#### **JOB DESCRIPTION**

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| JOB IDENTIFICATION |
| Job Title: Admin & Secretarial Services Manager  Responsible to (insert job title): Assistant Service Manager    Directorate Planned Care  Operating Division: Acute Division  Job Reference:  No of Job Holders: 1  Last Update (insert date): June 2023 |
| 2. JOB PURPOSE |
| To provide a comprehensive secretarial service including secretarial and clerical support across 2 sites for the Planned Care Directorate (Victoria Hospital, Kirkcaldy and Queen Margaret Hospital, Dunfermline)  Provides input to business cases for service changes working with Service Managers and clinicians to achieve same.  Responsible for all aspects of admin and secretarial staff management - which involves recruitment, selection, training and discipline.  Conducting staff briefing sessions and leading staff training sessions for staff within the Directorate. |
| 3. DIMENSIONS |
| **Staff – Band 5 Team Leaders**  **Band 4 Medical Secretaries/Admin**  **Band 3 Support Secretary/Admin**  **Band 3 Clerical Support**    **Budget – £ 2,982,396** |
| 4. ORGANISATIONAL POSITION |
| **General Manager – Planned Care**  **|**  **|**  **Service Manager – Planned Care**  **|**  **|**  **Assistant Service Manager – Planned Care**  **|**  **|**  **Admin & Secretarial Services Manager (This post)** |
| 5. ROLE OF DEPARTMENT |
| To develop and deliver through effective planning and efficient operational management, a high quality and cost effective patient centred service in line with the requirements of the Directorate’s business and strategic planning objectives    To manage the medical secretarial and directorate admin service for the Planned Care Directorate ensuring that requirements both local and national are met and that a high quality service is provided to consultants, other health professionals and patients. |
| 6. KEY RESULT AREAS |
| 1. Manage staff and resources to ensure an effective secretarial and waiting list service to the  Directorate. Maintain a high quality service by motivation, guidance and counselling of staff.  2. Responsible for new staff training, induction and orientation in relation to local Patient Administration System (TRAK) department Policies and Procedures in collaboration with the local induction programme  3. Responsible for the staffing and supplies budget for secretarial services.  4. Attend meetings with other service users within the Directorate (Directorate Managers and Clinicians) on change management issues and implement necessary changes by formulation of effective policies / procedures to reflect such management needs. This includes advising on health records and waiting time’s legislation as appropriate.  5. Develop, communicate and implement local procedures to ensure continuity of effective services at all times.  6. Investigate formal and informal complaints arising from staff or service performance and provide written report and/or draft reports to relevant Service Manager.  7. Dealing with Stage 1 and Stage 2 complaints ensuring appropriate action is taken to resolve the matter at an early stage and to share learning from complaints to prevent recurrence.  8.Responsible for ensuring set objectives are met through Personal Development Plans for all staff within the correct time scale including staff development, identifying and fulfilling training needs.  9.Responsible for informal and formal counselling and also disciplining of staff to appropriate level which in certain circumstances could lead to decision to proceed to final stages of warning or dismissal  10. The post-holder will be expected to cover other similar duties to support the overall service in time of staff shortage or workload pressures.  11. Responsible for recruitment, selection and appointment processes for secretaries, clerical officers audio typists within secretarial and directorate admin service at Victoria Hospital, and Queen Margaret Hospital.  12. Responsible for ensuring that adequate secretarial cover is provided in all areas in order that the high quality service is maintained during annual leave/sick leave and long term sick.  13. Responsible for the office equipment and the repair of.  14. Authorised signatory for travel, stationery, payroll and IT.  15. Undertake surveys or audits as required within own work environment.  19. The Assistant Service Manager will allocate tasks on an ad hoc basis.  20. Management of the digital dictation system on behalf of the Directorate.  21. Responsible for undertaking projects either for own department or in conjunction with other managers as directed by the Assistant Service Manager.  22. Ensure that regular checks are performed on all waiting lists held by the Planned Care Directorate to ensure that the waiting times guidance is adhered to and that patients are not retained on waiting lists inappropriately. |
| 7a. EQUIPMENT AND MACHINERY |
| Personal Computer/Laptop  Photocopier/Scanner  Audio Equipment  Office Equipment |
| **7b. SYSTEMS** |
| Office filing system  Computerised Patient Administration System (TRAK) covering inpatient and daycase waiting  times management and casenote tracking  Winscribe digital dictation equipment.  SCI Store  Therefore  Terminal Digit Filing system within Central Records Library  Electronic data storage and soft ware systems eg Word, Excel, Access, Power Point.  Develop effective spreadsheet and data collection stats to allow collection of mandatory statistics such  As absences etc.  CISCO IP Communicator  Microsoft Teams |
| 8. ASSIGNMENT AND REVIEW OF WORK |
| The post holder is managed by an Assistant Service Manager in Planned Care who will allocate work on an ad hoc basis.  The postholder is required to work unsupervised and to manage the administration team and medical secretaries on a day to day basis, using own initiative to ensure continuity of service.  The postholder sets priorities and key tasks for staff to comply with departmental local and national requirements and be able to make decisions to ensure efficient and effective use of resources.  Line Management support is provided by monthly meetings and annual appraisal. |
| **9. DECISIONS AND JUDGEMENTS** |
| The post holder, while working to objectives is totally responsible for setting own work agenda and  targets and executing these based on independent judgement  The post holder manages and co-ordinates the work of the administration staff and medical secretaries and has the authority to review the working practices of staff within these areas and to redeploy staff, when required to provide cover.  The post holder manages has responsibility for the management of the staffing budget.  Identify and implement training needs within the Directorate.  Provide advice to staff related to work or personal issues  The postholder will be expected to anticipate issues and resolve these without referring to line manager. |

