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JOB DESCRIPTION

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| JOB IDENTIFICATION |
|  Job Title: Secretary/ReceptionistResponsible to (insert job title): Administration Services ManagerDepartment(s): Administration Support ServicesDirectorate: Health & Social Care PartnershipOperating Division: NHS Fife, Primary and Preventative CareJob Reference:No of Job Holders: 1Last Update (insert date): February 2024 |

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| 2. JOB PURPOSE |
| To provide comprehensive secretarial and administrative support to health care professionals based within Outpatient 7, Whyteman’s Brae Hospital and provide reception services to patients and members of the public*.*  |

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| **3. DIMENSIONS** |
| Kirkcaldy & Levenmouth CHP has a geographic population of 101,311 patients, within 18 General Practices. There are 62 GPs within these Practices.Clinical Services managed and provided locally to this population include all aspects of Community Nursing, Podiatry, Physiotherapy and in-patient and day care services for older people. Clinical services managed and provided across Fife include Mental Health, Rehabilitation, Rheumatology, Reproductive and Sexual Health Service, Managed Clinical Networks and Nutrition & Dietetics. The population of Fife is 376,203.The postholder will work as part of the Admin Support Service and will be a member of the H&SCP Admin Services Team which comprises, Business Manager, Administration Services Manager, and Administration Support Co-ordinator. The team will be led and managed by the Administration Services Manager.There are approximately 50 A&C staff within the Admin Support Service.  |

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| 4. ORGANISATIONAL POSITION |
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| 5. ROLE OF DEPARTMENT |
| Community health centres/clinics provide local access to a variety of health care services e.g. Community Paediatrics which includes Community Paediatricians and Public Health Nursing Team, which includes Health Visitors and Support Nurses, District Nurses and School Nurses. The Public Health Nursing Team and Community Paediatrics hold various assessment clinics within Whyteman’s Brae Hospital which include child health, sleep, enuresis and hearing clinics.  Other health professionals provide services for patients which include Addiction, Counselling, Advisory clinics, Speech and Language Therapy, Podiatry, Psychiatry, Psychology and Dietetics.  |

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| 6. KEY RESULT AREAS |
| In conjunction with colleagues the post-holder:-* Provides a telephone service for all departments within Outpatient 7, Whyteman’s Brae Hospital.
* Along with colleagues is responsible for manning a busy reception, answering telephone calls promptly and courteously and connecting the caller to the person required or take a message if necessary.
* Responsible for the effective management of the Tiara electronic diary system which is in place to provide appointments for patients attending the Podiatry Department and other services.
* Ensure that all patients/visitors are welcomed and directed to the appropriate waiting area/office and queries dealt with appropriately.
* Sort all incoming internal and external mail on an ongoing basis throughout the day. Distribution of

mail bag received from Child Health Department which includes letters and surveillance forms for Community Paediatrics and School Nurses. * Assist in maintaining school health records for 3 high schools and 12 primary schools which includes liaising with Child Health Department, schools and other external agencies. Track and transfer school records as and when required. Annual movement of records – P1’s into school records, P7’s into S1’s at High school and S6 leavers to be sent to scanning.
* Request and record safe transfer of patients’ notes from hospitals, Health Centres and Child

 Health Department.* Administer Nurse led enuresis and encopresis clinic. Enter referrals received via generic inbox on to database, make appointment via Trakcare, make up information pack and send out appointment letter, pull medical records for clinic, type up referral feedback letters using digital dictation system Winscribe after clinic and file away medical record. Order buzzer alarms for patients.
* Make appointments, send letters, pull notes and type follow-up letters for services as required.
* On a daily basis take responsibility for dealing with requests such as, repairs, equipment requests for Outpatient 7 and ensure that appropriate documentation is completed and forwarded to the appropriate department.
* Order stationery supplies to maintain adequate stocks.
* Take room bookings ensuring appropriate and efficient room usage.
* Cover for colleagues during lunch breaks, annual leave and sickness.
* Undertake any other duties commensurate with the post and grade.
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| 7a. EQUIPMENT AND MACHINERY |
| Telephone System Personal Computer and Printer Transcription machinePhotocopierLoop SystemGuillotine  |
| **7b. SYSTEMS** |
| Paper filing systems: - School Health Records (7000) Community Paediatric records (350) +  Enuresis Records (60)Electronic data storage e.g. Word, Excel, Access, Internet, PowerPoint, CHI 24, Net Term, Enuresis database and Trakcare, Digital Dictation (Winscribe), TeamsElectronic Tiara Diary Appointment System for Allied Health Professionals (AHPs).  |

