**NHS LOTHIAN -**

**PERSON SPECIFICATION**

In order to be shortlisted you must demonstrate you meet all the essential criteria and as much of the desirable as possible. When a large volume of applications are received for a vacancy and most applicants meet the essential criteria then the desirable criteria is used to produce the shortlist.

|  |  |  |  |
| --- | --- | --- | --- |
| Criteria | Essential | Desirable | How assessed |
| Personal Traits | * Excellent Communication Skills
* Highly Organised and Methodical
* Ability to work as part of multidisciplinary team.
* Ability to plan work and report progress.
* Ability to work as part of a team.
* Reliable
* Self motivated
* Flexible
 | * Relaxed
* Sense of humour
 | A & I |
| Qualifications and Training | * Experience as a medical secretary
* Knowledge of medical terminology
* Good general education
* Proven IT Skills – word, excel etc.
* Advanced key board skills
 | * Minute taking
* TRAK Trained
 | A & I & T |
| Experience and Knowledge | * Experience as a medical secretary
* Knowledge of medical terminology
* Awareness of importance of confidentiality
* Multi-tasking
* HNC/SVQIII in Secretarial studies/Business
 |  | A & I & T |
| Skills and/or Abilities | * Good and effective time management skills
* Audio typing
* Diary Management
* Pleasant telephone manner
 | * Knowledge of NHS Systems ie TRAK
 | A & I & T |
| Specific Job Requirements | * Highly accurate record keeping skills.
* Efficient and effective time management skills
* Previous medical secretarial experience
* Ability to work as part of a team.
 | * NHS experience
* Experience of multidisciplinary working
* Needs to be able to respond to changes in workload on a daily basis and meet challenges head on.
 | A & I |

|  |
| --- |
| **Key – how assessed** |
| A = Application form | I = Interview |
| C = Copies of certificates | T= Test or exercise |
| P = Presentation | R = References |

#### JOB DESCRIPTION

|  |
| --- |
| JOB IDENTIFICATION |
|  Job Title: Medical SecretaryResponsible to (insert job title): Directorate AssistantDepartment(s): OphthalmologyDirectorate: Head & NeckOperating Division: Lothian University Hospitals DivisionJob Reference: 159230No of Job Holders: 5Last Update: October 2015 |
|  |
| To provide comprehensive medical secretarial and administrative support to clinicians and other members of the multi professional teams.  |
| **3. DIMENSIONS** |
| To efficiently and accurately type clinical correspondence and provide clerical support to specific specialities within Ophthalmology.The postholder will be required to be flexible as you will be assisting in a variety of areas dependant on service level objectives providing them with additional typing/ clerical support.You will work to the management team and will be placed within areas that require immediate assistance. You will have no control over budget but should be aware of constraints to the budget within Ophthalmology. The post holder will work as part of a team to ensure the clinical support needs of the department are met and that continuity of service delivery is achieved through efficient communication links with both internal and external agencies. |

|  |  |  |
| --- | --- | --- |
|

|  |
| --- |
| 4. ORGANISATIONAL POSITION |
| Assistant Service Manager⎥Directorate Assistant⎥Team Leader/Medical Secretary⎥Medical Secretaries (this post) – Audio typists  |

 |
|

|  |
| --- |
| 5. ROLE OF DEPARTMENT |
| To provide extensive medical secretarial support to the Ophthalmology service in order to respond to the needs and pressures of the service. |

 |
| 6. KEY RESULT AREAS |
| Acting as first point of contact for clinicians and other members of multi-disciplinary team, the post holder is 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 discharge letters, outpatient letters, departmental specific/legislative and Tribunal reports.
2. Access and update clinicians’/MDT diaries on request and escalate, where appropriate, to resolve diary conflicts.
3. Participate in the organisation of events as required, supporting with e.g. booking, organising travel and registration.
4. General administrative duties including filing, photocopying, stationery ordering, faxing and booking meetings and rooms.
5. Access and use the required patient information management systems for the recording, storage and retrieval of patient information as required by members of the MDT.
6. Data input to and/or extraction from databases or spreadsheets, reporting and producing correspondence as required by the clinician/service.
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 and in line with Standard Operating Procedures.
8. Organise and/or attend department meetings as required and take minutes, specifying decisions made and appropriate follow-up actions required for subsequent approval by the senior member of the group.
9. Set up/maintain office administration systems as required to assist in the smooth running of the department.
10. When required, assist with the orientation of new / temporary staff including junior doctors and medical students, and promote team working.
11. Adhere to all confidential and sensitive information as per the Data Protection Act (1998) and NHS Lothian policies.
12. Acquire and maintain Medical Terminology to support development in role.
13. Attend regular team meetings to discuss work issues.
14. Work flexibly when the service requires cover in times of annual leave, sickness and increased activity.
 |
| 7a. EQUIPMENT AND MACHINERY |
| * Personal Computer
* Printer
* Photocopier / Scanner
* Audio equipment
* Telephone / Answering machine.
* Shredder
* Laminator

**Note:** New equipment may be introduced as the organisation and technology develops, however training will be provided. |
| **7b. SYSTEMS** |
| * Office filing systems
* Patient administration system for inputting, searching, recording, storing and retrieving information (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
* Personal Development Recording system (eKSF)
* 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 |
| The post holder is supervised by the Team Leader and the Directorate Assistant in their absence.Work is generated by the clinical teams and their associated caseloads.A review of work / performance is undertaken on an ongoing basis, with a formal review, appraisal and personal development plan done annually by the line manager and the post holderAttend regular team meetings to discuss work issues. |
| **9. DECISIONS AND JUDGEMENTS** |
| The post holder will be required to prioritise workload and patient enquiries independently, exercising judgement when dealing with work related issues, resolving problems timeously and determining when to escalate to a senior member of the team.Required to make decisions and judgements within the parameters of local standard operating procedures/protocols to ensure compliance with legislative timescales, e.g. Waiting times initiatives. |
| 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB |
| * Managing time effectively and prioritising workload to meet competing demands.
* Dealing with distressed relatives and patients.
* Dealing with complaints and verbal aggression both face-to-face and on the telephone.
* In times of high service demand, remaining calm and focused.
* Managing constant interruptions which affect concentration.
 |
| **11. COMMUNICATIONS AND RELATIONSHIPS** |
| The post holder will work as part of a team to ensure the clinical support needs of the department are met and that continuity of service delivery is achieved through efficient communication links with both internal and external agencies.Communicates with external agencies, staff, patients, relatives and carers both verbally and in writing regarding appointments and other enquiries/complaints.The post holder must acknowledge the sensitive nature of the topics discussed and use skills of tact and diplomacy.  |
| **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 required when entering patient data into various systems, i.e. local databases, PIMS, or when transcribing notes, filing and dealing with enquiries. Frequent interruptions requiring post holder to change from working on one task to another.Prioritising workload in order to meet deadlines within restricted timescales.**Emotional Demands:**Exposure to clinical information which can sometimes be distressing.Dealing with distressed and/or anxious patients/relatives/staff using skills of tact, diplomacy and discretion.Actively listening to callers and dealing with issues of patient concerns diplomatically. **Working Conditions:**Extended use of VDU when performing secretarial role.Office conditions. |
| 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB |
| HNC/SVQIII in Secretarial Studies/Business Administration or equivalent experience Advanced keyboard skillsOrganisational, oral and written communication skillsGood working knowledge of computer software packagesMedical terminology |
| **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: |