NHS TAYSIDE – AGENDA FOR CHANGE

JOB DESCRIPTION

Sco6 – 4493R

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| **1** **JOB IDENTIFICATION** | Job Title | Medical Secretary band 4 |
|  | Department(s)/Location | Regional CAMH Inpatient Unit, 17 Dudhope Terrace |
|  | Number of Job Holders | 1 |
| JOB PURPOSEProvide a comprehensive medical secretarial and administrative support for 2 Consultant Child and Adolescent Psychiatrists and senior multidisciplinary team members. |
| ORGANISATIONAL POSITIONService Manager Medical Secretary (this post)Receptionist |
| SCOPE AND RANGEProvide a comprehensive medical secretarial and administrative support to 2 Consultant Child & Adolescent Psychiatrists and the senior multidisciplinary team within the North of Scotland Regional CAMHS Young Peoples Inpatient Unit (YPU), including the maintenance of organisational and locally managed information systems. The post should enhance the public image of the YPU by providing high quality administrative services promoting an effective and efficient communication flow relating to any young person using the regional inpatient service.This post will work as part of a team and also use own initiative to manage and prioritise their workload. |

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| MAIN DUTIES/RESPONSIBILITIES1. Provide a comprehensive secretarial and administrative service including typing, filing, audio typing, photocopying, scanning and composition of letters. Maintenance and use of organisational and locally managed information systems (TOPAS, Winscribe, Winvoice, MIDIS, databases, shared files) and e-mail to facilitate the smooth and effective running of the YPU.
2. Prepare and distribute appropriate invites for patient meetings, ensuring all invitees are informed. Record and prepare outcombes of meetings, specifying decisions made and follow up action required by the Consultant and or multidisciplinary team members and their clinical team. Distribution of meeting outcomes and minutes.
3. May be first point of contact, either in person at the reception desk or via telephone. Requirements will be taking incoming calls and dealing with the enquiry appropriately in a professional and proactive manner and passing on where necessary for further action. These enquiries may be from any professional staff groups, patients, relatives, carers and outside agencies, including emergency services. This could be to obtain or provide information, directing and prioritising queries as appropriate, to ensure efficiency and effectiveness of service delivery.
4. Manage diaries where appropriate to ensure effectiveness of time management and room booking system.
5. Work with receptionist to maintain the stationery stock control, including ordering through PECOS to ensure adequate resources are available. May be asked to order clinical or household provisions for the YPU in the event of staff absence.
6. Reporting of repairs, snagging and arranging for outside repairs of equipment not covered by NHS Tayside Estates Department ie., Security Cameras, Security Screen, Audio/visual equipment.
7. Plan and organise a range of meetings and events, including venue, catering, attendees and travel arrangements either on or off site. (eg., NIF (National Inpatient Forum)).
8. Provide assistance to the Consultant or senior multidisciplinary team member in managing day-to-day clinical workload through arranging meetings, obtaining venues and ensuring that all relevant attendees are aware of the details and purpose of the meeting.
9. Operation of an effective system for bringing forward items for meetings and for the day-to-day workload of the team.
10. Maintenance and further development of efficient electronic and manual filing system for easy retrieval of information for all staff working in the YPU
11. Involvement with the design and production of visual presentations/leaflets to high standards and timescales to promote the YPU, using Desk Top Publishing and Powerpoint.
12. Through regular attendance at meetings, gain overall knowledge of regional Tier 4 patients to enable effective point of contact for enquiries.
13. Ability to work autonomously for large periods of time and effectively prioritise own workload to support all YPU staff.
14. Liaising with multi-agency colleagues ie, Social Work, Advocacy, Volunteering Services, etc.

Your performance must comply with the national “Mandatory Induction Standards for Healthcare Support Workers 2009” and with the Code of Conduct for Healthcare Support Workers. |
| COMMUNICATIONS AND RELATIONSHIPSThe postholder will communicate in writing and verbally by telephone, email and in person with all levels of individuals e.g. General Public/Patients/Multidisciplinary NHS staff. The postholder may also need to communicate with other NHS bodies and various external organisations and agencies eg., Social Work Department, Education Department and any other agencies relating to the care of young people within the YPU.Postholder must be able to communicate with individuals who may not have English as their first language or have an impairment which will need the postholder to communicate in a non verbal manner. There is also a need to be able to communicate sensitive information with staff/public/patients who may have issues/requests which require a greater level of understanding and require tact and diplomacy *eg:* Dealing with parents/carers/GP’s/Consultants/Social Workers of inpatients/police.The postholder must acknowledge the sensitive nature of the topics discussed/detailed in correspondence/patient files and use tact and diplomacy ensuring appropriate levels of confidentiality are maintained.  |
| KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOBQualificationsA formal qualification in secretarial studies/business administration such as RSA3/SVQ3 or NC/HNC or equivalent knowledge gained through work experience.ExperiencePrevious experience working within an NHS settingPrevious experience of using IT packages, e.g. Winscrib/Winvoice Pro, Word/PowerPoint/Excel, Previous experience of audio typing and Medical Terminology or whether these skills can be learned whilst undertaking the post after a specified period of time if other experience assists.SkillsTeam working attributesAdvanced Keyboard skills.Audio typing.Pleasant and helpful telephone manner.Mature and professional attitudeExcellent communications skills both verbal and writtenAbility to meet deadlines, prioritise work effectivelyWillingness to undertake training as and when requiredAbility to work autonomouslyAbility to organise office area. |