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| 8. ASSIGNMENT AND REVIEW OF WORK |
| * Routine, planned work is mainly generated by Health Care Professionals
* The post-holder is required to take responsibility for managing their own workload and ensuring all deadlines are met.
* The post-holder is supported by the Administration Support Co-ordinator and the Administration Services Support Team who are available for advice and support as necessary.
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| **9. DECISIONS AND JUDGEMENTS** |
| * The post-holder plans and prioritises their own workload and is guided by established precedents.
* The post-holder is expected to exercise their own initiative in dealing with day-to-day problems as they arise and takes non-clinical decisions as to when to seek the advice/guidance of the

 Administration Support Co-ordinator, Administration Services Support Team or the relevant Health Care Professional. |
| 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB |
| * Prioritising workload to ensure that all deadlines are met.
* Priorities can shift on an hour by hour basis so the post-holder must work flexibly to meet the needs of the service.
* As well as dealing with high volume of phone calls the post-holder is required to also deal face to face with the public, answering queries and using the Tiara diary system.
* Maintaining appointment systems effectively to ensure Health Care Professionals can work efficiently
* Work is interrupted frequently due to reception and demands from health care professionals.
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| **11. COMMUNICATIONS AND RELATIONSHIPS** |
| * The post-holder exercises initiative in making non-clinical, basic decisions, which contributes to the smooth running of the Outpatient 7.
* The post-holder will frequently communicate with colleagues within Outpatient 7 and also the public, patients, Health Care Professionals, Public Health Nursing Teams, staff in GP Practices, external agencies and colleagues in other NHS Fife bases,. Communication can be by face to face, telephone, fax, email or written correspondence.
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| **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
|   **Physical*** Whilst performing the duties of this job the post-holder is regularly required to stand/sit/

 walk about, talk and hear and must be able to read a VDU screen.   **Mental*** Workload is constant and priorities may shift throughout the day. This can be both physically and mentally demanding. The post-holder is required to be sensitive to patient/client need and must be aware of possible disabilities e.g. deafness, physical disability, learning difficulty etc and be non-judgmental.

 **Emotional*** The post-holder may occasionally be subjected to aggressive behaviour/verbal abuse from patients/clients.

 **Environmental*** The post-holder works in a busy reception area used by a large number of health care professionals which can frequently cause overcrowding and increased noise levels. Tasks may be interrupted and concentration is required when taking patient details, typing, etc.
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| 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB |
| The post-holder requires to:-* Have a good standard of English and numeracy.
* Possess excellent communication and interpersonal skills.
* Have a relevant previous secretarial / reception experience.
* Be proficient in the relevant IT packages to support the duties listed under ‘Key Result Areas’.
* Have good keyboard skills, a minimum typing speed of 45 wpm and be proficient in audio typing.
* Have the ability to work using own initiative and recognise when guidance/advice is required.
* Identify training needs through Personal Development Planning.
* Be familiar with the Caldicott Guidelines, Data Protection Act 1998 and the Freedom of Information (Scotland) Act 2002 with regard to patient confidentiality and handling of patient information.

“Mandatory Induction Standards and Code of Conduct for Healthcare Support Workers – NHS Circular CEL(2010)23Your performance must comply with the “Mandatory Inductions Standards for Health Care Support Workers in Scotland” 2009; and with the Code of Conduct for Health Care Support Workers, both as amended from time to time, which will be issued with your contract (further copies can be obtained from Human Resources). Failure to adhere to the Standards or to comply with the code may result in poor performance measures or disciplinary action and could lead to dismissal; or if you are self-employed, such failure will be deemed to be a breach of an essential term of your contract, allowing us to terminate with or without notice." |

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| **14. 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 Signature: | Date:Date: |