**Delivering care through collaboration**

**NHS Golden Jubilee**

Beardmore Street, Clydebank G81 4HX

Telephone: 0141 951 5000

www.nhsgoldenjubilee.co.uk

Chair: Susan Douglas-Scott CBE

Chief Executive: Gordon James

Recruitment line: 0800 0283 666

Dear Candidate,

**POST: Medical Secretary**

**HOURS: 37.5 hours permanent**

**SALARY: Band 4 (£27,598 - £30,019)**

**CLOSING DATE: 16th October 2023**

NHS Golden Jubilee welcomes your enquiry in connection with the above post. Please find enclosed an information pack.

Should you wish to submit an application for the above post, please ensure you do so in advance of the closing date. Late applications will not be forwarded for short listing.

When providing referees on the application form, please be aware that we require a minimum of two references to cover at least **two years** of previous employment/training history.   If there is insufficient space on the application form to list all of your referees, please provide on an additional page. Where possible, please provide us with e-mail addresses for contact. Additionally, you should note that as part of the pre-employment checks a PVG or Disclosure Scotland check will be completed. **It is an offence for barred individuals to apply for regulated work.**

Should you contact the recruitment team to discuss any queries regarding your application it is advisable that you retain the job reference number as you will be asked to quote this when you call.

In the meantime, I wish you success with your application and should you require any further information please do not hesitate to contact the recruitment team on the contact telephone number shown above.

Yours sincerely,



Gabriella Swinyard

Senior Recruitment Advisor

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**NHS Golden Jubilee**

**General Information for Candidates**

* This information package has been compiled to provide prospective candidates with details of the post and background information about NHS Golden Jubilee.
* The contents of this package are as follows:
	+ Job Description/Person Specification
	+ Terms and Conditions of Service
	+ Information on Agenda for Change
	+ The Equal Opportunities Monitoring form which you will be requested to complete via our electronic application system is required for monitoring purposes only and will not be made available to the interview panel during any part of the recruitment process.
	+ NHS Golden Jubilee operates a No Smoking Policy on all Premises and Grounds and in shared vehicles.
	+ All offers of employment will be subject to the receipt of two year’s satisfactory References, Occupational Health screening and Disclosure Scotland clearance. Please note that it is an offence under the act for barred individuals to apply for regulated work.
	+ Please submit your completed application through the Jobtrain Recruitment System.

* The shortlisting process will take place shortly after the closing date.
* As a Disability Confident Leader we recognise the contribution that all individuals can make to the organisation regardless of their abilities. As part of our ongoing commitment to extending employment opportunities all applicants who are disabled and who meet the minimum criteria expressed in the person specification will be guaranteed an interview.
* The organisation has introduced a set of shared values. These values will be measured during our Values Based Competency Interview. Our values are:
	+ Valuing dignity and respect
	+ A “can do” attitude
	+ Leading commitment to quality
	+ Understanding our responsibilities
	+ Effectively working together

**Person Specification**

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| --- | --- |
| **JOB TITLE:** | **Medical Secretary** |

Listed below are the key requirements needed to perform this job, candidates will be assessed against these criteria throughout the selection process. NB – Any criteria in the “Essential” box must apply to all candidates. You must stipulate at which stage of the selection criteria will be assessed, i.e. Application Form (AF) or Selection Process (SP)

|  | **Essential Criteria** | **Desirable Criteria** |
| --- | --- | --- |
|  | **Criteria** | **AF / SP** | **Criteria** | **AF / SP** |
| **Qualifications** | * Extensive knowledge of medical terminology
* Typing and computer literate
 | AF | * Medical Secretarial Diploma or equivalent and shorthand proficiency desirable but not essential
 | AF |
| **Experience** | * Good Interpersonal skills with highly developed tact and diplomacy
 |  AF | * Prioritise workload
 | SP |
| **Skills and Knowledge** | * Ability to work as part of a team but with minimal supervision
* Maintain confidentiality and ensure compliance to policy and procedure.
 | AF | * A knowledge of Winscribe
 | AF |
| **Personal Attributes** | * Good team player
 | SP | * Flexibility with hours
 | SP |
| **Other Requirements** | * Able to work under pressure
 | AF | * Awareness of data protection
 | AF |

