NHS Grampian

**Job Description**

# SECTION 1

|  |  |
| --- | --- |
| JOB IDENTIFICATION |  |
| **Job Title:** | Medical Secretary  |
| **Department(s):** | Adult Mental Health, Aberdeenshire Health & Social Care Partnership |
| **Location:** | Block A, Royal Cornhill Hospital  |
| **Hours:** | 15.0 hours per week |
| **Grade and Salary:** | Band 4 £23,709 - £25,982 per annum pro rata |
| **Job Reference:** | MK054133 |
| **Contract:** | Permanent |

###### SECTION 2

|  |  |
| --- | --- |
|  | **Job Purpose:** The Job Holder is the key person in effecting good communication with the Community Mental Health Team and with various departments/GP Practices it deals with. Jobholder must be conversant with all aspects of work within the Adult Mental Health field so that these depts./GPs feel confident that the information they are giving and receiving is correctly dealt with.The Job Holder is expected to prioritise and manage workload to meet demands presented on a daily basis by the Medical Staff and Team Members by using own initiative, organisational, planning and time management skills.The Job Holder must have the ability to work as part of a team and autonomously.The Job Holder has responsibility for acting as Team Co-ordinator for admin and clerical staff within the Team – this is in relation to co-ordinating leave and office cover arrangements and liaising with Assistant Support Manager when issues arise. The Job Holder has responsibility for updating the monthly HEAT Breachers reports. The Job Holder arranges and minutes meetings.The Job Holder deals with 30 (average) phones calls daily and 15 (average) e-mails daily. These averages can differ dramatically due to the nature of calls received.The Job Holder has sole responsibility for keeping TRAKcare updated for all Team Caseload figures, allocating patients to Teams, Closing patients to Teams and inputting all activity data on behalf of Medical Staff. This will ensure all activity reports are accurate and up to date and all Team Caseloads are accurate for the production of ICP Monitoring Reports. |

|  |  |
| --- | --- |
|  | **Organisational Chart** (Please identify this post clearly in the structure – as a minimum show 2 levels above and 2 levels below (where relevant). Assistant Support Manager**Medical Secretaries**/Team Secretaries |

|  |  |
| --- | --- |
| **1** | **Communication and relationship skills:** * Ensure systems of communication within CMHT are in place and operate effectively.
* Accept all telephone calls, establish degree of urgency and whether immediate access to the medical team is required. Develop and upkeep communication system to ensure all accurate recorded messages are passed onto Consultant/Team member timeously.
* Exchange information with patients and staff for appointments, verbally, in person and in written format.
* Provide and receive routine information requiring tact/provision of sensitive information.

Provide general non-clinical advice to patients and relatives re: admissions/appointments/patients funds etc**Internal Communications*** Daily contact with Clinical Staff, CPNs, OT Department, Ward Staff, Social Work Department, Reception Staff and Patients.
* Regular contact with Support Manager/Assistant Support Manager for support, communication, advice and Performance Appraisal and Development Meetings.
* Regular contact with other Medical Secretaries within Aberdeen & Aberdeenshire CMHTs.
* Adhoc contact with Medical Records, Pharmacy, Facilities, Initial Services, Patient Funds and other Hospital Departments for communication and advice where necessary.

**External*** Patients and relatives
* GP Surgeries
* NHS Grampian
* Local Authorities
* Voluntary/Private Agencies
* Scottish Executive
* Mental Welfare Commission
* Other Health Boards/Hospitals
 |
| **2** | Knowledge, training and experience: * Previous Senior Secretary Experience.
* Educated to HNC Level or equivalent years working experience and a minimum of 5 Standard Grades/National 5 qualifications including English and Arithmetic.
* Medical Secretarial Qualification desirable.
* European Computer Driving Licence desirable.
* Ability to take own initiative and prioritising own tasks in complex situations and to meet multiple deadlines.
* Awareness/Knowledge of people with a Mental Health problem.
* Confidentiality and sensitivity in dealing with difficult issues.
* Knowledge of Health and Safety regulations.
* Knowledge of EKSF system, team brief system and other Trust policies/procedures – desirable.
* Excellent organisational, communication, interpersonal, planning and prioritising skills.
* Minute Taking and Time Management.
* Audio Typing.
* Lateral thinking and ability to consider different approached to working.
* Knowledge of Medical terminology
 |
| **3** | Analytical and judgemental skills:* The Job Holder acts as Team Co-ordinator for all admin and clerical staff working within the ward catchment area.
* The Job Holder co-ordinates the administration function of the Community Mental Health Team which involves continually making decisions and judgement on all matters.
* Work is delegated by the Consultant and other Medical Staff in the form of audio tapes, dictation and oral/written instructions.
* Job Holder manages own workload and acts independently.
* Responsible for the production of Office Protocols & implements accordingly.
* Responsible for Auditing/Reviewing Office Protocols as appropriate.
* Established routines exist covering daily tasks as identified within Office protocols and within these the job holder prioritises his/her work.
* Regular discussion takes place between the job holder, Support Manager and medical staff regarding the various aspects of planning and organising the service.
* Job holder provides non-clinical advice to patients and relatives re: admissions/appointments/patients funds.
* Assisting in the management of Consultants Workload – Job Holder re-arranges clinic appointments on own initiative.
* Dealing with distraught callers – ability to handle callers with tact and diplomacy. Decide on urgent/non-urgent message for team. Ability to deal with situations when clinical team in unavailable.
* Maintains stationery stock for Team.
 |

