#### **JOB DESCRIPTION**

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| JOB IDENTIFICATION | |
| Job Title: | Secretary/Receptionist |
| Responsible to (insert job title): | Administration Services Manager |
| Department(s): | Administration Support Services |
| Directorate: | Health & Social Care Partnership |
| Operating Division: | Community Care Services |
| Job Reference: |  |
| No of Job Holders: | 1 |
| Last Update (insert date): | May 2023 |

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| 2. JOB PURPOSE |
| To provide secretarial, reception, and administrative support to community paediatricians and health care professionals based in Valleyfield Health Centres, provide services to patients and members of the public and occasionally provide reception and clerical cover at other Health Centres. |

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| **3. DIMENSIONS** |
| Clinical services managed and provided locally to this population include all aspects of community nursing, podiatry, physiotherapy and in-patient and day care services for older people. Clinical services managed and provided across Fife include mental health, rehabilitation, rheumatology, sexual health service, managed clinical networks, diabetes retinopathy and nutrition & dietetics. The population of Fife is 376,203.  The post-holder will work as part of the H&SCP – Primary & Preventative Care Service, Administration Support Service and will be a member of the Administration Support Team which comprises Business Manager, Administration Services Manager and Administration Support Co-ordinator. The Team will be lead and managed by the Business Manager.    There are no staff management or supervisory responsibilities, however on occasion the post-holder may be asked to train new members of staff. |
| 4. ORGANISATIONAL POSITION |
| **Primary & Preventative Care Services**  **ADMINISTRATIVE SUPPORT SERVICE STRUCTURE** |

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| 5. ROLE OF DEPARTMENT |
| The Administration Support Service provides reception, administration and secretarial support to Community health centres, clinics and hospitals. These Community health centres clinics and hospitals provide local access to a variety of health care services e.g. podiatry, physiotherapy, community paediatricians, school nursing, psychology, speech and language therapy, dietetics, dental, integrated sexual health services, orthoptic, addiction/advisory, child health clinics (including hearing, public health nurse clinics, sleep clinics, encopresis, enuresis etc.). The main aim of the post holder is to interface with patients and health professionals in support of the services provided within these bases. |

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| 6. KEY RESULT AREAS |
| The post-holder:-   1. Responsible for the written and electronic diaries of the community paediatrician and respond where appropriate in directing/prioritising, thus assisting to ensure effective time management. 2. Transcribes Winscribe and handwritten documents. Type lettersfor community paediatrician. Liaise with Social Work Department, other community paediatricians and external agencies to ensure efficient continuity of Looked After Medicals (LAC), ASCA and Griffiths medicals which involves co-ordination of and completion of associated documentation and paperwork. 3. Maintains medical records for patients held by the community paediatrician, ensuring files are available on request, filing is kept up to date and patient records are ready for clinics. Request and record safe transfer of patients’ notes from hospitals, health centres and Child Health Department. 4. Maintain school health records, school database and transfer of records in and out of Fife, liaising with Child Health Department and schools. Send out advance notifications to Child Health Department for primary school reviews. Undertake school nurse filing and send school health records as requested by school nurses. 5. Manages appointment systems, allocating appointments and sending out appointment letters for health care professionals, ensuring that clinical time is fully utilised. Appointment letters are generated through Trakcare (patient information system) and Tiara. 6. Provides a switchboard service for all departments and is responsible for answering telephone calls promptly and courteously, putting caller through to the person required or a message taken. Sorts incoming and outgoing internal and external mail. Taking mail to post office if required. 7. Ensures that all patients/visitors are welcomed and directed to the appropriate waiting area/office and queries dealt with appropriately. 8. Reports any building/equipment defects to the Estates Department e.g. electrical, plumbing, telephone, photocopier and any damage which requires to be reported to Estates. 9. Orders stationery supplies via PECOS (electronic ordering system) to maintain adequate stock, including hearing aid batteries and vitamin drops. 10. Takes room bookings ensuring appropriate and efficient room usage. 11. Fire warden responsibilities for own area of work in clinic/health centre 12. Records lost property in accordance with guidelines. 13. Covers for colleagues during annual leave, sickness and maternity leave etc. 14. Undertakes any other duties commensurate with the post and grade. |

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| 7a. EQUIPMENT AND MACHINERY | |
| * Telephone system * Personal computer * Scanner * Photocopier | * Transcriber * Shredder * Loop system for hard of hearing * General office equipment |
| **7b. SYSTEMS** | |
| The post holder is required to be proficient with information technology to its full potential to support the duties listed under ‘Key result areas’.   * Paper filing systems – including paediatric and school health records * Electronic data storage e.g. Word and Excel * Patient administration system - Trakcare * Community Index Health (CHI) * Therapy Information Administration Recording and Analysis (TIARA) * ATS - access into the child health surveillance programmes. * PECOS – electronic ordering system * Mi-Cad – Estates electronic reporting system * Winscribe – digital dictation * NaSH – Sexual Health Patient Administration System (Cowdenbeath & Dovecot only) * Turas – electronic Personal Development Planning system * TEAMS   The post holder is required to be familiar with the Caldicott Guidelines and Data Protection Act 1998 with regard to patient confidentiality and handling of patient information.  The post holder is also required to be familiar with the Freedom of Information [Scotland] Act 2002. | |

