**NHS GRAMPIAN**

# JOB DESCRIPTION

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| 1. **JOB IDENTIFICATION**   **Job Title: Team Secretary**  **Department(s): Combined Child Health**    **Location: Mile End School, Aberdeen**  **Hours: 15 hours per week**  **Grade: Band 4**  **Salary: £23,709 - £25,982 per annum, pro rata**  **Contract: Permanent** |

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| 1. **JOB PURPOSE**   To provide an effective and comprehensive administration and secretarial service to all staff, associated with the Child Development Team ensuring the smooth running of the office at all times. |
| **3. ORGANISATIONAL POSITION** Medical Secretarial Services Manager ↑  **Assistant Medical Secretarial** Services Manager↑ **Secretarial Supervisor**  **Consultant and Team** ↑    Team Secretaries (Aberdeen City & Aberdeenshire) |

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| **4. SCOPE AND RANGE**  Provide a comprehensive administrative and secretarial service to the Team. |

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| **5. MAIN DUTIES/RESPONSIBILITIES**   * Typing reports / discharges / assessments for CDT therapists**.** * Send out appointments and arrange CDT medical clinics. * Send out questionnaires and recording data on spreadsheet * Booking rooms for clinics      * Liaise with Children’s Hospitals, Child Development Teams, School, parents, educational psychologists, GP’s and Social Work Departments to arrange appointments and ensure reports sent to relevant bodies as required and within timescales * Administer and compile financial refund of petty cash. This involves balancing stamps used and paying out of petty cash for small items required by therapist. * Responsible for maintaining database of equipment ensuring equipment details are kept up to date for possible loaning of equipment to other teams/departments/families. * Set up and maintain systems to record and update caseload information * Ensure dictating equipment is kept in working order, notifying any repairs required to Med  Communication  * The post holder is the conduit between the Medical Team and the patients/GP’s/relatives and all clinical and non-clinical staff.  Teamwork  * Covering and liasing with other secretaries within department for annual leave and sick leave. |

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| 1. **SYSTEMS AND EQUIPMENT**  * Telephone * Audio Equipment * Photocopier * Laminator * Personal computer:   Microsoft Word   * Typing of all correspondence   Patient Management System (TrakCare)   * To locate, track and request case notes * To place patient’s names on the waiting list * To run off WL reports * To check for clinic appointments * To obtain patient demographic details * To print labels     Internet Explorer   * For use as medical dictionary   Microsoft Outlook   * To send and receive e-mails. * Teams   EPR document uploader   * Scan/upload information on to TrakCare system |
| 1. **DECISIONS AND JUDGEMENTS**  * Required to prioritise work provided. Work on own initiative with discretion. * Devise appropriate systems to ensure smooth running of the office * Schedule and send out clinic appointments for clinics * Organise and send out appointments for team reviews and appointments at hospital, special schools and health clinics. * Act as first point of contact for parents providing information diplomatically and confidentially. * Order stationary and equipment ensuring adequate supplies available and checking deliveries made within reasonable timescales * Deal with telephone enquiries, acknowledge referrals and general correspondence * Devise appropriate systems for filing confidential reports / correspondence, diary and reminder systems and patient caseload register * Provide suitable storage systems for literature and catalogues from external agencies. |
| **8. COMMUNICATIONS AND RELATIONSHIPS**   * Post holder is required to show an ability to communicate effectively with all levels. Communication is undertaken at all times to ensuring patient confidentiality. * Multidisciplinary staff within hospital. To discuss all aspects of patient care. * Patients/Parents/Carers – Answer queries over the telephone, email and sometimes face to face * General Practitioners, their receptionists and secretaries. By telephone to discuss patient care. By email to forward urgent correspondence. * Medical Records Department. By telephone to request notes and deal with requests for notes. * Doctors and medical secretaries in hospitals nationally. By telephone to discuss patients being referred to or from this hospital/service. * Educational Psychologists / Social Work Departments / Schools / Special Needs Schools – by telephone, email * Equipment Reps – telephone / letter / email |
| **9. PHYSICAL DEMANDS OF THE JOB**   * Sitting at a desk for prolonged periods of time. * Ability to work well under pressure dealing with constant interruptions and demands from other   members of staff.   * Manual handling of medical notes and stationery supplies. * Speed and accuracy when typing * Long periods of concentration when typing * Advanced keyboard skills * Physical effort required for collecting and returning record boxes with medical notes |

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| **10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB**   * Increased concentration required to transcribe tapes/dictation and hear telephone conversations   whilst working in a noisy office. Copy typing complicated medical documents whilst deciphering  illegible handwriting   * Coping with distressed and emotional parents/carers in calm and sensitive manner. * Autonomous working * Prioritise workload, working on own initiative, ensuring all work completed within agreed timescale. * Scheduling clinic appointments, arranging urgent appointments * Post holder required to display confidentiality, empathy, diplomacy and tact at all times. * Covering for colleagues on annual/sick leave. |
| **11. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB**   * Good general education, including English and Secretarial Studies. * Medical terminology. * Good organisational skills. * Quick and accurate advanced audio typing and keyboard skills. * Knowledge of hospital computer systems – training given. * Knowledge of Microsoft word. * Use initiative. * Show empathy and tact when dealing with parents & carers. * Able to communicate well with all disciplines of staff. |

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|  | **NHS GRAMPIAN**  **PERSON SPECIFICATION** |

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| 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. Shortlisted candidates **MUST** possess all the essential components as detailed below. |

POST/GRADE Team Secretary (Band 3)

LOCATION/HOSPITALS Various locations (Aberdeen City and Aberdeenshire)

WARD/DEPARTMENT Child Development Team

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| **ATTRIBUTES** | **ESSENTIAL** | **DESIRABLE** |
| Qualifications | Minimum of 5 Standard Grades or equivalent including English | IT qualifications |
| Experience | Secretarial/Admin qualification or experience.  Previous NHS experience  Microsoft Office experience  Knowledge of medical terminology  Audio-typing skills | Email  Internet  TrakCare experience  Minute taking |
| **Special Aptitudes /**  **Abilities** | Good communication skills  Ability to work on own initiative and to work to tight deadlines  Ability to prioritise workload |  |
| **Disposition** | Good team worker  Adaptable  Hard-working  Ability to cope well under stress |  |
| **Physical Requirements** | Good attendance record  Good general health |  |
| **Particular Requirements of the Post** | Confidentiality.  Ability to handle sensitive situations with tact and diplomacy  Ability to act as co-ordinating link between different staff groups and between GPs and hospital |  |
| MAJOR RISKS IN DOING THIS JOB | | |
| Please indicate the major risks the job holder could face in doing this job e.g. lifting patients/objects, working with hazardous substances, dealing with violence and aggression.  If there are no major risks for the job holder please tick this box. 🞏 | | |