NHS TAYSIDE – AGENDA FOR CHANGE

JOB DESCRIPTION

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| **1** **JOB IDENTIFICATION** | Job Title | Audio Typist/Clerical Officer: **SCO6-2483** |
|  | Department(s)/Location | General Surgery & Urology |
|  | Number of Job Holders | 1 |
| JOB PURPOSE Provide an audio and copy typing/word processing service and admin support to Consultant or equivalent clinician or group of such clinicians and their clinical team within the Surgical Directorate, Ninewells Hospital. | | |
| ORGANISATIONAL POSITION Nursing Staff  Consultant / Medical Staff  Admin Services Manager  Admin Services Supervisor  Medical Secretary    **Audio Typist/Clerical Officer** | | |
| SCOPE AND RANGE Provide audio and copy typing/word processing service within General Surgery and Urology, Ninewells Hospital.  General Surgery and Urology is based on Level 6 and provides secretarial and clerical support for medical staff populating 6 wards (156 beds):   * Ward 7/8, Acute Surgical Receiving (East & West) * Urology Unit/Surgical High Dependency Unit * Ward 10, Colorectal Unit * Ward 11, Upper GI & Hepatobiliary Unit * Ward 12 Vascular Unit,   The postholder will not be expected to supervise other staff. However the postholder may have to demonstrate their duties to new staff.  The postholder will liaise with secretarial/admin staff based at other NHS Tayside sites. | | |

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| MAIN DUTIES/RESPONSIBILITIES  1. **Typing Duties**  * Daily typing of patient correspondence, to General Practitioners, patients, internal departments, peripheral hospitals, using audio or interpret handwritten notes the content of which may involve sensitive patient information. This involves high quality typing skills and a knowledge of medical terminology. * Typing produced to a set standard as per department/policy standard procedures. * Preparation of theatre lists via OPERA Theatre System. * Type and distribute ward rounds.  1. **Photocopying Duties**  * Undertake photocopying for self and colleagues, ensuring copies are of acceptable quality. Maintain photocopier by highlighting any faults to Supervisor.  1. **Mail Duties**  * Deal with in-coming and out-going mail to the Department, sort as appropriate and circulate. * Sign for recorded delivery items for the department/ward and ensure that they are dealt with appropriately. * Redirect any mail that has been inappropriately received in the department to the mailroom or as appropriate. * As requested by others take urgent mail to the mailroom.  1. **General Office Duties**  * Record in-coming and out-going medical records. * Match patient results with medical records ensuring they are passed timeously to relevant medical staff. * Locate and retrieve medical records/x-rays for medical staff ensuring all relevant information is available and up-to-date. * Access Trakcare, Clinical Portal, and Winscribe to obtain patient information. * Record patient consultation outcomes on Trakcare system * Input relevant patient information/appointment details into Trakcare. * Organise out-patient appointments and mail correspondence as required for patients. * Ensure H&S standards are maintained to provide a safe office working environment * Adhere to any relevant NHS Tayside Policies.  1. **Filing**  * Maintain the hospital filing system by undertaking filing of internal and external correspondence, ensuring information is filed in appropriate format (ie date of birth order/chronological order). * Ensure tracker documentation is completed where files, or x-rays, are removed from filing system to ensure these files can be located as required. * Ensure security and confidentiality of patient records is maintained at all times.  1. **Reception/Ward Duties**  * Reception of patients into the Acute Surgical Receiving Unit * Maintain admission and discharge register for patients within ward area. * Ensure medical records and x-rays available for patients admission to Hospital. * Record medical records for admission and ensure appropriate documentation available for admission (ie Surgical Audit Form). * Record discharge medical records and x-rays and ensure reports filed appropriately.   **Induction Standards & Code of Conduct**  Your performance must comply with the national “Mandatory Induction Standards for Healthcare Support Workers in Scotland” 2009; and with the Code of Conduct for Healthcare Support Workers. |
| COMMUNICATIONS AND RELATIONSHIPS The postholder will communicate with all callers to the department (in person and by telephone) e.g. General Public/Patients/Multidiscplinary staff.  The postholder may need to communicate with other NHS bodies and various external organisations via telephone, email and verbal/written forms of communication.  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.  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, ie patient test results can only be communicated directly to the patient by the Consultant or member of his/her team. When telephoning for results, patients become frustrated and verbally abusive when this information is relayed to them.  There is also a need to be able to communicate sensitive information with staff/public/patients whom may have requests/issues which require a greater level of understanding. |
| KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOBQualifications General basic education evident by formal education (standard grades) or gained through equivalent experience. Experience Previous reception and office experience gained in office environment/work placement. Skills Numeracy.  Literacy.  Proficient audio typing skills.  Organisational skills. On the Job Training The postholder will be required to undertake approximately 3 month period of on the job training to acquire skills such as, medical terminology, the use of hospital electronic systems, ie Trakcare and Clinical Portal, and understanding the hospital/departmental Medical Records Management System.  To ensure compliance with NHS Tayside operating policy the postholder is required to undertake relevant Management of Verbal and Physical Aggression training, Display Screen Equipment Risk Assessment training and Manual Handling training on an annual basis. |

