

# Join us

## Child and Adolescent Mental Health Services - Medical Secretary



Where  
compassion  
meets  
adventure



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## Welcome from James Goodyear, Interim Chief Executive

Thank you for your interest in this exciting position.

Orkney is a really great place to live and work. We strive to look after our community, provide excellent care and grow local talent. We are also excited by the increasing diversity that our colleagues from elsewhere in the UK and the world bring to Orkney. If it's a move you are considering, like I did, you will no doubt have a lot of questions going through your mind about what it's really like to live and work on an island and you can find out more about living and working here in our *Introduction to Orkney and NHS Orkney* section.



Below is some helpful information about working here to help you as you do your own research. I hope that you find this pack useful, and that it helps you come to the conclusion that you should apply to work here.

We are proud to employ 800 staff across our community, primary and secondary care services. We call this team, Team Orkney, recognising we are one team, all pulling in the same direction.

NHS Orkney is on an exciting journey of improvement and has a bright future. Our Promise (vision) is: 'Looking after our community and providing excellent care.' Our Corporate Strategy - called "Delivering what matters to our community: 2024-2028" is our compass and sets out our year-on-year priorities.

Our values, aligned to those of NHS Scotland, are:

- **Open and honest**
- **Respect**
- **Kindness**

Our five strategic objectives, are:

1. **Place** – by 2028 we will be a key partner in leading the delivery of place-based care which improves health outcomes and reduces health inequalities for our community
2. **People** – by 2028 we will ensure NHS Orkney is a great place to work
3. **Patient safety** – by 2028 we will consistently deliver safe and high quality care to our community
4. **Performance** – by 2028 we will within our budget, ensure our patients receive timely and equitable access to care and services and use our resources effectively
5. **Potential** – by 2028 we will ensure innovation, transformation, education and learning are at the forefront of our continuous improvement

You can read more about our Corporate Strategy on our website: <https://www.ohb.scot.nhs.uk/nhs-orkney-corporate-strategy-2024-delivering-what-matters-our-community-2024-2028>

I believe in compassionate and visible leadership and creating an open, honest and transparent culture that supports staff to innovate, feel empowered to lead and to fulfil their true potential.

I want us to have a listening and learning culture here, where staff feel supported, valued, looked after and safe speaking up when they have concerns, including those about safety, and confident knowing they will be listened to and their feedback acted on.

It is important that we consistently listen to and respond to patient and staff feedback so that we can learn and continuously improve what we do.

It is also important to me that we have an inclusive culture and one where difference is celebrated, and where staff feel comfortable bringing their whole selves to work.

The final thing I would like to say to any prospective applicant who may be considering a move to Orkney is that the islands occupy an enviable location at the North of Scotland with breath taking beaches, hills, and rolling countryside right on our doorstep. Orkney has consistently come out top in national lifestyle and happiness surveys, and with an open and vibrant community, it is the perfect location to call home within a safe and welcoming community.

This, along with Orkney's direct flight connections to other major cities in Scotland and now further afield including London, means the area can offer staff so many rewarding opportunities for those in pursuit of finding the right work-life balance. If you'd like to discuss any opportunity, please get in touch with us and we'd be pleased to discuss further.

We recognise you will have many questions for us to help you to reach the right decision about your future. I look forward to hearing from you, and I hope meeting and working with you.

We are on an exciting improvement journey – and you could be part of this.

**James Goodyear**

**Interim Chief Executive**

**NHS Orkney**





## Job Advert



### About the Organisation:

As Scotland's smallest health board, NHS Orkney is committed to delivering excellent care to our 22,000 residents. Whether you're new to the NHS or bringing experience from elsewhere, your skills will make a real difference.

Our modern healthcare facility, The Balfour, brings together inpatient care, emergency services, outpatient clinics, diagnostics, GP practices and the Scottish Ambulance Service. We're also investing in services across our outer isles, ensuring high-quality care reaches every corner of Orkney.

We are guided by our core values that shape everything we do – Open and honest, Respect and Kindness – from how we care for our patients to how we support each other as colleagues.

### About Orkney:

With over 70 islands – 20 of them inhabited – Orkney offers a unique blend of natural beauty, close-knit community and an opportunity for adventure. From dramatic coastlines and rare wildlife to rich cultural traditions and active lifestyles, it's a place where compassion thrives and every day brings something new. Regularly named one of the UK's best places to live, Orkney offers a lifestyle that's both fulfilling and inspiring.

