#### **JOB DESCRIPTION**

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| JOB IDENTIFICATION |
| Job Title: Medical Secretary Team Lead (Band 4)  Responsible to (insert job title): Service Manager  Department(s): Lothian Sexual and Reproductive Service  Directorate: Edinburgh Health & Social Care Partnership  Operating Division: Edinburgh Health & Social Care Partnership  Job Reference: **158449**  No of Job Holders: 1 |
| 2. JOB PURPOSE |
| To provide comprehensive medical secretarial and administrative service to clinicians and other members of the multi professional teams contributing to the efficient day to day running of the service.  Day to day supervision / management of a team of medical secretaries and administrative staff ensuring consistent service delivery to the clinical teams.  Responsible for day to day management of allocated waiting list. |
| **3. DIMENSIONS** |
| Lothian Sexual and Reproductive Health Services provides self-referral services to the population of Lothian and beyond. The service also receives referrals from practitioners for specialist care. There are around 65,000 patient attendees annually, of which approximately 55,000 attend the main centre at Chalmers. In addition a significant amount of training and research takes place within the service.  The full staffing establishment for the service is 104.5 WTE.  The potholder is employed within NHS Lothian and there may be a requirement to work flexibly across Lothian to meet service demand.  Chalmers provides a complete range of contraceptive services including LARC (long acting reversible contraception) and vasectomy counselling. Community Gynaecology specialist services include medical gynaecology clinics, genital dermatology clinics, complex contraception clinics, menopause clinics, PMS clinics and pelvic ultrasound. Chalmers also offers early pregnancy counselling services with early medical abortion within the Choices Service. There is a large sexual problems service. Chalmers also provides a dedicated clinic for individuals who have experienced sexual assault. The Women’s clinic based in the nearby Spittal Street clinics meets the sexual health needs of women involved in the sex industry and drug users. The service also supports a sexual health service for female prisoners in HMP Edinburgh.  Comprehensive Genitourinary Medicine is provided for both men and women. Men who have sex with men are seen both in routine integrated services at Chalmers, a gay man’s drop-in evening clinic (GMC) at Chalmers, local clinics and in ROAM, a specialist MSM service. PrEP is provided through dedicated clinics at Chalmers.  HIV outpatient clinical care is provided to 800 regular attendees at Chalmers.  A Gender clinic has been established at Chalmers in response to a growing demand for this service, and is staffed by a consultant psychiatrist supported by psychology and specialist nursing colleagues.  The Healthy Respect team are based in Chalmers and have a particular focus on young people’s services including outreach programmes.  All specialist teams in Chalmers set service objectives which are reported on annually in a comprehensive annual report.  Chalmers is involved in education of many different groups ranging from medical and  nursing undergraduates, to health care professionals at varying levels. Special Study Modules are provided for undergraduate medical students from Edinburgh University. Medical students from Edinburgh University, other UK and overseas medical schools undertake medical elective periods at the Chalmers Centre.  Chalmers has a very active research profile and is one of the leading UK centres in research in Sexual and Reproductive Health with strong links to Edinburgh University. Since January 2015 Chalmers has hosted the Clinical Effectiveness Unit of the Faculty of Sexual and Reproductive Healthcare, offering the opportunity of involvement in guideline development and other CEU activities. Chalmers also makes major contributions to Scottish and UK guidelines, policy documents and patient information through BASHH, BHIVA, FSRH and other professional and strategic groups.  There is a comprehensive sexual health IT system, the NaSH system, in use across Scotland, including NHS Lothian. All routine consultations are paperless. The system facilitates dispersed working, secure messaging, and a high degree of automation. Chalmers has a small specialist team for Information Management and reporting who manage a wealth of reportable data recorded in the system, offering multiple opportunities for audit, service review and research  The postholder is employed within NHS Lothian and there may be a requirement to work flexibly across Lothian to meet service demands. |

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| 4. ORGANISATIONAL POSITION |
| Service Manager    Personal Assistant/  Team Lead  Team Lead  Communications Officer  Secretarial Team    Reception Team  Secretarial Team  Coders x 2  Systems Administrator  Team Lead  Hospital & Hosted Services Manager |

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| 5. ROLE OF DEPARTMENT |