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| 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB |
| Managing time effectively and prioritising work to meet competing demands  Continuing to provide an efficient secretarial service i.e. difficulty in recruiting, long term sick,  staff shortages.  Dealing with challenging staffing situations and challenging staff behaviour  Meeting constantly changing local and national priorities and targets  Continually raising professional standing of the secretarial services and by working closely with all disciplines of staff with a view to improving staff skills and policies/procedures.  Ensuring contingency plans are in place to address any eventuality, system failure, etc. |
| **11. COMMUNICATIONS AND RELATIONSHIPS** |
| Communicate often on complex issues or complaints with a range of colleagues from all disciplines; liaise with General Practice Staff, Ambulance Staff and Private Healthcare Companies.  Contact with member of the public regarding waiting list placing, general enquiries and complaints.  The post necessitates telephone, face-to-face, ‘e’ mail and written communication with service users.  Daily contact with the Team Leader regarding departmental issues.  Regular contact with NHS Fife support services – HR, Pay Office, Supplies, eHealth. |

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| **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
| **Physical Skills:**  Standard keyboard skills requiring a high degree of accuracy.  A combination of sitting, standing and walking.  **Physical Demands:**  Lifting small amounts of casenotes.  Pushing a trolley with casenotes  Retrieving casenotes from the main library.  **Mental Demands:**  Intense concentration in respect of preparing reports, investigating, making informed judgments  and responding to complaints in respect of services and/or staff.  Dealing with competing demands whilst faced with constant interruptions.  Changing direction of tasks to meet service needs.  **Emotional Demands:**  Managing stressful situations related to patient complaints, staff problems, often personal  Formally counselling staff on job performance or attendance  The post can be emotionally demanding due to demands and pressures from individuals in response to anticipated changes that have been implemented.  **Working conditions:**  Constant use of VDU – word processing, etc.  Retrieving casenotes from areas outwith the main hospital area  Dealing with verbal aggression from patients/relatives. |

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| 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB |
| Educated to Higher Level  Significant experience in a Senior role within Health Records  Diploma of the Institute of Health Records and Information Management (IHRIM) or equivalent significant experience in a senior role within medical records.  In depth knowledge of hospital practice and medical records.  In depth knowledge of waiting lists, definitions and codes  Established knowledge of health information systems, staff management and health records legislation.  Knowledge and understanding of PC systems including software such as Excel and Word.  Ability to prioritise/change or adapt.  Proficient in the use of TRAK and EPR systems.  Excellent organisational/interpersonal/communication skills.  Team player.  “Mandatory Induction Standards and Code of Conduct for Healthcare Support Workers – NHS Circular CEL (2010)23  Your performance must comply with the “Mandatory Induction Standards for Healthcare Support Workers in Scotland” 2009; and with the Code of Conduct for Healthcare Support Workers, both as amended from time to time, which are enclosed, (further copies can also be obtained online at:  www.workinginhealth.com/standards/healthcaresupportworkers or from the NHS Fife Human Resources Department). 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 your dismissal. |

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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: |