NHS TAYSIDE – AGENDA FOR CHANGE

JOB DESCRIPTION

|  |  |  |
| --- | --- | --- |
| **1** **JOB IDENTIFICATION** | Job Title | Audio Typist / Clerical Officer |
| SC06-2483 | Department(s) / Location | Plastic Surgery, Specialist Surgery Division, NHS Tayside |
|  | Number of Job Holders | 1 |
| JOB PURPOSEProvide audio / copy typing and clerical service to medical staff and others within the Specialist Surgery Division across NHS Tayside.  |
| ORGANISATIONAL POSITIONAdmin Services ManagerMedical StaffNursing StaffAdministrative Services SupervisorsMedical Secretaries**Audio Typist / Clerical Officer (This Post)** |
| SCOPE AND RANGEBased within the Plastic Surgery Department, the post holder will provide a high-quality, audio / copy typing and clerical service to medical staff and others as required across NHS Tayside acute hospitals i.e. Ninewells, Perth Royal Infirmary and Stracathro hospitals.Provide cover for typists and clerical officer during periods of leave as directed by the Administrative Services Supervisor / Manager.Work as part of a team using own initiative whilst developing good working relationships and a pro-active approach to teamwork with colleagues.The postholder will not be expected to supervise other staff. However, the postholder will be required to demonstrate their duties to new staff. |

|  |
| --- |
| MAIN DUTIES / RESPONSIBILITIES1. **Typing Duties**
* Undertake audio typing / copy typing, mostly related to patient correspondence. Typing produced to a set standard as per department policy / standard procedures. Postholder will be required to interpret handwritten and verbal material the content of which may involve sensitive patient / staff information.
* During the course of audio typing, identify those patients whose casenotes identified as “awaiting test results” and action as appropriate. Upon receipt of test results ensure these and any photographs are matched to casenotes and passed to appropriate medical staff for their attention.
* Where required, completion of waiting list slips with accurate patient details for onward processing by the Waiting List Secretary.
1. **Photocopying Duties**
* Undertake photocopying for self and colleagues, ensuring copies are of acceptable quality. Maintain photocopier by highlighting any faults or issues.
1. **Equipment upkeep**
* Ensure equipment used (audio equipment / PC / telephone etc) is kept in working order, reporting any faults to helpdesk.
* Maintain information and files on PC in orderly manner, using hospital main server according to Data Protection instructions.

Data Input and Retrieval* Enter data into hospitals systems as required e.g. Trakcare.Retrieve information for use in the course of the day-to-day execution of duties and to provide information to others to resolve queries e.g. patient appointment details from Trakcare.

**5**. **Clerical*** Hand fold and despatch mail
* Request patient casenotes from iFit and other departments within NHS Tayside
* Record receipt and dispatch of casenotes via iFit requesting tool
1. **Filing**
* Maintain the departmental filing systems by undertaking filing duties as instructed, ensuring information is filed in an appropriate format i.e. chronologically / by surname, CHI etc
* Ensure tracking documentation is completed where files are removed from filing system to enable these files can be located as required.

**7. Telephone Duties*** Provide information for callers to the department ensuring enquiries are dealt with timeously and in a courteous manner, redirecting as appropriate.

**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 RELATIONSHIPSBased within the Plastic Surgery Department, the post holder will be guided on a day-to-day basis by the Administrative Supervisors as to workload to be undertaken and location.Members of the general public may phone seeking advice or for appointments. The postholder must be able to deal with such individuals in a pleasant and competent manner (some of these callers may not have English as their first language or may have an impairment that will require the postholder to use communicational skills). There is also a need to be able to communicate sensitive information with staff and patients who may have requests / issues that require diplomacy, tact and confidentiality.  |
| 7 KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOBSkills: Numeracy, literacy, proficient audio typing and organisational skills.Qualifications: General basic education evident by formal education (standard grades) or gained through equivalentExperience: Previous relevant work experienceTraining: 3 - 6 months in post training |
| SYSTEMS AND EQUIPMENTTelephonePC and IT packages and InternetGeneral Office Machinery – PhotocopierDigital Dictation equipment - WinscribePatient Information Systems e.g. Trakcare, Clinical Portal, iFit**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)**Physical skills / demands*** High volume of touch-typing ensuring a high degree of speed and accuracy using Display Screen Equipment.
* Physical demands also involve, on a daily basis, retrieval and filing of casenotes, which individually can weigh up to approximately 3-5 kg, from high shelving with use of ladders as required and the carrying of same. Retrieval of casenotes from filing room and other departments.
* On a daily basis sitting for up to 3.5 hours in one position, taking regular breaks (typing / administrative work / answering telephone).

**Mental demands*** The postholder may have some interruptions (up to 6 per day) which can lead to a change of task whilst still being expected to complete tasks within given timescales.
* Continuous review of workload required to ensure objectives met. High levels of concentration required to the typing of patient correspondence 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 e.g. timeous delivery of clinical correspondence to GPs. To deliver the full remit of the role the postholder requires to have excellent communication and IT skills which include speed and accuracy.
* Confidentiality, diplomacy and discretion are required at all times.
* Requirement to be multi-skilled, covering various departments across NHS Tayside, often at short notice

**Emotional demands*** Letters / reports for typing frequently contain sensitive information and material of a highly distressing nature (approx. 4-5 times per week). Casenotes / files can hold sensitive, unpleasant and emotional material.

**Environmental Demands*** More or less continuous use of Display Screen Equipment
* Shared offices can lead to noisy working conditions
* To ensure compliance with NHS operating policy the postholder is required to undertake relevant Health & Safety Training
 |
| DECISIONS AND JUDGEMENTSWorkload will be generated by the needs of patients and staff within the departments of the Specialist Surgery Division. The postholder will be directed in their workload by the Administrative Services Supervisors and will be guided in the areas of work to meet deadlines when required.The postholder will be required to interpret written and oral communications, correcting spelling and grammar to ensure continued quality of output and standards maintained. The postholder will be able to seek the assistance of others as required, e.g. to answer questions to allow completion of task.When sorting patient test results the postholder must be aware of the need to process the results as quickly as possible ensuring they are passed to medical staff timeously. The postholder will use their acquired knowledge to prioritise those results of a more urgent nature. |
| MOST CHALLENGING / DIFFICULT PARTS OF THE JOBAbility to learn and adapt to requirements and duties of multiple departments, often moving from one department to another at short notice in response to sick leave etc. To be able to work to the required pace as determined by the needs of the service. |
| 1. **JOB DESCRIPTION AGREEMENT**

A separate job description will need to be signed off by each postholder to whom the job description applies. |
| **Job Holder’s Signature:** | **Date:** |
| **Head of Department’s Signature:** | **Date:** |