| Lothian Sexual and Reproductive Health Service is the comprehensive specialist service for sexual and reproductive health for NHS Lothian, with a central site at the Chalmers Centre (Chalmers). Our aim is to work in partnership with others including NHS, social care and third sector partners to provide comprehensive services for all, but with a particular service focus on delivering care to those at highest risk of sexual ill health. There are excellent relations with primary care, public health, epidemiologists and reference laboratories. The Lothian service is based at Chalmers in central Edinburgh, with 10 smaller Local Clinics across the region the largest of which is Howden, Livingston. All services provide integrated sexual health care, with patients attending with a range of issues and being seen by members of a multidisciplinary team who will work within their skills and competencies to meet the patient’s needs or refer on to appropriate team members or other professionals. |
| 6. KEY RESULT AREAS |
| To provide a comprehensive medical secretarial and administrative service to clinicians and other members of the multi professional team including, where appropriate providing administrative support in the co-ordination of medical staff rotas and leave, responsible for managing mail, telephone calls, face to face and electronic communications from clinical and non-clinical staff, patients, relatives, carers and external agencies, responding where appropriate; prioritising and redirecting or escalating as required to clinicians or line manager to ensure efficiency and effectiveness of service delivery.  1. Produce accurate clinical correspondence for inpatients and outpatients by use of audio typing, copy typing and speech recognition transcription (where available) including operation notes, discharge letters, outpatient letters, departmental specific / legislative and Tribunal reports. 2. To manage the clinician’s diary to meet the demands of clinical and management commitments. 3. Responsible for arranging meetings and other events, including training sessions, on behalf of the clinician and other members of the multi-disciplinary team. 4. General administrative duties including filing, photocopying, stationery ordering, booking meetings and rooms and distribution of mail. 5. Access and use the required patient information management systems for the recording, storage and retrieval of patient information and when required act as Super User of information and recording systems, e.g. Speech Recognition. 6. Data input to and/or extraction from databases or spreadsheets, reporting and producing correspondence. 7. Process and appoint patient referrals to appropriate clinics and assist in maintaining appropriate follow-up systems. The post-holder is expected to escalate to line manager when appointment is not able to be met within the required timescale. 8. Organise and attend formal meetings as required and take minutes, including specifying decisions made and any action points for approval by the senior member of the group. Responsible for taking forward allocated action points and to follow-up on any others to ensure parties are aware of and working towards completion timescales. 9. Responsible for the day to day supervision / management of a team of secretaries (medical) and administrative staff, including, first level discipline and grievance, absence management, personal development planning and reviews, health and safety, inputting of staff hours on payroll system, authorisation of training and leave for staff, work allocation and monitoring workload to maintain service delivery at all times. 10. Responsible for training / mandatory training and maintaining training records for all staff within your responsibility. To ensure staff are competent with new technology (speech recognition). 11. When required, assist in the orientation of new / temporary staff including junior doctors and medical students and promote team working. 12. Responsible for the development and implementation of secretarial and administrative policies and systems to enable smooth running of the department. 13. Maintain confidentiality of all sensitive information as per the Data Protection legislation and NHS Lothian policies. 14. Responsible for monitoring, ordering and maintaining stationery; processing invoices as required. 15. Working flexibly when the service requires cover in times of annual leave, sickness and increased activity. 16. Acquire and maintain Medical Terminology to support development in role. 17. To support NHS Lothian’s values of quality, teamwork, care and compassion, dignity and respect, and openness, honesty and responsibility through the application of appropriate behaviours and attitudes. |

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| 7a. EQUIPMENT AND MACHINERY | |
| The following are examples of equipment which will be used when undertaking the role:   * Personal Computer * Printer * Photocopier / Scanner * Audio equipment * Telephone / Answering machine / Fax * Shredder * Laminator   **Note:** New equipment may be introduced as the organisation and technology develops, however training will be provided. | |
