#### **JOB DESCRIPTION**

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| JOB IDENTIFICATION |
|  Job Title: Managed Clinical Network (MCN) Secretary  Responsible to (insert job title): Business Manager Department(s): Administration Services Directorate: Health & Social Care Partnership,  Community Care ServicesOperating Division: NHS Fife Job Reference: No of Job Holders: 2 Last Update (insert date): May 2023  |

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| 2. JOB PURPOSE |
| To provide all aspects of secretarial and administrative support to the Managed Clinical Network Managers, MCN Board/Steering Group, Sub Groups and staff of MCN Team. |

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| **3. DIMENSIONS** |
| The Health & Social Care Partnership (H&SCP) provides and manages a variety of clinical services in the Community. The population of Fife is 376,203.The post-holder will work as part of the H&SCP – Community Care Services, 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.The Managed Clinical Networks work across the whole of Fife. |

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| 4. ORGANISATIONAL POSITION |
| **COMMUNITY CARE SERVICES****ADMINISTRATIVE SUPPORT SERVICE STRUCTURE** |

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| 5. ROLE OF DEPARTMENT |
| Managed Clinical Networks (MCNs) are multidisciplinary and multiprofessional groups working together to improve patient care in terms of quality, access, convenience and co-ordination using clear evidence base for the particular disease focus. The four Long Term Condition Networks are Stroke, Heart Disease, Respiratory and Diabetes and are managed by MCN managers.These groups cross the traditional boundaries between the Health Service, Social Care, Voluntary Sector, higher education and representation from people with lived experience.The networks set their work in line with national policies, improvement plans and local strategies and priorities, which are set out in an annual work plan and reported in an annual report.The networks each have a Board or Steering Group, which drives the direction of work and many working/subgroups which deliver this work. Each subgroup consists of health care professionals who work across primary and secondary care and each of the Community Service Areas in Fife. |

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| 6. KEY RESULT AREAS |
| 1. To provide a comprehensive administrative and secretarial service to the Managed Clinical Networks; Managers and Project workers. This includes general office administration including minute taking, diary management, emailing, faxing, filing, typing of general and confidential correspondence including data collection forms, newsletters and reports.
2. To provide support in the arrangement of board, steering and sub group meetings and patient conferences, ensuring efficient and timely preparation of the papers, taking minutes and where appropriate actioning decisions as required. Preparing action lists and recognising priorities, maximising the effective use of managerial time. Arranging travel, venues, hospitality and equipment.
3. To support team meetings by arranging these, taking minutes and distribution of paperwork connected with this group.
4. To deal with enquiries by telephone and email. Attends to MCNs and Manager’s inbox during periods of annual leave, prioritising, forwarding or answering emails where appropriate.
5. To assist in preparing documents, reports and newsletters for publication.
6. To monitor stock levels and order of stationery and equipment as required. Maintenance of Petty Cash system.
7. To arrange maintenance or repairs.
8. To maintain a contact distribution list, respond to enquiries, book places and confirm attendance for all professional education training, events and annual conference.
9. Data input from clinical information sheets into database. To maintain database to support the MCN Workplan and production of reports and presentations when required.
10. Contribute to development and maintenance of website.
11. Provide administrative support for structured patient education, including processing of referrals, allocation of appointments, maintenance of local and national databases, and communication with attendees and staff facilitators.
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| 7a. EQUIPMENT AND MACHINERY |
| IT equipment – PC, laptops, printers.Photocopier/Scanner, laminator.Power Point Projector.Transcription machine/digital dictation/Echo Pen. |
| **7b. SYSTEMS** |
| * CHI24
* SCI-Diabetes
* StaffLink by BlinkMicrosoft Office and websites/TEAMS
* Condition specific information systems
* Office paper/electronic filing system
* Paper patient records
* In-house electronic data collection system
* Comply with all data protection and IT security policies and guidance issued by NHS Fife.
* Operate and ensure adherence to all financial policies and procedures as indicated in NHS Fife Standing Financial Instructions.
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| 8. ASSIGNMENT AND REVIEW OF WORK |
| * Aims and Objectives for this post will be developed between the post holder and the MCN Managers. Work is generated by the MCN Managers. The post holder must work independently showing initiative during periods without direct supervision. Additionally, further work is generated (minutes and agendas) from the many MCN working groups that this post holder attends and prioritising work is directed by the MCN Managers.
* The post-holder is supported by the Business Manager who is available by phone/email for advice and support as necessary.
* The Business Manager will provide support and review of performance on an ongoing basis.
* The post holder will participate in the Personal Development Programme and Mandatory Training.
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| **9. DECISIONS AND JUDGEMENTS** |
| * The post holder will be expected to work independently within defined parameters and recognise when to seek advice or guidance from the MCN Managers and/or Admin Support Co-ordinator/Manager.
* There is frequent requirement for the post holder to exercise judgement and make decisions relating to administrative workload within the Department.
* Responding appropriately to telephone enquiries or requests for information.
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| 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB |
| Maintaining good communication systems/processes Fife-wide to help ensure ongoing involvement of healthcare professionals within the MCN. Meeting agreed priorities and deadlines through efficient and effective administration systems. Additionally, contributing to the organising of various training events both professional and patient.This requires the post holder to have good organisation skills, a high level of communication skills and the ability to work well with people at all levels of the organisation. Often there is the need to balance the demands of more than one member of staff where timescales are often short; this requires negotiation skills and the ability to work flexibly in a team. |
| **11. COMMUNICATIONS AND RELATIONSHIPS** |
| The post holder will develop and maintain close working relationships as appropriate as follows:-**Internal Communications:*** Clinical staff involved in the MCNs.
	+ Consultants & other medical staff.
	+ Psychologists.
	+ Nursing staff.
	+ Allied Health Professionals.
* Senior Managers.
* IT Departments.
* Clinical Governance support teams.
* Network Managers and Administrators.
* Professionals within Primary Care.

