

**AGENDA FOR CHANGE
NHS JOB EVALUATION SCHEME
JOB DESCRIPTION TEMPLATE**

1. JOB IDENTIFICATION

Job Title:	Team Secretary
Reports to:	Service Improvement Manager
Department, Ward or Section:	Chronic Pain Team (peripheral teams)
Operational Unit/Corporate Department:	Community Services Directorate, Chronic Pain Team
Job Reference:	SMOUMENTCOMMADMI01
No of Job Holders:	15
Date:	FV July 2018

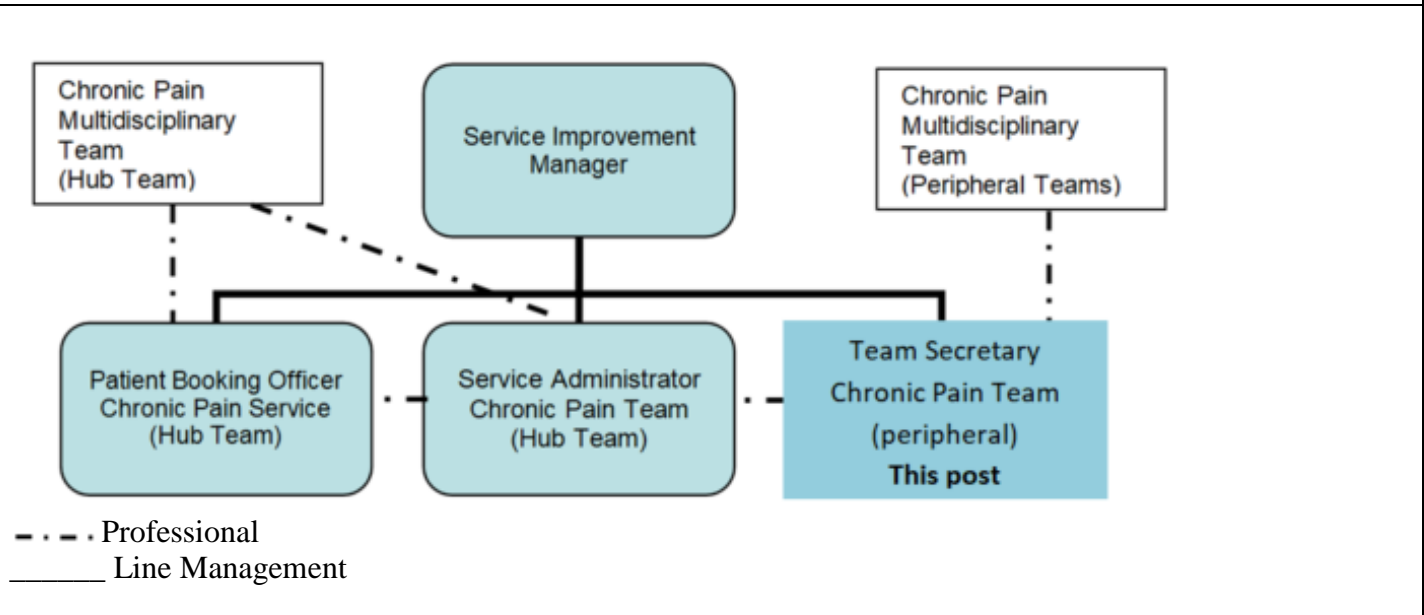
2. JOB PURPOSE

To provide comprehensive, efficient and effective admin/secretarial support to the multi-disciplinary Chronic Pain Team. The team consists of managerial, medical, psychology, nursing, physiotherapy and administration.

3. DIMENSIONS

The post-holder as part of the multidisciplinary team provides support as part of the Administration and Clerical support to one or more of the remote and rural Chronic Pain peripheral teams.

4. ORGANISATIONAL POSITION



5. ROLE OF DEPARTMENT

The Chronic Pain multidisciplinary team provide support to patients and primary / secondary care colleagues in the management of chronic pain.

6. MAIN TASKS, DUTIES AND RESPONSIBILITIES

- Provide comprehensive administration and secretarial support to the Chronic Pain Team.
- Use of PMS to Manage Patient Appointments and Waiting Lists.
- Medical Records Management including storage, creation and destruction and maintaining a reliable filing system.
- Photocopying as required.
- Operating switchboard.
- Having patient or carer contact on the telephone when team members are not available and having to deal with complex situations.
- Conveying or dealing with messages as appropriate using sms and email.
- To have a sound knowledge and use of departmental systems including the Lone Worker policy when team members are out on visits.
- Shredding confidential and sensitive documents to ensure compliance with the Data Protection Act.
- Be aware of own personally safely and attend mandatory training when required.
- Maintain confidentiality especially in accordance with the Data protection Act (1998) and exercise initiative and discretion in the performance of duties.
- Dealing with all mail to the department.
- Ordering and maintaining stationery stock and ensuring that stock levels are maintained.
- Audio typing and use of Winscribe for this to create correspondence often of a complex, confidential, distressing and sensitive nature for individuals or internal departments.
- Typing Documents for presentations.
- Provide Admin Support for daily referral huddle.
- Ensure all groups clinical activity is captured on PMS – Appointments, referrals, discharges and

tracking notes.

