriate.
- To work in an efficient, effective, and timely manner and be adaptable to change.
- To manage own workload and act independently using own initiative.
- To work in a safe manner in accordance with departmental and Trust Health & Safety Policies.
- To contribute to the care, maintenance, security and tidiness of the Departmental equipment and office accommodation
- To demonstrate a positive attitude to the work of the department,
- To respond to requests for information in a polite, helpful, and concise manner.
- To maintain confidentiality and comply with the Data Protection Act.
- To work to the defined quality standards for all aspects of the service.
- To participate in mandatory training.

### 3. PERSONAL RESPONSIBILITIES

- Deal with telephone enquiries, mail/e-mail promptly and efficiently.
- Communicate clearly and effectively with all internal and external Health Care Professionals and other clerical staff
- Comply with the Data protection, Access to Health Records, Freedom of Information and related Acts of Parliament, Health and Safety procedures and confidentiality.
- Assist with the induction and training of new and less experienced members of staff or staff on work placements.
- To contribute to, and act upon new ideas and practices that improves the quality of the service and to become involved in developments by participating in meetings as appropriate.
- Participate in mandatory training for all aspects of health and safety including fire procedures, moving, and handling, appraisals etc to meet the requirements of the KSF protocols.
- Actively contribute to the smooth running and development of the department by sharing, discussing, and implementing new ideas and ways of working with colleagues and Directorate staff.
- Ensure skills are updated regularly through appraisals and further training.

### 4. FINANCIAL MANAGEMENT RESPONSIBILITIES (including estimated size of budget)

N/A

### 5. HUMAN RESOURCES MANAGEMENT RESPONSIBILITIES (including numbers and grades of staff)

N/A

### 6. HUMAN RESOURCES MANAGEMENT RESPONSIBILITIES (including numbers and grades of staff)

N/A

### 7. ASSET MANAGEMENT RESPONSIBILITIES (i.e., stock, equipment, buildings)

Be responsible for completing requisitions for ordering stationery, and other office equipment/furniture in line with Directorate policy including ordering non-stock items. Maintaining all paperwork relating to control of stationery and miscellaneous supplies.

Take responsibility for the safe use and maintenance of personal equipment e.g., personal computer, office chair, and printers.

Be aware of an individual's health and safety responsibilities at work and report any risks or potential hazards to the Risk Assessor or Service Manager.

### 8. WORKING RELATIONSHIPS (please identify the main personnel with whom the post holder will be required to communicate with and advise internally and externally).

**Communicate with:**

Service Management team  
Consultants and medical staff  
Secretarial team

Outpatient staff  
Healthcare  
professionals  
Members of the public,  
Patients/Carers Senior, and junior  
nursing staff  
Medical records staff  
Governance Coordinator  
PALS Office  
Patients/relatives and carers  
Laboratory and other diagnostic  
services Other internal and external  
agencies University staff and Medical  
Students

**Provide advice to:**

Secretarial team  
Patients of the Trust as required and directed by consultant.