**External Communications:*** Voluntary Organisations and Patient Groups.
* Public Health Consultants.
* ISD.
* Quality Improvement Scotland.
* NHS Education for Scotland (NES).
* Conference Venue Co-ordinators.
* General Public.

**Within Own Unit/Division/Department** * The post holder would be expected to clearly communicate verbally, electronically and in writing with all staff within the MCNs and other staff within the relevant services.

**With Other Unit/Division/Departments** * The post holder will be expected to communicate verbally, electronically and in writing with all other agencies and the Acute Operating Division and Primary Care Services in matters relating to the MCNs.

**External To NHS Fife** * The post holder will be expected to communicate orally, electronically and in writing with relevant staff in other Health Board Areas.
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| **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
| * Occasional travel to sites throughout Fife.
* Frequent use of computer.
* Effective listening and interpretation skills to enable effective communication across the MCNs.
* Regular requirement for intense concentration e.g. when producing data/reports/inputting data/minute taking.
* Workload is varied and can be unpredictable and there is often a need to respond, at short notice, to service demands, requests for support, attendance at meetings etc.
* Attention to detail is vital as implications of reports are far reaching and often directly impact on work and delivery of care by a wide range of people.
* Ability to liaise effectively exercising discretion, diplomacy and confidentiality - constantly
* The post holder may occasionally be required to carry equipment such as laptops/projectors/boxes of papers to and from meetings.
* Need to change from one task to another or to multi-task in response to unpredictable requests - regularly.
* The post holder requires to deal with urgent and important demands - occasionally
* Dealing with the general public – occasionally.
* Handling of confidential information – frequently.
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| 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB |
| **Experience & Education*** Good basic level of education and possess English and Maths at Standard Grade/Higher or equivalent level.
* Possess a secretarial qualification, SVQ3, or equivalent.
* A level of skill and competencies normally associated with working in a secretarial or administrative role.
* Minute taking and organisation of related paperwork.
* Managing and prioritising own workload.

**Knowledge Skills and Abilities*** Excellent typist with good presentation skills.
* Excellent computer skills in Word, Excel, Access, Publisher and Power Point, internet. Knowledge of databases and websites would be advantageous.
* Medical terminology and audio typing experience would be advantageous
* Good team working skills and ability to use own initiative.
* Excellent interpersonal, communication and organisational skills.
* A level of English language competency and communication skills necessary to perform the role safely and effectively.
* Ability to work under pressure at busy times.
* Awareness of patient confidentiality and patient information would be advantageous.

**Personal Qualities** * Positive and adaptable approach to work with the ability to develop existing skills.
* Ability to work independently and within a team
* Flexible and positive approach to work.

“Mandatory Induction Standards and Code of Conduct for Healthcare Support Workers – NHS Circular CEL(2010)23Your 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: Line Managers Signature: Head of Department Signature: | Date:Date:Date: |

*For Official Use Only:*

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