

**AGENDA FOR CHANGE  
NHS JOB EVALUATION SCHEME**



**JOB DESCRIPTION TEMPLATE**

Revised February 2010

**1. JOB IDENTIFICATION**

Job Title: Medical Secretary/ASD Coordinator

Reports to (ASD Service lead and Administration Services Manager):

Department, Hosted within Mental Health service:

CHP, Directorate or Corporate Department: Argyll and Bute HSCP

Job Code: **ARGLMENTADMIMEDS01**

No of Job Holders: 1

Effective date of this job description:

**2. JOB PURPOSE**

To support effective Clinical care by providing an effective and efficient Medical Secretarial service to the Autism Practitioner (service lead) This post provides a crucial focal point for all communication to and from the Autism Practitioner. This involves interaction with patients, relatives and carers, GPs, Social Workers, other Healthcare Professionals, Judicial/Legal bodies and a range of other agencies.

### 3. DIMENSIONS

This post is not responsible for any budgetary control or supervision of staff but would be expected to assist in training new members of staff where appropriate.

### 4. ORGANISATIONAL POSITION

Service Manager LD/Autism, Physical Disability and Transitions

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graph TD; A[Service Manager LD/Autism, Physical Disability and Transitions] --> B[This post]; A --> C[ ]
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This post

### 5. ROLE OF DEPARTMENT OR SECTION

Mental Health services in Argyll & Bute embraces the principles of:

- Respect for service user views
- Inclusion and involvement of staff, service users, carers and communities
- Therapeutic, recovery focussed care
- Local service provision in communities

Services will be developed and delivered across the recognised mental health tiers following the “patient journey” and will be based on best practice, be research based and will implement nationally recognised care pathways.

The service will plan to anticipate care needs, initiate an early response, and will work to maintain individuals in their own community avoiding and/or shortening hospital admission where possible.

Mental Health Administration is responsible for ensuring that a full administrative and clerical service is available to Consultant Psychiatrists, Clinical Psychologists, Multi-Agency Psychotherapy Service, nursing staff, and Allied Health Professionals in support of their clinical work with both users and carers to ensure effective use of their clinical time.

## **6. MAIN TASKS, DUTIES AND RESPONSIBILITIES**

To provide a comprehensive medical secretarial service to the Autism Practitioner including word processing, filing, audio typing, photocopying and the composition of general letters. To prepare straightforward responses and requests for the Autism Practitioner as appropriate.

To act as point of contact for Autism Practitioner filtering calls as required. To make and deal with telephone enquiries on behalf of the Autism Practitioner and obtain the necessary information to allow appropriate action to be taken. On occasion to take follow up action as per the Practitioner's instructions.

To continually develop office and secretarial practices for improvement in service delivery.

To disseminate quality patient information, i.e. patient leaflets, handouts, etc.

To organise all travel and accommodation requests from the Autism Practitioner for clinics, seminars, conferences, etc., e.g. ferries, flights, hotels, car hire, including preparation of paperwork prior to signing by authorised signatory.

To organise clinics and reports and any follow up action required.

To maintain computerised waiting lists, ensuring 100% adherence to national guidelines, and assist with additional external activity.

To maintain the Practitioner's diary and be aware of their schedules, prioritising issues and knowing when to make contact.

To liaise with Medical Records with regard to both outpatient and inpatient medical files and to ensure that all tracking methods for medical records are adhered to. To ensure that all patient demographic information held on computerised systems is accurate and up-to-date.

To take details of domiciliary visits, liaison requests, dealing with the follow up actions as instructed by the Autism Practitioner.

To ensure that all patient reports are seen and verified by the clinician and that these reports, correspondence and letters are filed into case records timeously and copied to the relevant people as indicated by the clinician.

To comply with the requirements of the Data Protection Act, Access to Health Records Act and legislation issued in relation to confidential data.

To assist colleagues and provide a reasonable level of cover for the work of absent colleagues when necessary.

To undertake regular Personal Development Planning with line manager using TURAS system and to share best practice with colleagues through regular team meetings.

To be aware of own personal safety and attend mandatory training when required.

To be aware of, and adhere to, all NHS Highland policies and procedures.

May be required to attend meetings to take minutes, transcribe same and distribute.

This list is not exhaustive.