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| 8. ASSIGNMENT AND REVIEW OF WORK |
| Work is generated by the patients, staff, community paediatrician, health care professionals and health centre/clinic users. The post holder is required to take responsibility, administratively, for the day to day running of the health centre/clinic, working closely with colleagues, and manages own workload – ensuring deadlines are met. The Administration Services Manager supports the post holder, when necessary, giving guidance and advice. |

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| **9. DECISIONS AND JUDGEMENTS** |
| * The post-holder plans and prioritises their own workload and is guided by established precedents. * The post-holder is expected to exercise their own initiative in dealing with day to day problems as   they arise and takes non-clinical decisions.   * Deals sensitively with upset/angry/worried clients and takes decisions as to when to seek the intervention of relevant health care professionals or Administration Services Manager. |

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| 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB |
| * Time management and prioritisation of workload to ensure deadlines are met. Therefore, flexibility and adaptability will be required. * Maintaining appointment system effectively to ensure healthcare professionals work efficiently. * Priorities can shift on an hour by hour basis so the post holder must work flexibly to meet the needs of the service. * Audio typing work can be interrupted frequently due to reception demands. |

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| **11. COMMUNICATIONS AND RELATIONSHIPS** | |
| Post holder must exercise initiative to make basic non-clinical decisions, which aid the smooth running of the health centre/clinic. The post holder will regularly communicate with various people by face-to-face contact, on the telephone, in written correspondence or electronically by email. | |
| **Internal**   * Health care professionals and community paediatrician - constantly * Colleagues in other bases within the Health and Social Care Partnership – frequently * Administration services – frequently * Child Health Department (where appropriate) - frequently | **External**   * Members of the public/patients - constantly * GP practice staff – frequently * School nurses - frequently * Social Work staff – occasionally * Outside agencies - regularly |

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| **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** | |
| **Physical Skills**   * Operate VDU, IT equipment and various IT systems – constantly * Operate office equipment i.e. pc, photocopier etc – frequently | Physical Demands  * Sit for prolonged period – frequently * Stand at reception area – frequently * Kneeling/bending [either stocking or removing items from shelves or when filing] – frequently * Personal safety – constantly * Manual handling [stock/ client records, mail] - frequently |
| Mental Demands  * Concentration interrupted by telephone calls or clients at reception, when typing or taking patient details – frequently * Awareness of possible client disabilities e.g. deafness, physical disability or learning difficulties and treating sensitively and being non-judgemental – constantly * Working for multiple professionals with overlapping/competing demands – frequently * Working to deadlines – frequently | Emotional Demands  * Typing of reports/information which may be of a distressing nature – occasionally/regularly * Dealing with angry/upset clients either face-to-face or on the telephone – frequently * Verbal aggression – occasionally * Working in isolation i.e. peers contactable by phone - constantly |
| **Working Conditions**   * Workload priorities changing hour by hour – frequently * Reception office being used by a constant flow of health professionals (can cause overcrowding and increase in noise levels) – frequently * Exposure to verbal aggression - occasionally | |

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| 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB |
| The post-holder requires to:-   * Educated to standard grade level and possess a good standard of English and numeracy. * Possess excellent communication, organisational and interpersonal skills. * Have previous secretarial / reception experience. * Be proficient in the relevant IT packages to support the duties listed under the ‘Key Result Areas’. * Have good keyboard skills, a minimum typing speed of 45 wpm and be proficient in Winscribe/ * audio typing. * Previous knowledge of medical terminology would be advantageous. * Have the ability to work using own initiative and recognise when guidance/advice is required. * Identify training needs through Personal Development Planning. * Be familiar with the Caldicott Guidelines, Data Protection Act 1998 and the Freedom of Information (Scotland) Act 2002 with regard to patient confidentiality and handling of patient information.   Mandatory Induction Standards and Code of Conduct for Healthcare Support Workers – NHS Circular CEL(2010)23  Your performance must comply with the “Mandatory Inductions Standards for Health Care Support Workers in Scotland” 2009; and with the Code of Conduct for Health Care Support Workers, both as amended from time to time, which will be issued with your contract (further copies can be obtained from Human Resources). Failure to adhere to the Standards or to comply with the code may result in poor performance measures or disciplinary action and could lead to dismissal; or if you are self-employed, such failure will be deemed to be a breach of an essential term of your contract, allowing us to terminate with or without notice." |

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| **14. JOB DESCRIPTION AGREEMENT** | |
| A separate job description will need to be signed off by each jobholder to whom the job description applies.  Job Holder’s Signature:  Head of Department Signature: | Date:  Date: |

*For Official Use only:*

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| **Date Received:** | **Date Evaluated:** |