### The Position:

NHS Orkney is looking to recruit an organised and proactive individual to provide high-quality secretarial and administrative support across our multidisciplinary team.

You'll manage day-to-day administration, coordinate workloads, and ensure smooth service delivery in a fast-paced, evolving environment. Strong organisational skills, the ability to prioritise, and confidence working both independently and as part of a team are essential.

If you're ready to make a difference in supporting mental health services for children and young people, we'd love to hear from you!

### The Candidate:

The successful candidate should have a Higher National Certificate in business administration or possess equivalent experience. The post holder will possess excellent skills in organisation, minute-taking, numeracy, audio and keyboard and be proficient in the working of email, spreadsheets and development and maintenance of databases. They should also have the ability to work as a member of a team or on own initiative with minimal supervision.

### Location, Working Pattern and Contract Duration:

This post will be based at **The Balfour**

The successful candidate will work: **Full Time 37 hours per week** - NHS Scotland is reducing their full time working week from 37 to 36 hours per week from 1 April 2026 but with no change in pay. This reduction will also be applied pro rata for part time staff.

This post is **Fixed-Term for 12 months due to cover for substantive postholders maternity leave**

It is a condition of this employment that you must live and remain a resident within the UK for the post in which you will be employed with NHS Orkney.

### **Benefits and Salary:**

Did you know NHS Scotland salaries are higher than those in England, Wales, and Northern Ireland?

The salary for this post is **Band 4** and if residing on Orkney, you'll also receive a **Distant Islands Allowance of £1,654** pro rata per annum, adding extra value to your rewarding career with us.

NHS Orkney also offers an attractive pension scheme, wide range of work life balance policies, employee assistance programme and various discounts to both local and national retailers.

### **Further Information:**

If you share our vision and are ready to be part of Team Orkney, we'd love to hear from you. Your rewarding career starts here!

We are happy to consider any reasonable adjustments that candidates may need during the recruitment process, and you will be asked whether you require any during your application. If there are additional requirements you would like to request, please contact [ork.recruitment@nhs.scot](mailto:ork.recruitment@nhs.scot)

For further guidance on the recruitment process and tips for creating a strong application, please refer to our Candidate Application Pack.

**For informal discussion please contact Alison Stewart – Senior Administration Officer, Children & Families Services, Orkney Health & Social Care Partnership, on 01856 873535 extension 2618 or [alison.stewart@orkney.gov.uk](mailto:alison.stewart@orkney.gov.uk)**

This post is subject to a Disclosure Scotland check.

# Job Description

<b>1. JOB DETAILS</b>	
<b>JOB TITLE</b>	Child and Adolescent Mental Health Services – Medical Secretary
<b>SERVICE</b>	NHS Orkney
<b>DEPARTMENT</b>	Child and Adolescent Mental Health Services
<b>GRADE</b>	Band 4
<b>LOCATION</b>	The Balfour
<b>REPORTING TO</b>	Child and Adolescent Mental Health Services Team Leader

## **2. JOB PURPOSE**

The post holder is responsible for the day to day administration for the Orkney Child & Adolescent Mental Health Service (CAMHS) and the allocating of work (in liaison with Service Manager – Mental Health, CAMHS Clinical Director & Team Leader to the CAMHS administrator(s) )

To provide an efficient, high level, effective and comprehensive secretarial and administration service to the Orkney Child and Adolescent Mental Health Service including providing support to the Medical, Nursing, Psychology, Practitioners and Allied Health Professional Staff. The post holder will work alongside other medical and team secretaries and administrators within the Orkney Community Mental Health Services.

To respond proactively to the demands of a constantly changing service, prioritising and managing workload to meet these demands on a daily basis, maintaining approved standards and anticipating and scoping future requirements to meet the needs of a high standard of CAMHS delivery by using own initiative, organisational, planning and time management skills.

The post holder must have the ability to work autonomously and also as part of a team.