|  |  |
| --- | --- |
| **4** | Planning and organisational skills:* Assisting in the management & maintenance of Consultant & Junior Medical Staff diaries and ensuring Medical Staff are aware of their day to day commitments.
* Co-ordination of Out-patient Clinics for Medical Staff within the CMHT. Responsible for notifying patients of their appointment in writing or by telephone, cancelling and rearranging subsequent appointments at request of Consultant. Ensuring patients notes are pulled and all information available to Consultant and GP Surgeries for peripheral clinics (unless notes are Electronic via C-Cube)
* Meet and provide CMHT Junior Doctors with a comprehensive office induction at the start of each rotation. Provide advice and guidance on office procedures and provide general information on the day to day running of clinics/team procedures.
* Liaising with Solicitors/Court officials regarding NHS reports, invoicing and debt management.
* Responsible for planning & organising all Teambuilding meetings/away days to ensure improved communication and morale.
* Attend, minute and transcribe yearly Teambuilding Meetings.
* Record and dispose of referrals allocated by Consultant & Team.
* Co-ordinate travel arrangements for patients outwith Grampian. Liaising with Travel Agents, Patients and other Health Boards. Liaising with Medical Records to confirm payment of travel under their Service Level Agreement/Extra Contractual Referral.
* Maintain stationery stock for CMHT.
* Maintain an effective filing system which ensures the confidentiality of medical records and easy access to these and other documentation.
* Photocopying, faxing and distribution of information to CMHT.
* Open and date stamp all correspondence and sort into urgent and routine. Record all new referrals to Team.
 |
| **5** | Physical Skills: * Dealing with people with Mental Health problems.
* Ability to work independently and as part of a team – daily.
* Ability to multi-task, to take own initiative and meeting multiple deadlines – daily.
* Accurate written communication skills – daily
* Assertive communicator and effective listening skills – daily.
* Ability to arrange and minute multi-agency meetings – ad hoc.
* Moving and handling of patients files. Visiting other department on foot several time daily, to collect and deliver case files and MHA section papers.

**MOST CHALLENGING/DIFFICULT PARTS OF THE JOB*** Ensuring arrangements are in place to provide cover across the ward catchment area and liaising with Assistant Support Manager when admin issues arise within the Team.
* Having to devise, introduce and monitor systems to assist teams in their administrative duties, e.g. statistical recording, dictation, medical records management etc.
* Having a varied role the Job holder must have excellent organisation skills as the work covers a diverse range of duties and involves considerable multi-tasking to meet tight deadlines.
* Continual interruptions to answer and resolve queries/questions and offer guidance. Often using tact and diplomacy to deal with distraught callers.
* Ability to resolve situations when Team members are unavailable, e.g. appointment missed, no prescriptions etc.
* Due to the close working relationship of the team, ability to deal with emotional and sensitive staffing/personal issues.
* Attending meetings within short timescales and producing accurate and timely notes, having to concentrate whilst receiving interruptions that may arise.
* Dealing with distressed/angry patients/ relatives or GPs by telephone or in person.
* Dealing with a suicidal patient by telephone or in person and ensuring the appropriate qualified Medical Staff are available.
* Security/safety issues aligned to working in a Mental Health Environment & dealing with unpredictable distressed/angry patients on a daily basis.
* Giving up time to provide a sympathetic ear to patients/relatives.
* Keyholder for Acute Mental Health Wards – Visiting wards with filing, patient’s notes and Section Papers ensuring security standards within the Ward are maintained.
* Deciphering and amending dictation from Doctors within CMHT.
* Acquiring and updating knowledge on legislative changes pertinent to patient group.
* Assisting in covering for colleagues during adhoc absence with no reduction in own workload
 |
| **6** | Responsibilities for patient/client care: * Dealing with patients and relatives on a daily basis.
* Dealing with sensitive and confidential information/data.
* Dealing with distraught, angry and confused patients/relatives.
* Dealing with GP, Care Management and other agencies in relations to patients’ care and management.
* Provide and receive routine information requiring tact/provision of sensitive information
 |
| **7** | Responsibilities for policy and service development implementation* The Job holder is expected to prioritise and manage workload to meet demands presented on a daily basis by the Medical Staff and Team Members by using own initiative, organisational, planning and time management skills.
* Responsible for the production of Office Protocols & implements accordingly.
* Responsible for Auditing/Reviewing Office Protocols as appropriate.
* Established routines exist covering daily tasks as identified within Office protocols and within these the job holder prioritise his/her work.
* Establish and maintain effective handover with job share partner.
 |
| **8** | Responsibilities for financial and physical resources:* Maintain an effective filing system which ensures the confidentiality of files and easy access to these and other documentation.
* Photocopying, faxing and distribution of information to team as appropriate.
* Report any faulty equipment to the line manger/IT support/estates as appropriate.
* Ensure adequate supplies of stationery for the department.
* Distribute all correspondence and sort into urgent and routine.
 |

