



Team Secretary

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Welcome from Laura Skaife-Knight, Chief Executive

Thank you for your interest in this exciting position.

Orkney is a really great place to live and work. The relationship with our local community here is truly a special one, and like none I have experienced in my career to date.



I recognise moving to Orkney is a very big decision. If it's a move you are considering, like me, you will no doubt have a lot of questions going through your mind about what it's really like to help you to make the right decision for you.

We have tried to answer some of these questions, provide details about NHS Orkney and share some helpful information about living and working here to assist you as you do your research. I hope that you find this pack useful, and it helps you come to the conclusion that you should apply to work with us.

At NHS Orkney, we are absolutely committed to the delivery of high-quality, safe, and effective care for all that need us. We are proud to employ over 750 staff across our community, primary and secondary care services. We call this team, Team Orkney, recognising we are one team, all pulling in the same direction.

NHS Orkney is on an exciting journey of improvement, with a strong focus on doing all we can to deliver the best possible care and services to our patients and local community, with a real focus on providing care in Orkney and ideally in people's own home. The pace of change will continue to accelerate driven by our committed staff who are keen to adopt new and innovative ways of working without losing what is special to working in Orkney, our wonderful community and community spirit.

I am passionate about leading with kindness and working in an open, honest and transparent way that supports staff to innovate, be bold and be brave knowing that not everything we do turns out as we intended. I want us to have a listening and learning culture here, where staff feel supported, valued and looked after. It is important that we consistently listen to and act on patient and staff feedback so that we can learn and continuously improve what we do.

NHS Orkney has a clear set of values and these drive all we do:

- Care and Compassion Dignity
- Respect
- Quality and Teamwork
- Openness, Honesty and Responsibility.

The final thing I would like to say to any prospective applicant is that Orkney occupies an enviable location at the north of Scotland with breath taking beaches, hills, and rolling countryside right on our doorstep. Orkney has consistently come out top in national lifestyle and happiness surveys, and with an open and vibrant community, it is the perfect location to call home within a safe and welcoming community.

This, along with Orkney's direct flight connections to other major cities in Scotland and now further afield including London, means the area can offer staff so many rewarding opportunities for those in pursuit of finding the right work-life balance. If you'd like to discuss any opportunity, please get in touch with us via and we'd be pleased to discuss further recognising you will have many questions for us to help you to reach the right decision about your future. For me, choosing NHS Orkney was the best decision I ever made.

Laura Skaife-Knight

Chief Executive

NHS Orkney





Job Advert



Team Secretary

The Balfour – Clinical Administration

Band 3 £26,972 - £28,990 including Distant Islands Allowance pro rata per annum

Full Time 37 hours per week

Permanent

An exciting opportunity has arisen within the Clinical Administration team for a Team Secretary to join our motivated and supportive team.

The successful candidate will have excellent communication and organisational skills, be able to work under pressure and multi-task without being distracted. You will need to be hard working and a good team worker. You should have the ability to manage priorities and be able to work on your own initiative.

Rise to the challenge and enjoy the opportunity - Orkney is a wonderful place to live and work and offers low pollution, low crime, excellent schools, good leisure facilities, unique wildlife and amazing scenery, whilst still only a short flight away from the UK mainland. To find out more about living and working in Orkney go to <http://www.orkney.com> or <https://www.youtube.com/watch?v=ekYtsSubUJ4>

For further information on this post please contact Katrina Kelday, Clinical Administration Manager, on 01856 888074 or by email katrina.kelday@nhs.scot or Kelly Reid, Clinical Admin Supervisor on 888073 or by email kelly.reid1@nhs.scot

This post is subject to a Disclosure Scotland check

This role does not meet the eligibility criteria for a [Skilled Worker visa](#) or a [Health and Care Worker visa](#). NHS Orkney (NHSO) is unable to provide candidates or employees with a Certificate of Sponsorship (CoS).

