**NHS TAYSIDE – AGENDA FOR CHANGE**

**JOB DESCRIPTION**

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| 1. **JOB IDENTIFICATION** | Job Title | Audio-Typist/Departmental Secretary |
| Department(s)/ Location | Audiology Department, Kings Cross Community Health Services Centre (KCHCCC) |
| Number of job holders | 1 |
| 1. **JOB PURPOSE**   Provide high quality, comprehensive medical secretarial and administrative support to Audiology Consultant and Team and the Tayside Audiology Services Manager and Team. | | |
| 1. **ORGANISATIONAL POSITION** | | |

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| 1. **SCOPE AND RANGE**   Provide high quality comprehensive audio-typing support to the Audiology and Hearing Aid Department, including the management of information systems (Auditbase/TOPAS).  The Department consists of 1 Audiology Consultant and Team, 1 Tayside Audiology Services Manager and 7 audiologists, 1 Audiology Practitioner/Counsellor, 1 Audiologist/Hearing Therapist, 3 Assistant Audiology Practitioners and 1 clerical typist.  Work as part of a team using own initiative whilst developing good working relationships and have a pro-active approach to team work with colleagues.  In the absence of A&C staff, there is a requirement to cover administrative duties of other members of Audiology Administrative team and reception duties on an ad hoc basis e.g. during annual leave and sick leave |
| 1. **MAIN DUTIES/RESPONSIBILITIES**   **Induction Standards & Code of Conduct**  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.  Provide an audio typing service to Audiology clinical staff including:   * 1. Provide a comprehensive audio typing service, including typing with relevant medical terminology, filing, audio typing (clinical correspondence, outpatient letters, urgent and miscellaneous correspondence and medical reports). Photocopying and the composition of letters, the use of management information systems (TOPAS, Central Vision, Auditbase) and email to facilitate the smooth and effective running of the Audiology department. Faxing as required. Audiology Services Manager Job Reference Number…………………………………   2. 2. Scan referrals to the department onto Auditbase as required.   3. 3. Assist in the booking of Consultant and their clinical teams return appointments to appropriate clinics and reschedule patient appointments as instructed by Audiology Consultant.   4. 4. Record receipt and dispatch of patient notes and x-rays from Medical Records at Ninewells and outlying hospitals   5. 5. Arrange and reschedule patient appointments, including any follow-up appointments, using Auditbase Patient Management System and Topas, often at short notice, to ensure Audiology Outpatient Clinics are filled to capacity and liaise with waiting list secretary.   6. 6. Provide reception cover at KCHCCC to cover absences breaks and cover sessions for Audiology patients.   7. 7. Provide general secretarial support for the audiology service to include: arranging meetings, minute taking, filing, opening and processing mail, stationery stock ordering & management, co-ordination of travel / accommodation for audiology staff attending external training/events |

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| 1. **COMMUNICATIONS AND RELATIONSHIPS**   The post holder will communicate in writing and verbally by telephone, email, fax and in person with all levels of individuals e.g. general public/patients/multidisciplinary NHS staff, police and associated legal bodies. The post holder may also need to communicate with other NHS bodies and various external organizations and agencies.  The post holder must be able to communicate with individuals who may not have English as their first language, have a hearing impairment or other impairment which will require the post holder to communicate effectively in a non-verbal manner. There is also a need to communicate sensitive information with staff/public/patients that may have, which require a greater level of understanding and require tact and diplomacy. |
| 1. **KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB**    1. General education to standard grade level or relevant experience e.g. high level of educational secretarial attainment with excellent oral and literacy skills    2. Secretarial or relevant qualification by the attainment of formal qualification e.g. HNC in Administration or equivalent or gained through equivalent work experience    3. Good IT skills in Microsoft packages    4. Participate in CPD, appraisal and KSF    5. Knowledge of medical terminology    6. Evidence of continuing personal development and achievement of competencies    7. Experience and ability to work using own initiative e.g. developing and monitoring improvements to service |
| 1. **SYSTEMS AND EQUIPMENT**    1. Extensive understanding of IT systems including Word, Excel, , Internet, Outlook Express, Intranet (NHS Tayside), phones and facsimile machines, photocopier, printer, audio/dictating/ transcribing equipment and how and when to use these in order to undertake the job effectively.    2. Responsible for safe and competent use of equipment in accordance with NHS Tayside e.g. Health and Safety guidelines.    3. Competent in use of TOPAS/ A-CHI appointing system.    4. Competent in use of A-CHI lookup system    5. AUDITBASE – Audiology Patient Management System   **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. |
| 1. **PHYSICAL DEMANDS OF THE JOB**   **Physical – predominantly throughout the day**   * 1. Sitting for long periods:   - High degree of touch typing (both audio and copy) ensuring a high degree of speed and accuracy using Display Screen Equipment up to 3½ hours at a time, whilst adhering to H&S guidelines regarding breaks  - Significant element of walking and standing e.g. filing, record retrieval, carrying of case notes  **Mental – repeated regularly on a daily basis**   1. Prolonged periods of concentration required for information transcription to ensure accuracy and avoid any form of misinformation. 2. Respond to unpredictable demands including frequent interruptions which leads to changes in tasks on a daily basis whilst at the same time having to complete tasks to given timescales e.g. telephone enquiries from patients regarding appointments, Consultant or audiology staff requiring medical notes for a patient, urgent correspondence. 3. Respond to demands of staff when retrieving information from other departments e.g. archived medical records. 4. Use advocacy and diplomacy to deal with situations arising from unrealistic expectations e.g. staff considering their work a priority and patient’s dissatisfaction with waiting list.   5. Daily review of workload to ensure objectives met  **Emotional – repeated regularly on a daily basis**   1. Letters/reports for typing daily contain sensitive information and material of a highly distressing nature (up to twice weekly). Case notes can hold sensitive, unpleasant and emotional material including photographs. Exposure patients with profound hearing loss and speech impairment (2-3 times weekly). |
| **10. DECISIONS AND JUDGEMENTS**   1. The post holder has the freedom and flexibility to organize and prioritise workload and is expected to use own initiative to make judgments on a daily basis. 2. The post holder is required to interpret written and oral communications, correcting spelling and grammar to ensure continued quality of output and standards are maintained. 3. Ability to make judgments/decisions regarding appointments e.g. patient telephones having missed appointment, a decision is required as to whether patient can be re-appointed, attend their GP or whether to seek further guidance from senior staff. 4. Exhibit a strict level of confidentiality and diplomacy at all times. 5. The post holder will have the discretion to organise his or her own workload and seek the assistance of manager/supervisor as a situation arises. |

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| **11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB**   1. Ability to multi-task as demand requires despite constant interruptions and still ensuring   workload is completed to appropriate standard   1. Keeping audio-typing workload up-to-date and meeting deadlines |
| JOB DESCRIPTION AGREEMENT The job description will need to be signed off using the attached sheet by each postholder to whom the job description applies. |