|  |  |
| --- | --- |
| **9** | Responsibilities for human resources: * Provide support and advice to Admin Colleagues within Ward catchment area and addressing issues of office cover whilst staff on annual leave.
* Liaising with Assistant Support Manager to ensure office cover arrangement are communicated and escalate any issues that cannot be resolved locally.
* Provides advice & guidance to support staff (Relief & Bank Secretaries).
* Provides training as required to new staff on a one to one basis and on the job training.
* Provides technical support and training to staff in the use of IT Equipment including WP Packages, Fax & Photocopier equipment.
* Provides cover during periods of absence for other secretaries within office.
 |
| **10** | Responsibilities for information resources:* Responsible for word processing of all letters, patients’ notes, emails, court reports and other material as required by Consultant / Team within allocated timescales (involving the transcription of work from audio tapes or copy typing). ECCI System currently in use.
* Responsible for sending and receiving e-mail correspondence and other documents on behalf of CMHT.
* Responsible for TrakCare Referrals to Team.
* Responsible for the Input of all caseload information & activity data on TrakCare. Ensuring all Caseload Lists are up to date and accurate on TrakCare. Allocating Shared Care and closing Shared Care.
* Responsible for accessing CCUBE (Electronic Case Record) as required.
* Responsible for updating E-KSF appraisal documentation and personal development plan.
* Ability to review and develop administrative systems as required.
 |
| **11** | Responsibilities for research and development:* Responsible for updating E-KSF appraisal documentation and personal development plan.
* Responsible for keeping self up to date with trainings, policies and procedures.
* Ability to review and develop administrative systems.
 |
| **12** | **Freedom to act:** * Liaise with Team Secretaries to co-ordinate office cover or identify where additional support may be required.
* Use own initiative and judgement when dealing with sensitive and confidential information/data.
* Ability to multi-task, to take own initiative and meeting multiple deadlines.
* Set up and update own office procedures to meet changing requirements.
* Schedule clinical workload of consultant and other medical staff, use own judgement in allocating and rearranging patient appointments.
* Work day to day without supervision.
* Work closely with job share partner.
 |

|  |  |
| --- | --- |
| **13** | Physical effort: * Dealing with people with Mental Health problems.
* Ability to work independently and as part of a team.
* Ability to multi-task, to take own initiative and meeting multiple deadlines.
* Accurate written communication skills.
* Assertive communicator and effective listening skills.
* Ability to arrange and minute multi-agency meetings.
* Moving and handling of patients files. Visiting other department on foot several times daily, to collect and deliver case files and MHA section papers.
 |
| **14** | Mental effort: * Self-management, organisational and prioritisation skills. Ability to multi-task, to take own initiative, and prioritizing tasks.
* Ability to arrange and minute meetings.
* Concentration required when dealing with audio typing and organizing clinics.
* Ability to work independently and as part of a team.
* Accurate written communication skills.
* Assertive communicator and effective listening skills
 |
| **15** | Emotional effort: * Due to environment, occasionally jobholder may be required to type letters/reports/material which can be of a distressing nature.
* Dealing with angry/distraught/confused patients/relatives/GPs and others.
* Dealing with conflicting demands and deadlines
 |
| **16** | Working conditions: * The jobholder will be sharing an office with others.
* Constant interruptions and conflicting demands.
* Working closely and effectively with a job share partner.
 |

|  |
| --- |
| **PERSON SPECIFICATION** |
| **POST/GRADE**: Medical Secretary, Band 4**LOCATION:** Royal Cornhill Hospital**WARD/DEPARTMENT**: Aberdeenshire Health & Social Care Partnership |
| The Person Specification should meet the demands of the job and comply with current legislation. Setting unnecessary standards may, for example, unfairly discriminate against one sex, the disabled or minority racial groups. Applicants should be assessed in relation to their ability to meet the real requirements of the job as laid down in the job description. With the exceptions relating to displaced and disabled candidates noted in Sections 5.3 and 5.4 of this policy, shortlisted candidates must possess all the essential components as detailed below. |
| **GENERAL REQUIREMENTS** |
| **Factor** | Essential | Desirable |
| Qualification & Experience | HNC level of equivalent experience.Previous Senior Secretarial experience required – preferably gained in similar environment.5 “O” Grades or similar including English.Previous Medical Secretary Experience | Medical Secretarial Qualification.ECDL |
| Circumstances & flexibility | Calm discrete personality.Ability to work on own initiative.Sensitive approach to dealing with clients.Awareness/knowledge of Mental Health / Mental Health ActConfidentialityInformation GovernanceAssertive communicatorTeam worker |  |
| Particular requirements of the post | Medical TerminologyExperienced Audio typing Touch typingExperienced Minute TakingPrioritisation & organisation skillsGood typing speedMicrosoft Word | Patient Management Systems (PMS)Patient Electronic Record (C-cube) |
| Level of Disclosure check required | N/A |  |