Job Description

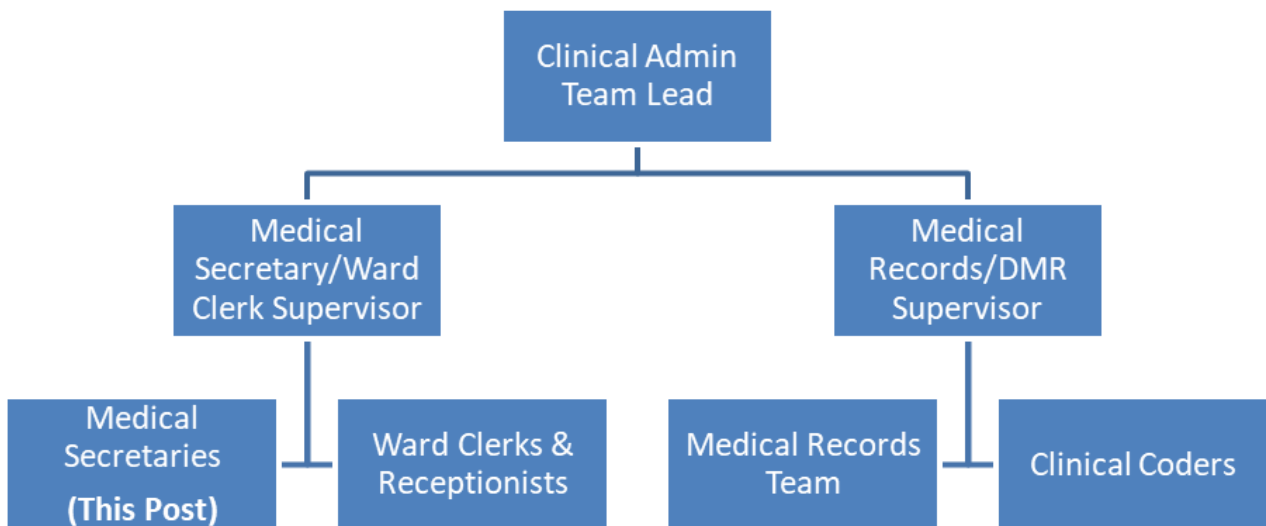
1. JOB DETAILS

JOB TITLE	Team Secretary
SERVICE	NHS Orkney
DEPARTMENT	Clinical Administration
GRADE	Band 3
LOCATION	The Balfour
REPORTING TO	Medical Secretaries Supervisor

2. JOB PURPOSE

Provide a high level of comprehensive, efficient and effective administrative support to consultants and the clinical admin department and their teams.

3. ORGANISATIONAL CHART



4. ROLE OF THE DEPARTMENT

Provision of meticulous audio typing and administrative service to resident consultants within a group of specialties, including the management of multiple information systems.

The department supports the Balfour Hospital, which services 20,000 population and over 140,000 visitors annually.

The Balfour has Consultant Surgeons, Consultant Anaesthetists, Consultant Physicians and Consultant Gynaecologists as well as visiting specialties that provide outpatient clinics, pre-operative assessment, endoscopy, theatre lists and day case procedures including blood transfusions.

5. KEY RESULT AREAS

TYPING DUTIES

Transcribe consultant audio dictation and type consultant letters to a high and accurate standard in a timely, systematic manner utilising the electronic typing system (ECCI) and Word, distributing signed letters to GPs and AHPs as indicated, prioritising urgent tertiary referrals. This involves audio typing skills and a broad knowledge of medical terminology, some of which may involve sensitive patient information and emotional subjects.

Typing produced to a set standard as per department/policy standard procedures.

STAFF COVER

Responsible for covering the workload of higher banded Personal Assistants whilst on leave and making appropriate decisions at that time.

PHOTOCOPYING AND SCANNING DUTIES

Undertake photocopying tasks for the team, ensuring they are of good quality.

Undertake scanning duties for the team, ensuring the patients documents go into the correct file and are named correctly as well as making sure they are separated between EPR and C-Cube.

MAIL DUTIES

Sort, distribute and prioritise incoming mail, which all contain sensitive information, and record this on the Trakcare system using judgement and experience to decide which documents are to be passed to consultants and which may be passed to other specialties or areas for information or action.

Redirect any mail that has been wrongly received in the department to the mailroom or as appropriate.