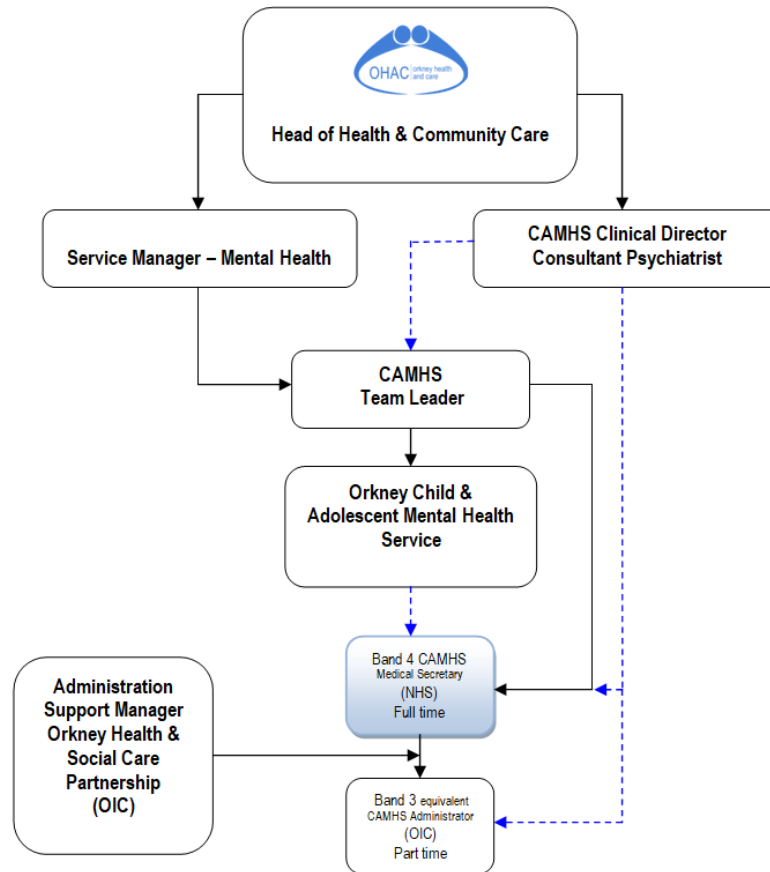
## **3. ROLE OF DEPARTMENT**

The Orkney Child and Adolescent Mental Health Service sits within Orkney Community Mental Health Services and provides a service to children and young people up to the age of 16 (18 if in secondary education), and their families, who present with a wide range of mental health problems, ranging from moderate through to severe and enduring. Assessed as Tier 3 or Tier 4.

The Community Mental Health Service Secretarial and administration team also include the posts of:- 1 part time CAMHS administrator (Orkney Island Council employee), 1 full time CMHT administrator (NHS employee), 1 full time CMHT administrator (Orkney Island Council employee) and 2 part time administrators (NHS employees)

The CAMHS Medical Secretary is an integral role within this service to facilitate the smooth running of Orkney CAMHS.

#### 4. ORGANISATIONAL CHART



#### 5. KEY RESULT AREAS

- The post holder will ensure there is a comprehensive care health record maintained for every child/young person that is used by all local and visiting specialties to provide an up-to-date and chronological account of the patient's care.
- Ensure that CAMHS patient access is managed in line with current national and local guidance and that patient access management information is shared with all levels of the organisation and external parties as required.
- Provide cover for other administration staff within the CAMHS and Community Mental Health Service when the need arises.
- Responsible for the training of the administration staff and ensuring they understand and follow the processes in place for the CAMHS and NHS Orkney
- In liaison with the CAMHS Team Leader, responsible for the day to day allocation of work to the Band 3 CAMHS Administrator (any other junior CAMHS administration/secretarial staff)
- Work proactively with staff to deliver change and effective ways of working.
- Assist in developing long term activities. E.g. updating of record keeping systems, implementation of Electronic Patient Record Systems