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| SYSTEMS AND EQUIPMENTTelephonePC and IT PackagesGeneral Office Machinery – Photocopier, scannerAudio equipmentTOPASMIDISWinscribe/Winvoice ProFiling/Bring Forward SystemInternet/Intranet**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. |
|  PHYSICAL DEMANDS OF THE JOBPhysical skills/demands* High degree of touch typing (both audio and copy) ensuring a high degree of speed and accuracy using Display Screen Equipment. (Approximately 6 hours daily)
* Sitting for long periods of time in one position – typing/administrative work/answering telephone. (Approximately 6 hours daily)
* Physical demands also involve retrieval and filing of case notes from high shelving and the carrying of same. (Approximately daily)
* Transfer from YPU to Outpatients and vice versa, medical records, mail and parcels. Weight varies depending on amount of mail to be collected/delivered.

Mental demands* The postholder is expected to respond to unpredictable work demands including frequent interruptions which can lead to a change of task on a frequent basis whilst still being expected to complete tasks within given timescales.
* Constant review of workload required to ensure objectives met. High levels of concentration required to the typing of lengthy reports, assessments ensuring a high level of accuracy at all times. Mental effort is expected to meet legislative and agreed deadlines as laid down by NHS Tayside policies and procedures
* To deliver the full remit of the role the postholder requires to have excellent organisation, communication and IT skills which include speed and accuracy.
* Confidentiality, diplomacy and discretion are required at all times.

Emotional demands* Letters/reports for typing frequently contain sensitive information and material of a highly distressing nature. Case notes can hold sensitive, unpleasant and emotional material.
* Speaking/dealing with inpatient parents/relatives/carers.
* Daily contact with inpatients.

Environmental Demands* More or less continuous use of DSE
* Working within office area within an Inpatient Area. The postholder is exposed to confidential, sensitive and distressing information which is contained within the legal documentation and patient case notes.
* To ensure compliance with NHS Tayside operating policy the postholder is required to undertake relevant Management of Aggression, Manual Handling Awareness and DSE risk assessment training.
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| DECISIONS AND JUDGEMENTSThe postholder works directly with the Consultant and senior MDT the workload is generated by the clinical caseload and needs of the Consultant or equivalent clinician or group of such clinicians, and their clinical team*.*The postholder will have the freedom to organise their workload on a day-to-day basis. Deadlines will be mostly dictated by others; however how these are met will be at the postholder’s choice.The postholder will be required to interpret written and oral communications, correcting spelling, medical terminology and grammar to ensure continued quality of output and standards maintained. Being aware of the needs of supervised staff and, in addition to own workload, assist with junior staff to allow them to meet requirements of their role.The postholder will have the autonomy to organise their own workload and will at their own request seek the assistance of (manager/supervisor) as the situation arises. |
| MOST CHALLENGING /DIFFICULT PARTS OF THE JOBAbility to multi-task as demand requires ensuring workload/deadlines are met and work completed to appropriate standard. Ability to adapt to each situation that arises is essential.Dealing with distressed relatives and patients. |
| JOB DESCRIPTION AGREEMENTThe job description will need to be signed off using the attached sheet by each postholder to whom the job description applies. |

JOB DESCRIPTION AND ESSENTIAL ADDITIONAL INFORMATION FORM – SIGNATURE OF AGREEMENT

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| **Post Title** | Medical Secretary |
| **Reference Number** |  |

The attached job description and essential additional information will be used as part of the Agenda for Change assimilation exercise and therefore the job matching panel may wish to seek further clarification on any issues contained within the documents. Should this be necessary please identify an appropriate Manager and Staff representative who can be contacted.

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| **Responsible Manager** |  |
| **Contact No.** |  |
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| **Staff Representative** |  |
| **Contact No.** |  |

TO BE REMOVED PRIOR TO SUBMITTING TO MATCHING PANEL

I/we the undersigned agree the attached document is an accurate reflection of the requirements of the post. The essential additional information provides accurate information of additional job related factors.

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| Signed :- (Manager) |  |

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| Staff Members: |  |  |
| PAY NUMBER**(must be added)** | NAME(BLOCK CAPITALS PLEASE) | SIGNED | POST NO.(office use only) |
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