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| **1. JOB IDENTIFICATION** | Job Title | Medical Secretary |
| Department(s) / Location | Adult Mental Health & Learning Disability Services |
| Number of Job Holders | 8 |
| **2. JOB PURPOSE**   * Work closely with Consultant Psychiatrist’s, Medical Trainees and the Admin Manager to ensure that the day to day running of the Administration and Clerical (A&C) service is meeting the agreed service standards * Have a key role in the provision of high level comprehensive administrative support and facilitate the efficient delivery of services provided * To take forward pieces of work on own initiative and make decisions where appropriate * Liaise with internal / external agencies and the general public | | |
| **3. ORGANISATIONAL POSITION**  Administration Manager  Medical Secretaries /  Business Services Administrator  (This Post)  Joint Working  Operational Management  Professional Management | | |
| **4. SCOPE AND RANGE**  NHS Tayside is a teaching Board with annual expenditure of over £750m and serves a population of 400,000 people living in urban and rural parts of the region. NHS Tayside is committed to developing a high quality Mental Health Service and as an organisation, to work as a whole system with the three integrated Joint Boards (IJBs), in delivering a high quality Adult Mental Health Service. Adult Mental Health Services, through the Mental Health and Learning Disability Transformation Programme, the locality focus of the IJBs and Scotland’s Mental Health Strategy 2017 – 2027, are facing significant changes in how and where services are and will be delivered.  The post holder is a member of the A&C team providing high quality comprehensive, modern administrative support to the Consultant Psychiatrists, Medical Trainees and clinical staff within the Adult Mental Health and Learning Disabilities Service. As a member of this team, the post holder will organise the day to day running of the administration / operational department and make the best use of the facilities and staff. | | |
| **5. MAIN DUTIES / RESPONSIBILITIES**   * Provide a comprehensive secretarial and administrative service. Work independently using own initiative to identify and carry out tasks to ensure that a good level of service is provided. This includes managing correspondence and emails, responding on behalf of Consultant Psychiatrists, Medical Trainees and other clinical staff directing / prioritising where appropriate * Have a lead role in the induction and training of new staff within the administration team * Manage own workload so as to effectively manage own time and resources, delegating to members of the team where appropriate * Ensure the effective management of diaries for Consultant Psychiatrists and Medical Trainees for example booking meetings and clinics. To use own initiative and discretion to decide appropriate meeting times, thus ensuring effective time management and to resolve any conflicting appointments * Responsible for implementing and maintaining various IT systems, extracting, collating, interpreting and summarising data to enable preparation of standard verbal, written or statistical reports or returns. This may include drug information and prescriptions for research study and clinical audits * Arranging meetings / events / conferences, compiling and distributing papers and providing a secretariat function to any meetings as delegated by the Consultant Psychiatrists and Medical Trainees * As first point of contact, deal with telephone and face to face enquiries from all staff groups, patients, relatives and carers providing information, directing and prioritising queries as appropriate, to ensure efficiency and effectiveness of service delivery * Deal with all administrative duties including the organisation and collation of necessary paperwork associated with referrals, appointments and clinical workload e.g. Mental Health Act, prescriptions, medical tests and other investigations, adhering to guidelines and timescales as indicated in local operational policy * Ensure tracker documentation is completed and a bring forward system for to ensure efficient and effective organisation * Provide information as required for the monitoring and evaluation of the service, including that required under the Clinical Governance agenda * Manage patient files and patient electronic record, ensuring information is accurate and up to date. Type patient notes, discharge letters, referrals, arranging multidisciplinary meetings. This involves acknowledging the diversity of individuals and being respectful of person’s rights, privacy and need for confidentiality * Contribute to the planning of improvements to the service area. Create and maintain office support systems to facilitate easy access and retrieval of information and correspondence. Distribution of information as appropriate * Participate in an annual appraisal as an appraisee and develop skills in conjunction with a personal development plan with your line manager * Undertake all mandatory training in line with departmental and NHS guidelines * provide cover for other Inpatient Adult Mental Health and Learning Disability Medical Secretaries * Comply with all relevant NHS Tayside and departmental policies / procedures, including GDPR and IT security, ensuring that all members of staff adhere to these * Contribute to the ongoing development of service by supporting the development of standardised protocols and making recommendations for improvement * Be aware of Health and Safety issues and actively promote good working practice and risk management skills to identify actual and potential risks and action / report appropriately   Induction Standards and Code of Conduct  Your performance must comply with the national “Mandatory Induction Standards for Healthcare Support Workers in Scotland” 2009; and with the Code of Conduct for Healthcare Support Workers. | | |
| **6. COMMUNICATIONS AND RELATIONSHIPS**   * The need for highly developed and interpersonal and communication skills, both written and verbal, formal and informal is essential * The post holder is required to communicate and liaise with a range of individuals, both internal and external to the organisation, including administration staff, senior managers, clinical and professional personnel, officers of the local authorities, Scottish Government, Mental Health Legislative agencies, Scottish Courts and Police Scotland; as well as take calls from members of the public, the voluntary sector, patients and carers * The post holder is required to develop good working relationships and rapport with all of the above disciplines, both internal and external to the organisation * An understanding, acceptance and adherence to the need for strict confidentiality is essential as the post holder is party to highly sensitive and confidential information * Communicate closely with the Administration Manager, Consultant Psychiatrists, Medical Trainees and clinicians in order to deliver an effective service | | |