- Evaluating workload and being aware of the changes in roles due to electronic systems.
- Will be responsible for ordering stationary.
- Assist the CAMHS Team Leader/Clinical Director/or deputy in allocations for various referrals to CAMHS. Appoint patients in the correct order following waiting list guidance to the relevant clinicians.
- Deal with incoming external and internal mail, bring any results/reports to the appropriate consultant or staff member. Ensure all results are available for patients' clinic reviews. Ensure results are monitored by tracking on work list within Trak.
- Receive telephone calls, dealing with queries arising there from re-directing to consultants or other staff members. Telephone to other NHS sites for outstanding reports, check on admission of children/young people.
- Type and distribute clinic letters, for the Clinical Director, CAMHS Team Leader & Principal Clinical Psychologist and other medical staff working with CAMHS ensuring they are completed accurately and dispatched in a timely manner, ensuring all follow ups are picked up from the discharge documentation prior to prepping the documentation for scanning.
- Ensure follow up appointments for patients are given and any repeat procedures etc have been added to the correct lists within Trak.
- Ensuring histopathology reports are received and actioned accordingly.
- Responsible for ensuring the correct documentation is completed so patients are added to the correct MDT meeting. Any Giving adequate and timely reminders of MDT meetings to the responsible clinicians to ensure they attend MDT follow ups must be acted upon by liaising with the appropriate clinical teams and recorded.
- Enter data into Trak for procedures undertaken at clinics.
- Maintain waiting lists, making appointments and sending out with all relevant documentation, ensure isles patients are sent times that will fit in with boat/planes.
- Ensure all information/statistics are recorded correctly in a timely manner.
- Update patient data when required (essential duty as system used throughout NHS Orkney and holds the majority of patient information).
- Participate in the collation of audit data and production of appropriate reports.
- Liaise with specialists/visiting consultants in other NHS boards re specific patients as required.
- Assist Medical Records as other duties permit.
- Communicate face to face and by telephone with patients, members of the public and staff in a friendly, professional and courteous manner at all times and advise patients of arrangements and processes.
- Ensure that all data collected on the electronic patient systems are accurate, up to date and timely.

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

When appointments are cancelled due to plane delays or equipment failure etc. ensuring children/young people and carers are contacted to rearrange appointments, being aware on how

this affects the waiting times and breaches etc. and only if required in direct liaison with other team members, other colleagues and staff in NHS Orkney as well as external bodies.

The post holder reports directly to the CAMHS Team Leader.

The administration manager is responsible for agreeing objectives, performance reviewing and annual appraisal of the post holder.

Post holder works to broad occupational policies.

The post holder will be required to review departmental processes on a regular basis due to the constant changes in services.

As an employee of NHS Orkney the post holder is required to adhere to ALL NHS Orkney:

- policies with regard to the data protection and confidentiality of information
- Health and Safety and Risk Management policies
- Policy on Equal opportunities and Diversity

## **7. COMMUNICATIONS AND WORKING RELATIONSHIPS**

The post holder will be required to have high level of excellent communication skills on both an individual and group basis and involves verbal, written and presentations, both informal and formal. The purpose is varied and includes negotiating, influencing and encouraging others.

The nature of the role means that at times the post holder is required to deal with complex, sensitive and difficult situations e.g. police requesting notes of a staff member's relative, local authority requiring information for a child at risk which could be a relative of a staff member, patients complaining about being removed from the waiting list if do not attend on more than 2 occasions, in line with NHS Orkney's Patient Access Policy, understanding and explaining to patients the Waiting Times Guidelines and on the allocation of near me and face-to-face appointments within CAMHS due to some clinical staff remotely working

The post holder will have communication with the following:-

- (a) Senior managers within NHS Orkney and the Board
- (b) Line managers, staff and their representatives
- (c) Local authority partners, voluntary organisation, external contractors and advisory bodies
- (d) Scottish Government Departments
- (e) Colleagues from other Local Authorities and NHS Boards
- (f) Solicitors
- (g) Procurator Fiscal
- (h) Police
- (i) Visiting Clinicians
- (j) Trade Union Officials
- (k) General public

## **8. MOST CHALLENGING PARTS OF THE JOB**

Appointments for children and young people being moved/re-arranged at very short notice, having to phone carers/relatives/parents and ensure that they have been given all the relevant information and ensure if any medication is required this the patient is aware and knows where to collect it.

Post holder will assist the Mental Health Service Manager/CAMHS Team Leader/CAMHS Clinical Director in investigating complex enquiries e.g., uncovering audit trails etc.

Supporting continuous improvement in CAMHS and keeping up with the changes involved in implementing the new and existing electronic systems in the organisation.

To manage the delivery of services with often challenging and competing priorities and deadlines.

Working in a continuous improvement culture, maximising all resources within budget constraints.

Dealing with continuous disruption from various staff and carers/relatives/children and young people

Gathering the correct information from clinical staff whilst they have clinical commitments is one of the most challenging parts of the job.

The coordination of last minute appointments/meetings when required due to urgent referrals or any other urgent business.