**Job Description**

# JOB DESCRIPTION

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| 1. **JOB IDENTIFICATION**

**Job Title: Medical Secretary****Department(s): Business Services****Job Description Reference: 164832****No of Job Holders: 1** |
| 1. **JOB PURPOSE**

To provide an efficient and professional medical secretarial and administrative support service to internal and external Consultants and other members of the multi-disciplinary teams. |
| 1. **ORGANISATIONAL POSITION**

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| **Health Records Manager** |

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| **Medical Secretary Supervisor** |

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| **Medical Secretaries** |

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| 1. **SCOPE AND RANGE**
* The postholder types preoperative assessment notes, operation notes,

 clinic notes, ward round notes, discharge reports and medical reports.* The postholder has no budgetary responsibility and has no subordinates
* The postholder will provide a medical secretarial service(multi-speciality)
* The postholder will be required to liaise with referring boards

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| 1. **MAIN DUTIES/RESPONSIBILITIES**
* To provide and deliver a medical secretarial service to all Consultants using the facilities at GJNH.
* To provide and deliver admin cover for MDT co-ordinator during times of leave
* Communicate and build relationships with internal and external Consultants.
* Liaise with internal and external Consultants for report proofing, to ensure a high standard of accuracy in producing all patient medical reports.
* Communicate and build relationships with internal and external stakeholders.
* To ensure patient confidentiality is maintained in accordance with hospital policies and statutory legislation.
* To contribute to the collection and recording of patient statistical information.
* To transcribe letters from Winscribe. Letters sent to GP’s digitally.
* To file all patient letters in medical casenotes (GJNH & referring Board)
* To distribute all relevant patient reports to referring consultant & referring board colleagues.
* To ensure that all patient reports are filed in the patient’s medical record and that all medical records are delivered to the medical record library intact and in accordance with hospital policy and CNORIS guidelines.
* To deal with all telephone enquiries and take action where appropriate.
* To collect Consultant mail and distribute on a daily basis.
* To communicate with all other GJNH medical secretaries, to ensure adequate coverage for all specialities.
* To be responsible for the ordering of weekly departmental stationery.
* To continuously review and improve medical secretarial processes.
* To maintain daily diary.
* To be responsible for training and induction of all new bank, agency, temp and permanent staff to the medical secretarial team.
* To create, manage and distribute Consultant on call rotas, on a monthly basis.
* To act as a minute secretary at management meetings
* To update and maintain databases
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| 1. **SYSTEMS AND EQUIPMENT**
	* A comprehensive working knowledge of the computerised clinical system
	* A working knowledge of all office systems, including excel, word,

and Microsoft outlook.* + A working knowledge of the winscribe transcription equipment**.**
	+ A working knowledge of fax, photocopier scanner, printers.
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| 1. **DECISIONS AND JUDGEMENTS**
* Works with minimal supervision.
* The postholder uses their own initiative
* Exercises own judgement when prioritising of demanding daily workload
* Exercises judgement when dealing with Consultant and patient enquiries and actively finding solutions to problems.
* Exercises judgement and initiative with regard to dealing with offsite Consultants proofing patient reports.
* The postholder is expected to demonstrate a high degree of discretion with

 regard to handling of patient and consultant information |
| 1. **COMMUNICATIONS AND RELATIONSHIPS**
* Communicate and build relationships on a daily basis with Board contacts
* Communicate and build relationships with all external and internal stakeholders e.g.

