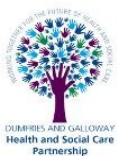


Clerical Officer/ Audio Typist

CANDIDATE INFORMATION PACK



Job Description

1. JOB IDENTIFICATION

Job Title: Clerical Officer / Audio Typist

Department(s): Administration Services

Job Holder Reference: ADMIN008ACUTE.18

No of Job Holders:

2. JOB PURPOSE

- The post holder will provide high quality typing from a digital dictation system and clerical support within the Acute and Diagnostic Administration Services.

3. ORGANISATIONAL POSITION



4. SCOPE AND RANGE

- The post holder will transcribe from digital dictation, letters, reports and discharge summaries for patients from outpatient clinics, patients discharged from wards and other outpatient appointments and will maintain patient records at all times.
- Work within and adhere to policies and procedures, i.e. Health and safety, data protection, administration/secretarial standards, confidentiality etc.
- Work will be assigned on a daily basis by a senior member of the team, Team Leader or another associated colleague.
- Line management, personal development and review of work will be undertaken by the Team Leader.

- The post holder will be required to be flexible as you will be assisting in a variety of specialties dependant on service level objectives providing them with additional typing / clerical support.

5. MAIN DUTIES / RESPONSIBILITIES

- Provide high quality admin / typing support. This will include transcribing from digital dictation, letters, reports and discharge summaries for patients from outpatient clinics, patients discharged from wards and other outpatient appointments including outcomes and responding to follow-up actions.
- Mail, scanning and filing of patient information. Maintaining an up to date filing system for all patient reports, letters and general correspondence and ensuring patient case records filing is up to date.
- To input / extract data to specialist departmental databases.
- The provision of administrative and secretarial support to the other areas of the department to meet the developing service needs. This may include providing support to other areas out with the post holder's own particular area.
- If required arrange clinic appointments.
- Liaise with other Healthcare professionals (General Practitioners, Laboratories and other Hospitals) as requested.
- Answer telephones dealing with a range of enquiries following departmental guidelines and take messages where appropriate.
- Setting up of meetings including distribution lists, agenda's, taking and preparing minutes within set time schedules.
- Assist senior colleagues in providing clerical duties as required.
- Ensure that information is available to the clinical team for decision / support thus maximising effective use of time.
- Cover for colleagues during leave e.g. sickness / annual etc.

6. SYSTEMS AND EQUIPMENT

Systems:

- Microsoft Office,
- Digital Dictation System (Winscribe)
- TOPAS
- Medisoft
- Clinical Portal

Equipment:

- Personal Computer / Laptop
- Transcribing machine (Dictaphone)
- Photocopier
- Telephone
- Trolley
- Printer
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This is not an exhaustive list and is subject to changing IT needs.

7. DECISIONS AND JUDGEMENTS

- Dealing with telephone calls which may be of a sensitive nature and ensuring prompt attention to urgent messages.

- Maintain strict confidentiality.
- Identify any risks and reporting to senior colleague and or Team leader in the first instance. Process urgent work identified by senior colleague / Team Leader / Administration Services Co-ordinator / Administration Services Manager.
- Expected to work to a high standard to prioritise own workload seeking guidance from where appropriate.
- Senior colleagues are available for guidance and assistance as required.

8. COMMUNICATIONS AND RELATIONSHIPS

- Requires communicating with all staff including Managers and Senior Staff, within the NHS and external organisations (e.g. Dumfries and Galloway Council), by telephone, Microsoft TEAMS, e-mail and face to face with the potential to discuss confidential information.
- Point of contact for clients, referrers and the general public, dealing with enquiries and co-ordinating messages.
- May deal with areas of emotional sensitivity (distressed, emotional or worried patients / relatives).
- Must be courteous at all times whilst ensuring strict confidentiality for patient information.
 - Handling difficult situations with tact and diplomacy.

9. PHYSICAL DEMANDS OF THE JOB

- Excellent keyboard skills with a good level of accuracy and attention to detail.
- Extended periods of concentration (transcription, preparation of documents).
- A high degree of time using VDU systems – long periods of sitting.
- Exposure to distressful or emotional situations.
- Infrequent manual handling (lifting of stationery, and equipment).

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

- Ensuring the efficient turnaround of clinic correspondence from dictation to typing.
- Working to tight time scales, to meet deadlines.
- Processing of unclear dictation / handwritten copy.
- Medical terminology.
- Working with interruptions on a day-to-day basis.
- Ensuring all information in patient records is accurate and up to date, in accordance with guidelines.

11. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

- The minimum requirement for this post is a good level of 'English' qualification and evidence of keyboard / audio typing skills.
- Knowledge of Microsoft Office packages.
- Good team player qualities.
- Good communication and interpersonal skills.
- Knowledge of medical terminology would be advantageous however not essential.

12. JOB DESCRIPTION AGREEMENT

Job Holder's Signature:

Date:

Head of Department Signature:

Date:

Person Specification

ESSENTIAL	DESIRABLE
QUALIFICATIONS Good level of English Qualification Evidence of keyboard / audio typing skills	Administration Qualification
SKILLS Proven keyboard skills/audio typing Proven computer skills Good communication / organisational skills Excellent telephone manner	Dealing with public Handling difficult people
EXPERIENCE Word processing Ability to cope with working to time constraints	Use of spreadsheets and databases
KNOWLEDGE Knowledge of Microsoft Office software or equivalent	Knowledge of NHS Medical terminology Evidence of learning ability
PERSONAL Able to work in a team Flexible – willing to cover and assist with workloads Enthusiastic and committed Good verbal / written communication Organisational skills Attention to detail Polite / helpful manner Self-motivated and determined	

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To access the Work with Us web pages, copy and paste the following link into your web browser: www.nhsdg.co.uk/workwithus

Dumfries and Galloway Health and Social Care Partnership

For information on Dumfries and Galloway Health and Social Care partnership:
<https://dghscp.co.uk/>