## **9. SYSTEMS**

The post holder will be required to have standard computer skills for the ability to extract data, manipulate it and present it in a format that is understandable and use a range of computer packages, payroll system and financial packages such as:

- Daily use of Microsoft Office Suite
- Outlook, O365
- Digital Dictaphones
- Local and national database systems
- TrakCare, CCube and other clinical administration systems as required
- TURAS
- Photocopiers
- Telephones
- Video conference equipment
- Printers
- EMS
- Opera

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

**Physical**

The post holder will endure light physical effort and will have long periods of time sitting at a desk operating a PC and arranging and preparing for meetings, agenda setting and attending meetings, minute taking

### **Mental**

An unpredictable role and frequent high levels of concentration required for assisting in e.g. appointment schedules, report formulation, entering complex information into systems, answering queries, managing and delivering often challenging deadlines with short notice and tight timescales in a pressured environment from a wide range of people, with constant distractions via the telephone, face to face and email. Required to switch tasks with no prior knowledge or at short notice.

Required to deal with highly sensitive, confidential and distressing information on regular basis.

Required to act sensitively when dealing with distressed members of staff or public

Senior managers often require further waiting times information at very short notice.

Constantly have to be aware of the various deadlines and highlighting to Clinical Director and Service Manager & CAMHS Team Leader the need to complete the (immediate discharge letters) in a timely manner to ensure the department maintains clinical governance standards. This can be challenging as medical staff and CAMHS healthcare staff have many competing demands.

Overseeing the waiting lists and monitoring and highlighting and processing urgent and routine referrals.

Ensuring all information is recorded timeously for data processing locally and nationally

Assisting in covering for colleagues during ad hoc absence with no reduction in own workload.

### **Emotional**

The post holder will experience direct exposure to emotional and sensitive complex issues and challenges e.g. the post holder could encounter upsetting information regarding someone they may know.

They will also deal with complaints from relatives/carers/young people who may be unhappy due to waiting times issues or delayed access to services.

### **Environmental**

The post holder will be predominately office based

**Job Description Agreement**

Job Holder's Signature

Date:

Head of Department Signature

Date:

## Person Specification

**Job Title:** Child and Adolescent Mental Health Services – Medical Secretary  
**Department:** Child and Adolescent Mental Health Services  
**Location:** Vaenta

FACTOR	ESSENTIAL	DESIRABLE
<b>EXPERIENCE</b>	<p>Ability to deal directly with areas where there are often significant differences of opinion to ensure NHS Orkney and CAMHS complies with it's mandatory obligations.</p> <p>Ability to work unsupervised</p> <p>Wide experience of service and quality improvement within a healthcare setting</p>	
<b>QUALIFICATIONS TRAINING RESEARCH PUBLICATIONS</b>	<p>HNC in Business or equivalent experience.</p> <p>Demonstrate commitment to personal and professional development.</p>	
<b>KNOWLEDGE AND SKILLS</b>	<p>Significant secretarial experience and audio typing.</p> <p>Working knowledge and experience of medical records Management Code of Practice, medical records systems and processes medical terminology.</p> <p>Highly developed communication and interpersonal skills</p> <p>Ability to work to deadlines and prioritise work.</p> <p>Ability to account for performances</p> <p>Ability to think quickly and make confident decisions.</p> <p>Ability to retain and produce complicated procedures.</p>	

	<p>Commitment to service excellence.</p> <p>Awareness and understanding of legislation, regulation and guidance relevant to the roles of responsibilities of a medical secretary and also pertaining to Child &amp; Adolescent Mental Health Services.</p>	
<b>DISPOSITION</b>	<p>High degree of self-awareness knowing own strengths and limitations.</p> <p>Demonstrable ability to manage self.</p> <p>Demonstrable evidence of drive for improvement.</p> <p>The ability to develop and maintain effective, positive relationships with key partner organisations providing a positive role model for partnership, relationship and conflict management,</p>	

## Introduction to Orkney and NHS Orkney



Lying off the northern coast of Scotland, between John O’Groats and the Shetland Isles, Orkney is an archipelago of over 70 beautiful islands; 17 of which are inhabited. The total population is approximately 22,000, with most people living on the Orkney Mainland. Kirkwall, the capital with its spectacular red sandstone 12th-century cathedral and a population of 7,500, is the administrative centre of Orkney with a good mixture of shops, supermarkets, and businesses.

Orkney is a wonderful place to live and offers excellent schools and leisure facilities, low pollution, low crime, unique wildlife, and amazing scenery. Although remote, there are excellent transport connections with numerous flights to Aberdeen, Glasgow, Edinburgh, and Inverness every day. There are ferry services to Aberdeen, Scrabster, and Gills Bay, and of course to the smaller isles in Orkney.