## **7. EQUIPMENT AND MACHINERY USED**

Personal Computer  
Printers  
Headset and foot control for digital dictation  
Other audio equipment i.e. CD recorders  
Photocopiers  
Faxes  
Scanners  
Laminators  
Guillotines  
Binders  
Shredders  
Ladders & Kick Stools

## **8. SYSTEMS**

Microsoft Office Package: Word – Typing of clinic letters, reports etc.  
Excel – basic spreadsheets of data  
Access – basic databases  
PowerPoint – preparation of presentation material

TrakCare PMS – to access referrals and record outcome, to log patient demographic data and populate out patient clinics.

SCI Results Reporting System – to access results of various tests for patients as requested by medical staff adhering to confidentiality rules

CHI24 - Community Health Index Database - Checking patients' demographics and CHI numbers (or Unique Patient Identifier) for accurate data input into other electronic systems.

E-Mail – to receive information relevant to area of work

World-wide Web/Internet – to access information on behalf of medical staff and information relevant to area of work.

## **9. ASSIGNMENT AND REVIEW OF WORK**

The Medical Secretary will support the work of the Autism Practitioner who provides the Autism service to the whole of Argyll and Bute area. This post is largely self-directed to meet the demands of the service. Line manager is available for support/supervision if required.

## **10. DECISIONS AND JUDGEMENTS**

This post is line managed and while the postholder responds directly to the day to day requirements of The Autism Practitioner, access to supervision/line manager is readily available. While most elements of the post are routine and have well defined procedures to support them, on a regular basis Issues present which require the medical secretary to use initiative to resolve. Another major requirement of this role is the ability to assess the patient/carer enquiry and if necessary alleviate any concern

## **11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB**

Interaction at all levels with the many different local authority, health and judiciary/legal professionals as well as patients and their relatives. Patients and their carers can sometimes be difficult, distressed or anxious. Occasionally having to deal with suicidal patients on the phone. Negotiating skills are required

to deal with professionals who can be dealing with a range of conflicting priorities. Responding appropriately to the daily demands of supporting very busy consultants and their teams to allow them to make the most efficient and effective use of their clinical time.

## 12. COMMUNICATIONS AND RELATIONSHIPS

Autism Practitioner – regarding clinic lists, messages, reports, day-to-day items  
Patients and their relatives – appointments, general enquiries and medication enquiries. Difficulties encountered can be difficult, distressed, anxious patients and relatives and occasionally suicidal patients  
GPs and their Staff – Referrals, Domiciliary visit requests, Demographic details.  
Medication details – sometimes information requires clarification.  
Allied Healthcare Professionals – referrals and reports.  
Nursing staff – Patient information, medication details.  
Medical Records staff – Patient Case Records, admissions, deaths.  
A&C Colleagues – monthly team meeting to share information and best practice.  
Procurator Fiscal/Sheriff Clerk and Solicitors - Legal reports about patients.  
Local Authority Social Workers - Aspects of patient care.  
Community Teams - Referral and follow up .  
Variety of Other Agencies - A variety of enquiries and requests.

## 13. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB

**Physical Skills;** Keyboard skills and good knowledge of IT Packages. Ability to type accurately at 60+ words per minute, ability to accurately interpret audio dictation. Manual Handling Skills  
**Physical Effort;** Sitting at PC and typing for prolonged periods. Working at high and low levels and this can sometimes involve working in restricted office area. Carrying large amounts of case notes.  
**Mental Effort;** Ensuring that national deadlines are met in turning around correspondence. Constant requirement to re-assess work priorities. Ability to multi-task with constant interruptions with Consultant queries, telephone calls and e-mail.  
**Emotional Effort;** Dealing with pressurised clinical staff. Dealing often with distressed/anxious patients and relatives and occasionally suicidal patients.  
**Environmental Factors;** Continuous use of visual display unit. Exposure to verbal aggression over the telephone.

## 14. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

Medical Secretarial Diploma/BSMSA Certificate in Medical Secretarial Studies /Previous NHS secretarial experience  
Medical Terminology Certificate desirable  
RSA Stage 2 or 3 or equivalent  
Computer literacy – ECDL preferred  
3 Credit Standard Grades which must include English and either Secretarial Studies or equivalent  
Ability to take own initiative and prioritising own tasks in complex situations and to meet multiple

deadlines.  
Calm, discreet, confidential, sensitive approach to dealing with patients.  
Ability to work independently and as part of a team.

**15. JOB DESCRIPTION AGREEMENT**

I agree that the above Job Description is an accurate reflection of my duties and responsibilities at the date of signing.

Job Holder's Signature:

Date:

Manager's Signature:

Date: