

The Opportunity

1. Job Identification

Job Title	Audio Typist
Band	Band 2
Salary	£19,609 - £21,615 (pro rata)
Scale	Agenda for Change**
Hours	Part Time 17.5 hours per week
Contract Type	Permanent
Department	Administration
Reporting to	Wendy Parker
Base	Dumfries and Galloway Royal Infirmary

** NHS Scotland's AFC pay system differs slightly from NHS England, Wales or Northern Ireland. Please click [here](#) to access the most up to date pay scales and Terms and Conditions.

Contact Details

Line Manager

Wendy Parker

We welcome informal contact from prospective candidates who wish to better understand the role.

Please contact: Wendy Parker by phoning our switchboard on 01387 246246 and ask for extension 33738

Email: Wendy.parker@nhs.scot

Job Description

2. JOB PURPOSE

The postholder will provide high quality typing from a digital dictation system and clerical support within the Acute Services.

3. ORGANISATIONAL POSITION



4. SCOPE AND RANGE

- The postholder 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 the Medical Secretaries and other associated colleagues.
- Line management, personal development and review of work will be undertaken by the Office Manager or Administration Services Manager.
- The postholder will be required to be flexible as you will be assisting in a variety of areas dependant on service level objectives providing them with additional typing/clerical support.
- Work and review of work will be provided by the Administration Co-ordinator. This will be assigned on a daily basis by either the Administration Co-ordinator, Office Manager or Administration Services Manager.

5. MAIN DUTIES / RESPONSIBILITIES

- Provide high quality admin/typing support. This will include audio typing, photocopying, filing and any other clerical duties as directed by the Office Manager.
- 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.
- 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 postholder's own particular area.
- If required make clinic appointments.
- Liaise with other healthcare professionals (General Practitioners, Laboratories, other Hospitals) as requested.
- Answer telephone and deal with appropriately. If a complex request arises – liaise with most appropriate person.
- Setting up of meetings, taking and preparing minutes within set time schedules.
- Assist medical secretaries in providing clerical duties as required.
- Answer queries and provide a comprehensive admin service for medical staff.

6. SYSTEMS AND EQUIPMENT

Systems

- Microsoft Office,
- Digital Dictation System (Winscribe)
- TOPAS
- Medisoft
- SCI Store

Equipment

- Personal Computer
- Transcribing machine
- Photocopier
- Fax
- Telephone
- Trolley
- Printer

7. DECISIONS AND JUDGEMENTS

- The postholder will be responsible for prioritising their workload.
- The Administration Co-ordinator of the area you are working in will give advice on matters arising.

8. COMMUNICATIONS AND RELATIONSHIPS

- Communications will general be with other members of staff within the Dumfries and Galloway Royal Infirmary, including Consultants, Medical Records and other admin/secretarial staff.

9. PHYSICAL, MENTAL AND EMOTIONAL DEMANDS OF THE JOB

- The postholder will require speed and accuracy for audio typing and good keyboard skills.
- The post requires sitting for long periods using keyboard and VDU.
- The need to concentrate for long periods when transcribing dictation, due to different accents and poor dictation.
- Exposure to clinical information can sometimes be distressing, all times observing data protection and maintaining confidentiality.

10. MOST CHALLENGING PARTS OF THE JOB

- Ensuring the timeous turnaround of clinic correspondence from dictation to typing.
- Ensuring all information in patient records is accurate and up to date, in accordance with hospital guidelines.

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

- The postholder will have previous experience in a similar role
- Excellent communication and interpersonal skills
- Knowledge of Microsoft Word is essential.
- Training on the Hospital Patient Information System is essential.
- Audio typing is desirable.
- Good keyboard skills with speed and accuracy are essential.
- Knowledge of medical terminology would be advantageous.
- Good team player qualities.

12. JOB DESCRIPTION AGREEMENT

Job Holder's Signature:

Date:

Head of Department Signature:

Date:

Person Specification

ESSENTIAL	DESIRABLE
<p>QUALIFICATIONS:</p> <ul style="list-style-type: none"> • English 2 or 3 • Evidence of keyboard audio typing skills • Appropriate SVQ Level 2, working towards, planned or equivalent experience. 	<ul style="list-style-type: none"> • H/O level English • 2 other subjects at O/H level
<p>KNOWLEDGE:</p> <ul style="list-style-type: none"> • Knowledge of Microsoft Office software or equivalent 	<ul style="list-style-type: none"> • Evidence of learning ability
<p>EXPERIENCE:</p> <ul style="list-style-type: none"> • Evidence of skilled use in an employment setting. • Ability to cope with working to time constraints. 	<ul style="list-style-type: none"> • Take account of work placements and part time or temporary work
<p>SKILLS:</p> <ul style="list-style-type: none"> • Proven keyboard skills/Audio Typing • Audio typing • Minute taking • Proven Computer/IT skills • Good communication/organisational skills • Excellent telephone manner 	<ul style="list-style-type: none"> • Dealing with public • Handling difficult people
<p>PERSONAL CHARACTERISTICS:</p> <ul style="list-style-type: none"> • Able to work on own/in a small team (peers and others) • Flexible – willing to cover and assist with workloads • Enthusiastic and committed • Written presentation • Good verbal communication • Organisational skills • Attention to detail • Polite/helpful manner • Self-motivated and determined 	<ul style="list-style-type: none"> • Willingness to support others • Ability to cross cover posts at short notice

Find Out More

For information on NHS Dumfries & Galloway, including details of further staff benefits, our facilities and beautiful surroundings, check out our new Work with Us Portal.

To access the Work with Us web pages, copy and paste the following link into your web browser:

www.nhsdg.co.uk/workwithus