Take urgent outgoing mail to the mailroom as required.

6. DECISIONS AND JUDGEMENTS

The post holder has the freedom to organise and prioritise their workload on a day to day basis and anticipate problems and resolve them using their own initiative i.e. their work is managed rather than supervised.

The post holder will be required to accurately type correspondence, interpret written and oral communication in order that patient treatment plans are not compromised.

Make judgements to solve appointment issues when dealing with patients over the telephone.

Prioritising when dealing with referral letters regarding possible urgent referrals.

Action patients results in a timely manner.

Ensure clinics are scheduled and filled accordingly to the Consultant rota.

In-depth knowledge of own specialty, making decisions in the absence of higher banded colleagues and a thorough knowledge of other specialties within the department.

7. ASSIGNMENT AND REVIEW OF WORK

Responsible for progress checking regarding patients results or correspondence updates on multiple systems daily and ensure consultants are aware that results require action so they are dealt with promptly, providing quality patient care whilst ensuring government waiting times are adhered to.

Provide best patient care ensuring appointments, results and treatment are provided in a timeous and co-ordinated manner.

Answer non-routine telephone and e-mail enquiries, analyse information from the patient to resolve disputed appointment times, offer a new appointment and rearrange existing appointments all in a polite, negotiable manner and using own initiative to have the best outcomes for the patients whilst meeting New Ways Guidance.

Co-ordinate waiting lists and organise outpatient/inpatient appointments, knowing the difference between urgent and routine, and bearing in mind isles patients who can only come at certain times.

Ensure mail correspondence as required for patients is sent out in a timely manner and be courteous on contacting patients by phone to make or change appointments if it is in the near future.

Communicate face-to-face and via telephone with patients, members of the public, multidisciplinary teams and NHS Grampian colleagues in a friendly, professional and courteous manner ensuring that sensitive subjects are spoken about delicately with the appropriate patient and/or their family.

Retrieve electronic referrals from SCI-Gateway, ensuring the patient details are up-to-date, forward on urgent referrals in the correct timescale to relevant staff including the Cancer Waiting Times Facilitator, then appoint patients when referrals are vetted in a timely manner – understand the Guidelines for waiting times and ensure these are met.

Maintain the hospital filing system by undertaking EPR scanning of internal and external correspondence ensuring information is scanned in appropriate format and know how to keep it secure when unattended.

Able to negotiate with staff concerning patient services e.g., medical, nursing, medical records, x-ray and management.

Manage own workload, prioritising as necessary, knowing the difference between urgent and routine tasks.

Action results of clinical investigations within procedural guidelines and provide admin support for the consultants such as typing their dictated letter to the patient so they are aware of the result.

Analyse the consultant rota and arrange clinics accordingly.

Ensure that all relevant information is available and up-to-date on the patient electronic system, adhering to the Data Protection Act 2018 and Records Management Policy February 2015.

Record, track, manage and maintain patient records.

Implement secretarial procedures, policies and SOPs and update as appropriate.

Input relevant patient information/appointment details accurately into the relevant systems i.e. TrakCare, C-Cube, SCI-Gateway, ECCI, SCI-Store, RIS, Opera and EMS.

Process inpatient forms onto TrakCare double checking their next of kin details and personal details are up-to-date.

Scan patient correspondence for onward referral.

Provide training and demonstrate administrative duties to new staff and explain departmental procedures as well as managing your own workload.

Take minutes for departmental meetings, ensuring these are sent out promptly.

Complete staff surveys including iMatter and audit reports as required.

Ensure H&S standards are maintained to provide a safe working environment.

Adhere to all relevant NHS Orkney Policies and provide appropriate and accurate advice to other staff.

Ensure security and confidentiality of patient records is maintained at all times.

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.

8. COMMUNICATIONS AND WORKING RELATIONSHIPS

The post holder will communicate with all callers to the department (in person and by telephone) e.g. general public, patients and multidisciplinary staff in a polite manner.

The post holder will need to communicate with other NHS bodies and various external organisations via telephone, e-mail and verbal or non-standard written forms of communication ensuring no patient confidentiality is at risk when doing so.