- Scan manual referrals on to PMS.
- Triage referrals to appropriate department after clinical discussion.
- Arrange and support team business meetings including producing notes at the meeting.
- Collate and report on statistical information as required.
- Operate systems including, MS Office, SCI gateway, SCI Store, NHS Mail, PECOS, CAB, PMS, Winscribe, EES, Turas.
- Assist in induction of new staff.
- Provide cover for other staff during sickness/annual leave as required.
- Receiving visiting personnel to the department which includes members of the public, professionals, nursing, out patients and often being alone with them for periods of time whilst waiting for appointments, patient's carer's relatives or carers.

7a. EQUIPMENT AND MACHINERY

- Mitel Digital telephone system
- Personal Computer
- Printers
- Photocopier
- Scanner
- Audio typing equipment
- Laminator
- Guillotine
- Shredder

7b. SYSTEMS

- MS Word
- MS Excel
- MS Access
- MS Outlook
- NHS Mail
- PMS
- PECOS Procurement
- Care First
- CABS Booking system
- SCI Gateway
- EES
- WINSCRIBE

8. ASSIGNMENT AND REVIEW OF WORK

Work is generated by MDT staff, line management and team members.

Work is managed not supervised.

The postholder is expected to prioritise workload in face of competing pressures and assist colleagues across the team when workload requires it.

9. DECISIONS AND JUDGEMENTS

The postholder works autonomously with limited supervision, using own initiative in managing own time, organising and prioritising work. Whilst most elements of the post are routine and have well defined procedures to support them, on a regular basis issues present which require the Team Secretary to use initiative to resolve. Another major requirement of this role is the ability to assess the patient's enquiry and if necessary alleviate any concerns.

The team secretary will be:

- First point of contact for the multi-disciplinary team.
- Workload is generated by the clinical caseload and professional roles of the multi-disciplinary team/multi agency team.
- The postholder will work within clearly defined protocols and procedures adhering to NHS Highland policies.
- The postholder will work on own initiative with freedom to plan and prioritise own workload and makes considered decisions in absence of Line Manager.
- The postholder will be expected to provide cover when required as a result of annual leave, sickness absence or increases in workload.

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

- Dealing effectively with behaviour which may be verbally abusive, distraught, disturbed, angry and aggressive clients/relatives on a daily basis.
- Using interpersonal and communication skills to respond effectively and compassionately to clients who may have difficulty understanding or making themselves understood.
- Reassuring clients until a team member can be contacted.
- Ensuring the rapidly changing needs of the service are met, particularly when demands are unpredictable due to emergency situations and responding appropriately to assist the service and colleagues to manage workload
- Dealing with frequent interruptions and unscheduled changes to work load.
- High degree of concentration needed for large parts of the working day.
- Using initiative and judgement to deal with various urgent requests that may arise in the absence of the Team Leader or team members.
- Knowledge of own limitations and openness to new learning.
- Staying calm when difficult or complex situations arise.
- Difficulties encountered can be difficult distressed, anxious patients and relatives and occasionally suicidal patients.

11. COMMUNICATIONS AND RELATIONSHIPS

- General Practitioners.
- NHS Consultants and other medical practitioners.
- Other NHS staff – all levels and departments.
- Clients and their relatives/representatives.
- Social Work Staff.
- Highland Council Departments, e.g. Housing.
- Statutory and Voluntary Agencies e.g Mental Welfare Commission, Advocacy Highland, Care Homes, Care Commission, Legal Dept, Public Guardians Office.

Difficulties encountered can be difficult distressed, anxious patients and relatives and occasionally suicidal patients.

12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB

Physical

- Ability to operate office equipment.
- Moving and handling of office equipment, files and supplies.
- Sitting for long periods.

Mental/Emotional

- High level of concentration.
- Ability to work with frequent interruptions.
- Dealing effectively with emotionally disturbed and upset clients with sensitivity, compassion and discretion.
- Use of discretion with staff information.
- Exposure to distress of clients.
- Meeting tight deadlines.

Environmental

- Working in a noisy, open plan office.
- Temperature fluctuations.
- Dealing with behaviours which can be stressful.

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

- The postholder requires excellent communication and interpersonal skills and an understanding of the CMHS areas of responsibility.
- Scottish Higher Level Grade preferably English and Maths, alternatively a relevant NC Qualification totalling at least 12 credits, NQ Administration and IT or NQ Administration.
- NVQ Level 3 Business Administration or equivalent level of experience.
- Organisational skills.
- MS Office proficient.

- PC skills and IT applications- word processing, Excel, databases and audio typing.
- Written and verbal communication skills.
- Ability to work unsupervised and under pressure.
- Ability to prioritise workload and manage time effectively.
- Office and administration skills.
- Ability to work as member of a Team providing input across the service as workload requires.

14. 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:

Manager's Signature:

Date:

Date: