NHS TAYSIDE – AGENDA FOR CHANGE

JOB DESCRIPTION

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| 1. JOB IDENTIFICATION
 | Job Title | Medical Secretary  |
| Department(s)/Location | CAMHS St Leonard’s Bank Perth  |
| Number of job holders | 1 |
| JOB PURPOSETo provide a comprehensive secretarial and administrative service within CAMHS. The postholder will liaise with internal, external agencies and the general public.  |
| ORGANISATIONAL POSITIONAdminLine Manager  Secretarial and AdminSupport Staff(This Post)   |
| SCOPE AND RANGEProvide a comprehensive secretarial and administrative service to support the clinical work of Medical and nursing staff and other therapists within the ServiceAct as a first point of contact to the general public, internal and external service providers and others wishing to contact Clinicians or wishing to obtain information about the Service or records held within the Service.Work as part of a team using own initiative |

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| MAIN DUTIES/RESPONSIBILITIESProvide a high quality secretarial and administrative service for CAMHS Service to ensure accuracy and efficiency in patient care. Process referrals for the above noted service.Maintain diary for clinical staff, sending out patient appointments and maintaining an efficient patient booking system.Accurate entry of patient data onto electronic patient record system.Produce and distribute appointment letters, clinical assessment letters, progress and discharge reports to referring agents including GP’s, Community Mental Health Teams, statutory and voluntary organizations. Provide secretarial support to Clinical Staff carrying out non-clinical duties including Teaching, training and research. Processing patient note requests from Medical Records.Aware of routine procedures, eg NHS Tayside Policy for weekly fire alarm checks/awareness of health and safety and data protectionResponsible for incoming/outgoing mail Photocopying and reproduction of materials in support.Cover Reception / Reception duties as required in absence of reception staff. Liaising with Tayside administration staff based at other locations, support staff at GP Practices/Health Centres, Community Mental Health Teams to ensure the efficient communication of patient and service related information. Respond efficiently and sensitively to telephone and face to face enquiries from patients and staff.Ensure that the highest contemporary standards are observed to maintain patient confidentiality in relation to the communication and storage of clinical information.Excellent interpersonal, communication and organisational skills.Excellent knowledge of NHS Tayside structures and support servicesMaintenance of CAMHS case notes which involves:* Retrieving files from discharge for onward transmission to Medical Records
* Filing letters/notes/forms into Patient using both paper form and electronic system. Notes and filing of same once discharged
* Filing Tracer Cards – updating patient information/records
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| COMMUNICATIONS AND RELATIONSHIPSCommunicate by telephone, letters, reports, fax, e-mail and face to face with external agencies, staff and patients acknowledging the often sensitive nature of the topics discussed, using skills of tact and diplomacy which are required when patients/carers/relatives are in a state of distress.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.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. |
| KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB* Experience of administration and clerical work in relevant organisational setting.
* Background in NHS administration and clerical work.
* Knowledge of medical and psychological terminology
* Relevant indication of IT abilities, including databases, spreadsheets and power point.
* Knowledge of diversity of duties in supplying administrative and clerical support to the NHS department.
* Secretarial qualifications/experience in an NHS setting.
* Knowledge in use of software systems
* Excellent keyboard/audio skills
* Be aware of NHS Tayside policies relating to Fire Regulations, Health & Safety and Data Protection.

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ESSENTIAL ADDITIONAL INFORMATION

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| 1. SYSTEMS AND EQUIPMENT
* Word for Windows to produce routine correspondence such as letters, memos, reports
* IT abilities - Excel, Database, Spreadsheets and Powerpoint for production of statistical information and other related documents
* Trakcare for patient booking
* EMIS for clinical documentation.
* Audio equipment/digital dictation
* Telephone - contact with staff/patients
* Photocopier to copy documents
* Fax – to send/receive faxes from various sources
* Paper shredder to destroy confidential material
* Intranet/Internet
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| PHYSICAL DEMANDS OF THE JOBPhysical DemandsKeyboard skills requiring high degree of speed and accuracy* Majority of work is computer-based therefore sitting in a restricted position for long periods/major proportion of duties
* Retrieval and handling casenotes daily from high shelving, carrying, filing - approximately up to 2.5kgs

Emotional Demands* Postholder is exposed to when working with correspondence/casenotes holding sensitive and emotional clinical information and material of a highly distressing nature which can be distressing

Environmental Conditions* More or less continuous use of Display Screen Equipment
* Shared office can lead to noisy difficult working conditions causing frequent interruptions and stress
* Working within the service, the postholder is exposed to confidential, sensitive and distressing information which is contained within the legal documentation and patient casenotes
* To ensure compliance with NHS Tayside operating policy the postholder requires to remain professional and is required to undertake relevant management of aggression, back awareness and DSE risk assessment training

Mental Demands* Postholder is expected to respond to unpredictable work demands including frequent interruptions which can lead to a change of task on a daily basis whilst still being expected to complete tasks within given timescales.
* Constant review of workload required to ensure objectives are met.
* High levels of concentration are 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 hospital policies.
* To deliver the full remit of the role of the post holder requires to have excellent organisation, communication and IT skills which include speed and accuracy
* Confidentiality, diplomacy and discretion are required
* Must enjoy working in a busy environment and being subjected to pressure to meet deadlines

**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. |

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| DECISIONS AND JUDGEMENTS* The workload is generated by the clinical caseload and needs of the service
* The postholder has the ability to organize their workload on a day to day basis.
* Deadlines will be mostly dictated by others however how these are met will be at the postholders choice
* The postholder will be required to interpret written and oral communications, correct spelling, medical/psychology/court terminology and grammar to ensure continued quality of output and standards are maintained.
* Postholder will have the autonomy to organize their own workload and will at their own request, seek the assistance of Manager/Supervisor as the situation arises.
* Must be aware of importance of confidentiality at all times
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| MOST CHALLENGING/DIFFICULT PARTS OF THE JOB* Ability to multi-task as demand requires ensuring workload is completed to appropriate standard.
* Ability to efficiently handle and deal with volume of work generated by designated team to postholder
* Deal with emotional patients/families by phone and face to face
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| 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. |

**JOB DESCRIPTION AND ESSENTIAL ADDITIONAL INFORMATION FORM – SIGNATURE OF AGREEMENT**

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| **Post Title** |  |
| **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 Postholder representative who can be contacted to provide this clarification. (This may be one of the undernoted postholders or a staff side representative who has been involved in agreeing the job description)**

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

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 | NAME(BLOCK CAPITALS PLEASE) | SIGNED | POST NO.(office use only) |
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