consultants/patients/OPD/laboratories/radiology/theatres/transport/PCC/managers/ward co-ordinators/medical records/hospital reception staff |
| 1. **PHYSICAL DEMANDS OF THE JOB**
* Accurate and speedy keyboard skills
* Type dictated reports for a substantial period of the working day.
* Manual handling skills
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| 1. **MOST CHALLENGING/DIFFICULT PARTS OF THE JOB**
* Reacting to constant changes in demands of referring NHS Boards.
* Dealing with external Consultants and ensuring all reports are

 proofed and approved and sent out in a timely manner.* Dealing with the varied demands of internal and external Consultants for

 more than one specialties |
| 1. **KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB**
* Previous experience as a medical secretary/support secretary
* Medical secretarial diploma and shorthand proficiency, desirable, but not essential.
* Mandatory, extensive knowledge of medical terminology.
* Excellent communication skills with an emphasis on customer care, including an excellent telephone manner.
* Demonstrate excellent organisational skills.
* Highly developed interpersonal skills.
* Highly developed tact and diplomacy
* A working knowledge of the GDPR
* Ability to work as part of a team
* Computer literacy and a working knowledge of office systems
* Numeracy and literacy skills
* Previous experience in a health care environment essential.
* Demonstrate a high level of discretion and confidentiality
* Demonstrate a high level of flexibility with regard to work schedules
* Demonstrate the ability the operate effectively, under pressure and to strict guidelines
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| 1. **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/ Line Manager Signature:** | **Date:****Date:** |

NHS Golden Jubilee

**Terms and Conditions of Service**

The terms and conditions applicable to this post are those of all NHS Scotland Employees.

**1. Superannuation**

You have the option to join the NHS Superannuation Scheme, to participate in the State Earnings Related Pension Scheme or to take out a Personal Pension.

Employees contributions to the NHS Scheme range from to 5.2% to 14.7% of salary (depending on rate of Pensionable Pay) and the employers’ contribution equates to 13.5% of salary. Employees in the NHS Scheme are “Contracted-out” of the State Earnings Related Pension Scheme and pay a lower rate of National Insurance contributions. Employees who choose to participate in the State Earnings Related Pension Scheme pay the higher rate of National Insurance contribution. A Stakeholder Pension is also available.

**2. Salary**

£27,598 to £30,019 per annum

**3. Grade**

This post is offered at Band 4

**4. Annual Leave**

The annual leave entitlement in a full year commencing 1st April to 31st March is 27 days, rising to 29 days after 5 years’ service and 33 days after 10 years’ service. There are 8 Statutory and Public Holidays in each leave year. (Pro rata where applicable)

**5. Hours of Duty**

37.5 hours per week

**6. Tenure of Employment**

This post is offered on a permanent basis

**7. Asylum and Immigration Act 1996**

Under the Asylum and Immigration Act 1996, we are required to carry out checks to ensure that all prospective employees are entitled to live and work in the United Kingdom. You will therefore be asked to provide appropriate documentation prior to any appointment being made.

**NHS Golden Jubilee**

**Benefits**

**NHS Superannuation scheme:**

New entrants to NHS Golden Jubilee who are aged sixteen but under seventy-five will be enrolled automatically into membership of the NHS Pension Scheme. Employee contributions vary from 5.2% to 14.7% depending on annual pensionable pay. Benefits include a lump sum and pension when you retire, life assurance of 2 years’ pay - while you are working, pension and allowances for your spouse and children in the event of your death, and benefits for ill-health retirement.

Our pension scheme is provided by Scottish Public Pensions Agency*.* This scheme is a qualifying pension scheme, which means it meets or exceeds the government’s new standards. All benefits including life insurance and family benefits are explained on the SPPA website http://www.sppa.gov.uk/

**Annual leave entitlement (including public holidays):**

35 days’ annual leave on appointment

37 days’ annual leave after 5 years

41 days’ annual leave after 10 years

**Free car parking**

**Continuing professional development opportunities**

**Discounts at the Golden Jubilee Conference Hotel**

* **Leisure Club membership** – Get fit and healthy at the Centre for Health and Wellbeing with a discounted membership rate of £25 per month.
* **Discounted Room Rates** - Rooms rates discounted subject to specific conditions
* **Discounted Dining** - 20% off food and beverage when dining in the hotel.
* **Golden Bistro (Hospital Restaurant) -** Discounted food in our award winning hospital restaurant.

**NHS Staff Benefits**

As a staff member in NHS Golden Jubilee, you will have access to a wide variety of offers and discounts from local and national businesses using your NHS ID badge. For more information and to view these discounts, visit www.nhsstaffbenefits.co.uk - new offers are added on a weekly basis.