The post holder must acknowledge the sensitive nature of the topics discussed/detailed in correspondence/patient files and use tact and diplomacy to ensure appropriate levels of confidentiality is maintained.

The post holder must be able to communicate with patients and families who may not have English as their first language or have an impairment which will require the post holder to communicate in a non-verbal manner.

Communicate sensitive information with staff/public/patients who may have issues or requests which require a greater level of medical understanding with tact and diplomacy, i.e., patient test results can only be communicated directly to the patient by the consultant or doctor. When patients phone in for results, they can be frustrated and verbally abusive when this information cannot be relayed to them so good telephone skills to relay your emotional understanding is essential.

Excellent communication skills are an essential element of this post, both verbal and non verbal, aiming to give the best patient care possible.

A good working knowledge of NHS policies and procedures

9. MOST CHALLENGING PARTS OF THE JOB

Ability to multi-task as demand requires, ensuring workload is completed to appropriate standards.

Dealing with distressed relatives and patients. Indirect frequent exposure to emotional circumstances in dealing with patient results and correspondence.

Ability to organise workload in a context of conflicting priorities i.e. typing an urgent letter and receiving a telephone call which necessitates managing a patient urgently.

Attempting to get a task which needs a high level of concentration completed with constant interruptions, which usually involves having to come out of the programme currently being accessed to check information or to give or rearrange appointments.

Maintaining confidentiality in a large open plan environment.

In-depth knowledge of own specialty, making decisions in the absence of higher banded colleagues and a thorough knowledge of other specialties within the department.

10. SYSTEMS/EQUIPMENT

The post holder will have the knowledge and skills necessary to use all equipment safely in the area.

Maintain stock ordering online through PECOS as well as maintaining manually from the central stationery area.

Audio equipment / Dictaphones.

Post holder will input and update information into the relevant databases for Medical, Surgical, Gynaecology and Pain.

General Office Equipment – Photocopier/ Scanner/ Telephone.

PC, Laptop and IT Packages – TrakCare/ CHI 24 / Patient Records Filing System / SCI-Gateway / SCI-Store / Cancer Care Pathway / Internet / BLOG / OPERA / EMS / ECCI / C-Cube / RIS / Transcription Module / SSTS / PECOS.

11. QUALIFICATIONS AND/OR EXPERIENCE REQUIRED FOR THE ROLE

Qualifications

SCQF Level 6/SVQ 3 in Administration or relevant subject or through equivalent experience

Experience

Previous experience in dealing with the public gained through previous post.

Previous experience of audio and typing skills gained through educational establishment.

Skills

Numeracy.

Literacy.

Proficient audio typing skills.

Proficient in Microsoft Package.

Organisational skills.

The post holder will undertake training such as; a broad range of medical terminology, the use of hospital electronic systems, i.e. TrakCare, CHI 24, Patient Records Filing System, SCI-Gateway, SCI-Store, Cancer Care Pathway, Internet, Intranet, OPERA, EMS, ECCL, C-Cube, RIS, Transcription Module, SSTS, PECOS and understanding the hospital/departmental Medical Records System.

To ensure compliance with NHS Orkney's Operating Policies the post holder is required to undertake relevant Management of Verbal and Physical Aggression training, Display Screen Equipment Risk Assessment training and Basic Life Support on an annual basis. The post-holder should also ensure Learnpro - Turas is up to date.

12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL FACTORS

Physical

Touch typing skills (both audio and copy) ensuring a high degree of speed and accuracy in Display Screen Equipment on a daily basis and decipher difficult dictation.

Sitting for long periods of time in a restricted position i.e. typing/administrative work/answering telephone, for approximately 80% of each working day.

Mental

The post holder is expected to respond to unpredictable work demands including ongoing distractions which can lead to changes in the daily workload whilst still being expected to complete tasks within given time scales.

Constant review of workload required to ensure objectives met. Frequent concentration is required to ensure typing of lengthy correspondence and reports are produced with high level of accuracy at all times.

Remaining calm at times of increased workload. Be able to cope with long periods of typing ensuring concentration and focus are maintained.