Orkney’s economy is based on agriculture, generating some £30 million per year. Farmers breed and rear beef cattle, dairy cows, and sheep of the highest standard. Orkney has international recognition for its food, with cheese, beef, lamb, and fish produce becoming well known; not to mention whiskey, beer, and gin. Tourism, oil, and the renewable energy sectors are increasingly important. Orkney is at the forefront of the renewable wave and tidal energy drive in the UK.

Kirkwall is a great place for children and a wonderful environment for a family. There is a very strong community spirit with a wide range of cultural and sporting activities for adults and children. Schools in Orkney are very good, with no private fees. Imagine all of this within walking distance of your home and workplace. For residents and visitors there is so much to see and do: playing a round of golf, fishing, kayaking, walking, cycling, diving, wind surfing and horse riding are but a few. The Pickaquoy Centre provides a modern well-equipped sports facility, swimming pool and entertainment centre. There are many cultural activities, with annual music, jazz and science festivals attended by internationally renowned artists and scientists. There is an extremely wide variety of activities for children and young people. Homes are very affordable and with little traffic, travelling around the islands is easy.



According to the 2020 Bank of Scotland quality of life survey, for eight years in a row Orkney was crowned the best place to live in Scotland. The island took the top prize due to high employment levels, low crime rates, smaller primary class sizes along with good health and happiness scores. With its strong sense of community, picturesque landscape and rich archaeological treasures, the archipelago frequently wins the hearts of visitors.

Not only is Orkney one of the most affordable places to live in the UK, it also has one of the highest employment rates, with 88 per cent of residents between 16 and 64 currently in work. The low crime rate means that many people do not even lock their front doors to allow the postie to place the post and packages inside the door. As for overall wellbeing, more than nine in 10 Orkney residents report good or fairly good health.

To find out more about living and working in Orkney go to [www.orkney.com](http://www.orkney.com) or [www.orkneycommunities.co.uk](http://www.orkneycommunities.co.uk) and learn more about NHS Orkney at [www.ohb.scot.nhs.uk](http://www.ohb.scot.nhs.uk).



## Recruitment Process

The NHS Scotland Everyone Matters 2020 Workforce Vision outlines the commitment the Scottish Government has in putting people at the centre of everything the NHS in Scotland does. Working to a common set of values, the vision will continue to modernise the way we work, embracing technology and digital transformation.

All vacancies will be advertised on NHS Scotland's recruitment website:

<https://apply.jobs.scot.nhs.uk/>

Internal vacancies will be advertised on NHS Scotland's internal recruitment website:

<https://apply.jobs.scot.nhs.uk/internal/>

CVs are not accepted as a form of application; NHS Scotland's electronic application form must be used on the above links.

All adverts will close at midnight on the advertised closing date.

Our selection process will consist of the following assessments:

- **Application short listing** – application forms are reviewed and those meeting the role requirements will be invited to a competency-based interview
- **Interview/Assessment** – competency-based interviews have a focus on NHS Orkney's core values and the candidate's technical expertise. The interview may also include a role specific test or a presentation topic.

Any job offer will be subject to meeting the conditions of NHS Orkney's safer pre- and post-employment checks policy:

- **Employment references** - references should include current and previous employers covering the last 3 years of your employment history
- **Evidence of qualifications** – candidates will be required to provide evidence of their qualifications, including proof of professional registration if required
- **Medical assessment** – the Occupational Health service will make an assessment on your fitness to carry out the information provided in a questionnaire. In certain circumstances further information is required and Occupational Health may contact you by telephone or request that you attend for an appointment
- **Criminal conviction check** – all applicants who apply for posts which are exempt from the Rehabilitation of Offenders Act 1974 and who will have access to patients during their employment will be required to consent to a Disclosure Scotland Criminal Records Check or join the Protection of Vulnerable Groups Scheme.
- **Immigration, Asylum and Nationality Act 2007 – Prevention of illegal working** – candidates must be eligible to work in the UK, evidence of this must be provided.

For any queries relating to this vacancy, or our Recruitment Process, please email

[ork.recruitment@nhs.scot](mailto:ork.recruitment@nhs.scot)

## Equality and Diversity

NHS Orkney is committed to Equality & Diversity <https://www.ohb.scot.nhs.uk/about-us/equality-and-diversity>