| **7. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB**  **Educational Requirements**   * A formal qualification in secretarial studies / business administration such as SVQ 4 or HND or equivalent knowledge gained through experience   **Skills, Knowledge and Experience**   * In addition previous admin / secretarial experience, preferably within NHS or similar environment * Experience of an electronic appointment system * Fast and accurate typing, including audio typing / digital dictation * Keyboard skills with meticulous attention to detail and high level of accuracy * Extensive knowledge and experience in MS Office (Word, Excel, PowerPoint) and email * Highly effective communicator – both oral and written at all levels ensuring that consideration is given to lifestyle, gender and cultural backgrounds * Excellent interpersonal skills including ability to influence * Minute taking * Ability to assess situations and act accordingly, for example dealing with potentially difficult situations with staff, patients and relatives * Excellent time management skills * Ability to work under pressure in a high paced environment * Ability to use initiative and manage own and other team members workload in conjunction with departmental priorities and procedures * Supervisory skills * Good understanding of confidentiality, including data protection, information governance and patient confidentiality * Excellent organisational skills * Ability to work independently and as part of a team * Ability to analyse operational situations and decide upon necessary action * Working knowledge and experience of diary management, co-ordinating several diaries and using initiative to prioritise as appropriate * Knowledge of audit and evaluation * Knowledge of meetings procedures / corporate services manual | | |
| **8. SYSTEMS AND EQUIPMENT**  Manual and electronic diary systems   * IT systems * General office equipment * Microsoft Word, Excel, PowerPoint, Trakcare, WinScribe and WinVoice, EMIS, IFIT and email * Printer & Photocopier * Audio / dictating equipment * Turas * SSTS * PECOS * Clinical Portal * Unified Communication Systems e.g. Microsoft Teams and Near Me * Video / tele-conferencing equipment * General office systems i.e. telephone including mobile phones, laminator, copying and filing   **Responsibility for Records Management**  **Responsibility for Records Management**  All records created in the course of the business of NHS Tayside are corporate records and are public records under the terms of the Public Records (Scotland) Act 2011. This includes email messages and other electronic records. It is your responsibility to ensure that you keep appropriate records of your work in NHS Tayside and manage those records in keeping with the NHS Tayside Records Management Policy and with any guidance produced by NHS Tayside specific to your employment. | | |
| **9. DEMANDS OF THE JOB**  **Physical – predominately throughout the day**   * Requirement to maintain static position when working for prolonged periods of time at the computer and repetitive movement related to keyboard skills * Moving and handling in relation to transporting files, equipment (laptop, projector and other associated materials)   **Mental – repeated regularly on a daily basis**   * Ensure services priorities are met on a daily basis * Full understanding of the aims and priorities of the service * To maintain high levels of concentration for prolonged periods i.e. information transcription to ensure accuracy and minute taking * Prioritisation of own workload on a daily basis and adjust in response to crisis and competing deadlines * Constant interruptions from staff, patients and external establishments i.e. direct contact and telephone * Daily requirement to demonstrate tact and diplomacy to a wide range of professionals and service users * To be flexible to the demands of the environment including unpredictable work patterns, deadlines and interruptions   **Emotional – repeated regularly on a daily basis**   * Stress is encountered at mild and moderate levels due to impending unplanned deadlines for non allocated work information imparted from colleagues * Convey and receive information of a sensitive nature to / from staff / patients e.g. staff dissatisfaction with management workforce related decision * Deal with information which may be of an emotional and distressing nature e.g. bereavement, domestic abuse, sexual offenses, staff illness   **Environmental – working conditions**   * Potentially be exposed to verbal aggression on an occasional basis either via telephone or via the ward environment | | |

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| **10. DECISIONS AND JUDGEMENTS**   * Prioritising work of self and other junior members of staff to ensure priorities are met making necessary adjustments to meet changing demands * Working without direct supervision, using discretion over own workload, prioritising on a daily basis to meet competing management / service demands, in accordance with departmental procedures. Line management is available to advise on more complex matters * Accountable for own actions * Initiative is required to ensure information is communicated in an appropriate and effective manner * Working environment prone to constant interruptions * Managing time effectively * Adapting to frequent organisational / service change * Transferring concerns of distressed relatives and patients to clinical staff | |
| **11. MOST CHALLENGING / DIFFICULT PARTS OF THE JOB**   * Dealing with a range of enquiries and demands on workload whilst judging priorities ensuring timely delivery of tasks * Dealing with a range of competing priorities and maintaining a calm and professional approach in particular when managing diary or clinic changes due to staff sickness and also dealing with day to day issues * Remaining professional, but also sympathetic when dealing with angry or upset patients and relatives, both in person and telephonically e.g. informing patient of appointment cancellation * Dealing with uncertainty and change * Working across diverse organisational structures in terms of communication and co-ordination of appointments * Indirect exposure to emotional circumstances in typing correspondence in relation to patients with severe mental health condition and individual sexual offences | |
| **12. JOB DESCRIPTION AGREEMENT**  A separate job description will need to be signed off by each postholder to whom the job description applies. | |
| **Job Holder’s Signature:** | **Date:** |
| **Head of Department’s Signature:** | **Date:** |