Demands of unpredictable change in priorities which override necessary duties being undertaken at the time e.g. required to fill a clinic at very short notice (under 24 hours) and typing urgent letters which have to be processed then and there.

Ability to estimate the time, effort and resources needed to carry out tasks ensuring an appropriate system is in place to plan your time and tasks and making sure they are completed in a logical order.

Provide information and feedback to more senior staff on points at which the service you provide might be under time pressure and suggest solutions.

Emotional

Correspondence for audio typing, on a daily basis, which contains sensitive information and material of a highly distressing nature. Case notes/files can hold highly sensitive, unpleasant and emotional material i.e. photographs of surgical wound sites and procedures.

Deal with telephone enquiries from distressed patients, terminally ill patients and relatives on a daily basis and be able to keep calm and be understanding to the person phoning.

Ability to work under pressure and cope with emotional and sensitive subjects.

Working within an acute department, the post holder is exposed to confidential, sensitive and highly distressing information which is contained within legal documentation and patient case notes.

In-depth knowledge of own specialty, making decisions in the absence of higher banded colleagues and a thorough knowledge of other specialties within the department.

Ability to multi task and maintain concentration in a task with interruptions i.e. phone calls or queries from consultants in a busy, and often loud, office.

Environmental

Cope with unpleasant office conditions such as fluctuating temperature and smells.

Shared office can lead to noisy difficult working conditions causing ongoing distractions and stress on a daily basis.

Continuous use of display screen equipment.

Verbal aggression from patients/staff – using effective negotiation skills to solve/defuse the problem and know when to escalate problems/complaints to more senior staff by telephone or face – face.

Job Description Agreement	
Job Holder's Signature	Date:
Head of Department Signature	Date:

Person Specification

Job Title: Team Secretary
Department: Clinical Administration
Location: The Balfour

FACTOR	ESSENTIAL	DESIRABLE
EXPERIENCE	<p>Proficient audio typing skills.</p> <p>Experience or training in Word, Excel and e-mails</p> <p>High degree of accuracy and attention to detail to be proficient in data input.</p> <p>Experience in dealing with the public.</p>	<p>Experience of the health service and preferably NHS Orkney.</p> <p>Experience or training in working with databases.</p>
QUALIFICATIONS TRAINING RESEARCH PUBLICATIONS	<p>SCQF Level 6/SVQ 3 in Business Admin or equivalent experience</p>	<p>ECDL or other computing qualification</p> <p>Previous NHS experience in a similar post</p>
KNOWLEDGE AND SKILLS	<p>Good literacy and numeracy skills.</p> <p>Excellent interpersonal skills including proven listening and communications skills.</p> <p>Good organisational skills.</p> <p>Good time management skills.</p> <p>Knowledge and understanding of the importance of confidentiality.</p> <p>Ability to think quickly and make confident decisions.</p> <p>Ability to retain and reproduce complicated procedures.</p> <p>Ability to prioritise work to deadlines.</p>	<p>Knowledge of medical terminology</p>
DISPOSITION	<p>Self-motivated and able to show initiative.</p> <p>Calm and courteous.</p>	<p>Able to manage conflict in a diplomatic manner.</p>

	Demonstrable evidence of 'can and will' do attitude. Demonstrable evidence of ability to work as part of a diverse team or as an individual.	
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Introduction to Orkney and NHS Orkney



Lying off the northern coast of Scotland, between John O’Groats and the Shetland Isles, Orkney is an archipelago of over 70 beautiful islands; 17 of which are inhabited. The total population is approximately 22,000, with most people living on the Orkney Mainland. Kirkwall, the capital with its spectacular red sandstone 12th-century cathedral and a population of 7,500, is the administrative centre of Orkney with a good mixture of shops, supermarkets, and businesses.

Orkney is a wonderful place to live and offers excellent schools and leisure facilities, low pollution, low crime, unique wildlife, and amazing scenery. Although remote, there are excellent transport connections with numerous flights to Aberdeen, Glasgow, Edinburgh, and Inverness every day. There are ferry services to Aberdeen, Scrabster, and Gills Bay, and of course to the smaller isles in Orkney.