| **7b. SYSTEMS** | |
| The following are examples of systems which will be used when undertaking the role:   * Office filing system * Patient administration system for inputting, searching, recording, storing and retrieving information (PiMS / Trak / SCI Store / SCI Gateway) * Appropriate local systems and coding where required for recording patient activity and producing correspondence * Microsoft Office applications including Word, Excel, PowerPoint, Outlook, Access and Publisher * Intranet / Internet * Local and national databases and spreadsheets * Staff payroll system (SSTS) * Staff training booking system (PWA / eESS) * Personal Development Recording system (eKSF) * Online ordering system (PECOS) * Incident Recording system (DATIX)   **Note:** New systems may be introduced as the organisation and technology develops, however training will be provided. | |
| 8. ASSIGNMENT AND REVIEW OF WORK | |
| Workload is generated by the clinical teams and other members of the multi-disciplinary team their associated caseloads and the secretarial /administrative team.  The post-holder will manage own workload working within defined secretarial and administrative procedures. The post-holder will have access to the line manager through monthly team meetings or as deemed necessary, including regular 1:1 meetings.  Review of performance will be ongoing. Annual review, appraisal and personal development planning will be undertaken by the line manager in conjunction with the post-holder and in line with NHS Lothian PDP processes.  Attending regular team meetings to discuss work issues. | |
| **9. DECISIONS AND JUDGEMENTS** | |
| The post-holder is expected to exercise judgement when dealing with patient/clinical enquiries determining what can be dealt with within own remit and when the matter should be escalated to the clinician/line manager.  The post-holder will make decisions regarding prioritising, allocation and re-allocation of team workload and resources to ensure provision of an efficient secretarial and administrative service.  All decisions and judgements will be made within the parameters of defined secretarial procedures and protocols and in compliance with current legislative timescales, e.g. Waiting times initiatives.  The post-holder will be expected to support staff in resolving issues at a local level only escalate matters when required. | |
| 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB | |
| Managing own time effectively and prioritising workload to meet competing demands from service users, clinicians and team to ensure provision of a well co-ordinated, efficient and professional service at all times.  Maintaining levels of concentration required to undertake defined secretarial workload whilst responding to interruptions from patient and staff enquiries.  Dealing with distressed relatives, patients and staff.  Dealing with complaints and verbal aggression both face-to-face and on the telephone. | |
| **11. COMMUNICATIONS AND RELATIONSHIPS** | |
| The post holder will communicate with a wide variety of individuals on a daily basis including other staff members, patients, relatives, carers and external agencies, both verbally and in writing.  The post holder must acknowledge the sensitive nature of the topics discussed and judge where skills of tact and diplomacy are required.  The post holder must be able to communicate on a one-to-one basis with staff from different levels and disciplines across the organisation. | |
| **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** | |
| **Physical Demands:**  60% of work is computer based therefore required to sit in a restricted position when undertaking these duties.  Frequent moving and handling of patient records.  **Mental Demands:**  Concentration is required when entering patient data into various systems, i.e. local databases, PIMS, or when transcribing notes, filing and dealing with enquiries.  Responding to interruptions which will require the post holder to change from one task to another.  Prioritising own workload in order to meet deadlines.  Prioritising and delegating workloads to staff within the team to ensure service delivery needs are met.  **Emotional Demands:**  Exposure to clinical information which can sometimes be distressing.  Dealing with distressed, anxious patients / relatives / staff using skills of tact, diplomacy and discretion.  Actively listening to callers and dealing with issues of grievance diplomatically.  **Working Conditions:**  Extended use of VDU when performing secretarial role. | |
| 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB | |
| HNC/SVQIII in Secretarial Studies/Business Administration plus previous experience as a medical secretary.  Advanced keyboard skills.  Organisational, oral and written communication skills.  Good working knowledge of computer software packages.  Medical terminology.  Previous supervisory experience. | |
| **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: |