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| SYSTEMS AND EQUIPMENT The postholderis expected to have the knowledge and skills necessary to use all equipment safely in the area.  Telephone  PC and IT Packages  General Office Equipment – Photocopier/ Fax/ Letter folding machine  Audio equipment (Winscribe/Winvoice pro)  Trakcare  iFit  Clinical Portal  EDD  Patient Records Filing System  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 JOB (physical skills/demands)(mental and emotional demands) (working conditions)Physical Skills/Demands  * High degree of touch typing (both audio and copy) ensuring a high degree of speed and accuracy in Display Screen Equipment on a daily basis. * Physical demands also involve retrieval and filing of case notes from high/low shelving via step ladders and the carrying of same. Sitting for long periods of time in one position – typing/administrative work/answering telephone for approximately 80% of each working day.  Mental Demands  * The postholder is expected to respond to unpredictable work demands including ongoing distractions which can lead to a change of task on a daily basis whilst still being expected to complete tasks within given time scales. * 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 hospital policies for a period of up to 2 hours at any one time for at least 2 times per day.  Emotional Demands  * Correspondence for typing on a daily basis which contain sensitive information and material of a highly distressing nature. Cases notes/files can hold sensitive, unpleasant and emotional material, ie photographs of surgical wound sites and procedures). * Dealing with telephone enquiries from distressed patients/relatives on a weekly basis. * Working within acute admission area the postholder is exposed to confidential, sensitive and distressing information which is contained within the legal documentation and patient case notes/personal files.  Environmental Demands  * Continuous use of Display Screen Equipment. * Shared office situated within the clinical area can lead to noisy difficult working conditions causing ongoing distractions and stress on a daily basis. |

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| DECISIONS AND JUDGEMENTS The postholder will have the freedom to organise their workload on a day to day basis, however will be guided by others to meet deadlines when required.  The postholder will be required to accurately type and correct correspondence, and interpret written and oral communication, in order that patient treatment plans, especially terminally ill patients, are not compromised.  The workload of the Audio Typist/Clerical Officer will mostly be dictated by the Medical Secretary or Admin Services Supervisor. |
| MOST CHALLENGING /DIFFICULT PARTS OF THE JOB Ability to multi-task as demand requires ensuring workload is completed to appropriate standard.  Dealing with distressed relatives and patients (ie first point of contact for patients and relatives attending the ward for admission or review  Indirect exposure to emotional circumstances in dealing with patient reports in relation to patients with cancer.  Ability to organise workload in a context of conflicting priorities, ie typing an urgent clinic and receiving a telephone call which necessitates the retrieval of medical records for a patient who has an abnormal test result. |
| 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. |