Orkney’s economy is based on agriculture, generating some £30 million per year. Farmers breed and rear beef cattle, dairy cows, and sheep of the highest standard. Orkney has international recognition for its food, with cheese, beef, lamb, and fish produce becoming well known; not to mention whiskey, beer, and gin. Tourism, oil, and the renewable energy sectors are increasingly important. Orkney is at the forefront of the renewable wave and tidal energy drive in the UK.

Kirkwall is a great place for children and a wonderful environment for a family. There is a very strong community spirit with a wide range of cultural and sporting activities for adults and children. Schools in Orkney are very good, with no private fees. Imagine all of this within walking distance of your home and workplace. For residents and visitors there is so much to see and do: playing a round of golf, fishing, kayaking, walking, cycling, diving, wind surfing and horse riding are but a few. The Pickaquoy Centre provides a modern well-equipped sports facility, swimming pool and entertainment centre. There are many cultural activities, with annual music, jazz and science festivals attended by internationally renowned artists and scientists. There is an extremely wide variety of activities for children



and young people. Homes are very affordable and with little traffic, travelling around the islands is easy.

According to the 2020 Bank of Scotland quality of life survey, for eight years in a row Orkney was crowned the best place to live in Scotland. The island took the top prize due to high employment levels, low crime rates, smaller primary class sizes along with good health and happiness scores. With its strong sense of community, picturesque landscape and rich archaeological treasures, the archipelago frequently wins the hearts of visitors.

Not only is Orkney one of the most affordable places to live in the UK, it also has one of the highest employment rates, with 88 per cent of residents between 16 and 64 currently in work. The low crime rate means that many people do not even lock their front doors to allow the postie to place the post and packages inside the door. As for overall wellbeing, more than nine in 10 Orkney residents report good or fairly good health.

To find out more about living and working in Orkney go to www.orkney.com or www.orkneycommunities.co.uk and learn more about NHS Orkney at www.ohb.scot.nhs.uk.



Recruitment Process

The NHS Scotland Everyone Matters 2020 Workforce Vision outlines the commitment the Scottish Government has in putting people at the centre of everything the NHS in Scotland does. Working to a common set of values, the vision will continue to modernise the way we work, embracing technology and digital transformation.

All vacancies will be advertised on NHS Scotland's recruitment website:

<https://apply.jobs.scot.nhs.uk/>

Internal vacancies will be advertised on NHS Scotland's internal recruitment website:

<https://apply.jobs.scot.nhs.uk/internal/>

CVs are not accepted as a form of application; NHS Scotland's electronic application form must be used on the above links.

All adverts will close at midnight on the advertised closing date.

Our selection process will consist of the following assessments:

- **Application short listing** – application forms are reviewed and those meeting the role requirements will be invited to a competency-based interview
- **Interview/Assessment** – competency-based interviews have a focus on NHS Orkney's core values and the candidate's technical expertise. The interview may also include a role specific test or a presentation topic.

Any job offer will be subject to meeting the conditions of NHS Orkney's safer pre- and post-employment checks policy:

- **Employment references** - references should include current and previous employers covering the last 3 years of your employment history
- **Evidence of qualifications** – candidates will be required to provide evidence of their qualifications, including proof of professional registration if required
- **Medical assessment** – the Occupational Health service will make an assessment on your fitness to carry out the information provided in a questionnaire. In certain circumstances further information is required and Occupational Health may contact you by telephone or request that you attend for an appointment
- **Criminal conviction check** – all applicants who apply for posts which are exempt from the Rehabilitation of Offenders Act 1974 and who will have access to patients during their employment will be required to consent to a Disclosure Scotland Criminal Records Check or join the Protection of Vulnerable Groups Scheme.
- **Immigration, Asylum and Nationality Act 2007 – Prevention of illegal working** – candidates must be eligible to work in the UK, evidence of this must be provided.

For any queries relating to this vacancy, or our Recruitment Process, please email

ork.recruitment@nhs.scot

Equality and Diversity

NHS Orkney is committed to Equality & Diversity <https://www.ohb.scot.nhs.uk/about-us/equality-and-diversity>