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| 1. **JOB IDENTIFICATION**

**Sc06-3507(rev24)** | Job Title | Secretary, B3, NW |
| Department(s)/Location | Theatres, Anaesthesia & Critical Care (TACC) |
| Number of Job Holders | **1** |
| CAJE Number | SCO6-3507 (rev 24) |
| 1. **JOB PURPOSE**

To provide administrative and clerical support to the Senior Charge Nurses, Charge Nurses and the multi-disciplinary team within Theatres, Anaesthesia & Critical Care (TACC) in Ninewells Hospital. Assist in the provision of A&C Services within the Department of Anaesthesia and provide cover to the Elective Theatre Co-ordinator and TACC PA’s during periods of leave.To ensure efficient and accurate communication of information within the Anaesthetic Department. |
| 1. **ORGANISATIONAL POSITION**

A&C Services Manager/Elective Theatre Co-ordinator A&C Supervisor**Secretary** |
| 1. **SCOPE AND RANGE**
* To provide administrative support to the Theatre Senior Charge Nurses, Charge Nurses and the Anaesthetic Department, including Consultants and Trainees.
* Manage the Theatre Scheduling email inbox and action any changes/cancellations within Opera Theatre Management System.
* Assist with A&C duties, including reception within Theatres, Anaesthesia & Critical Care across NHS Tayside on a regular basis, including the typing of Outpatient Clinic letters.
* Assist with co-ordinating the Anaesthetic Rota (CLW) on a daily basis and re-allocate Anaesthesia Consultants and Trainees, when necessary, to ensure cross-cover across all theatres within NHS Tayside.
* Responsible for inputting and updating data within Opera (Theatre Management System), on a daily basis, to make sure it is accurate and kept up to date. Provide cover for the Opera System’s Lead during periods of absence/leave.
* Liaise with secretarial/administration staff across Tayside.
* There may be a requirement for the postholder to work across Tayside.
* The postholder will be required to achieve the mandatory induction standard for Healthcare Support Workers in Scotland and to comply with the Code of Conduct throughout your employment.
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| 1. **MAIN DUTIES/RESPONSIBILITIES**
2. Provide administrative support to the Theatre Senior Charge Nurses, Charge Nurses and the department of Anaesthesia. Manage and plan diaries efficiently, to ensure good use of time.
3. Responsible for preparing agendas, recording, preparing and typing minutes of meetings including Ninewells Obstetric Anaesthesia Group, the Maternity Theatre Prioritisation Group and the Medical Management Group. Distribute minutes of the meeting, specifying decisions made and follow up actions required. Responsible for booking rooms and arranging Microsoft Teams meetings.
4. Arrange PAAWS meetings for the Theatre Senior Charge Nurses and Charge Nurses, liaising with the staff member and HR. Responsible for producing and sending out the meeting invite and outcome letters. Book rooms or arrange telephone/Microsoft Teams meetings as per the requirement.
5. Update the Theatre Planning Schedule on a daily basis with any cancellations and specialty changes and circulate accordingly.
6. Assist with the co-ordination of the Anaesthetic Rota (CLW), on a daily basis, and reallocate Anaesthesia staff when required, to ensure appropriate cross-cover across all theatres within NHS Tayside.
7. Responsible for updating databases within Theatres, Anaesthesia & Critical Care for example, Smartsheet, Opera, ERAS and the staff absence database.
8. Responsible for dealing with all incoming mail within the Department of Anaesthesia, including actioning of any mail.
9. Undertake clerical duties including collation, photocopying and distribution of documents by mail and email systems.
10. Deal with telephone and face to face enquiries from staff, patients and relatives, directing and prioritising queries to allow efficient and effective service delivery.
11. Maintain and undertake departmental filing.
12. Responsible for retrieving/dispatching medical records and the security and safe keeping of medical records held within the department.
13. Typing (including audio typing) of outpatient clinical letters, in particular Obstetric Anaesthetic Clinic. In addition to clinical correspondence to GPs, Consultants, patients and other professionals and arrange outpatient appointments.
14. Retrieving, collating and submitting data from departmental IT systems for example, Qlikview, Opera and BadgerNet.
15. Assist with A&C duties within Theatres, Anaesthesia & Critical Care across NHS Tayside on a regular basis, including the typing of outpatient clinic letters and reception duties.
16. Attend and take note of the weekly Theatre Planning Group meeting. Responsible for updating Opera Theatre Management System with any actions required.
17. Provide limited cover for the A&C Services Manager/Elective Theatre Co-ordinator during periods of leave; taking minutes at the weekly Theatre Planning Group meeting and distribute them to the wider team. Co-ordinate and communicate theatre changes/moves/cancellations to all specialties as and when required. Responsible for actioning and following up emails within the Anaesthetic Admin email inbox. Assist with co-ordinating theatre cancellations/specialty changes; communicate with the relevant theatre team(s) and specialty if required.
18. Responsible for ordering stationary supplies for the department and other items; through finance codes and PECOS.
19. Responsible for monitoring and actioning outstanding tasks from a variety of sources including emails, meeting notes and verbal requests.
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| 1. Maintain paperwork and labels and ensure adequate supply on the Labour Ward.
2. Update and distribute maternity guidelines as and when required and upload to the intranet site.
3. Manage the Theatre Scheduling generic e-mail inbox and action any changes/cancellations of theatre lists within the Opera Theatre Management System.
4. Print Opera theatre lists on a daily basis.
5. Provide cover for the PRI Anaesthetic Secretary, TACC PA’s and Opera Systems Lead during periods of leave/sickness.
6. Assist the Theatre Senior Charge Nurses with the recruitment process. This includes updating Job Train with the following: updating the job status, arrange/input interview dates/times/location (arrange Microsoft Teams meeting if required), collate/scan/attach interview paperwork onto the system. In addition to preparing induction packs for nursing theatre staff.
7. Responsible for inputting/updating rosters on SSTS and update absence details for theatre nursing staff.
8. Book accommodation and travel through the Travel Bureau for theatre nursing staff on behalf of the Senior Charge Nurses.
9. Responsible for collating and recording theatre patient cancellations (planned and unplanned). This information is sent to the Safety and Flow Hub on a daily basis and to senior management on a weekly basis, for government reports.
10. Responsible for updating GDET with hand hygiene compliance details for theatres.

**Induction Standards & Code of Conduct**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. |
| 1. **COMMUNICATIONS AND RELATIONSHIPS**
2. The post holder will be required to communicate with both internal and external organisations to reach agreement and co-operation from all parties i.e. Changing/rearranging or diary commitments at short notice.
3. On a daily basis use tact, diplomacy and empathy within communicating with a cross section of people and also with distressed or angry patients with regards to their treatment/care.
4. Communicate effectively on a daily basis with group management, medical, nursing, general practitioners, secretarial/clerical staff, patients and/or their relatives or carers, and external agencies i.e. Solicitors, Police and Procurator Fiscal using the telephone, face to face, email or written correspondence.
5. The postholder will need to be able to communicate confidential information relating to staff, patients, complaints, confidential reports or papers that may require a greater level of understanding.
6. Must ensure confidentiality at all times.
7. Develop and maintain good working relationships.
8. Use of e-mail on a daily basis to communicate quickly and effectively e.g. distribution of the Anaesthetic rota.
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| 1. **KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB**
2. Secretarial or administrative qualification/s evident by the attainment of formal qualifications (HNC level or similar).
3. Previous experience in NHS administrative/clerical environment or equivalent experience.
4. Knowledge of hospital systems e.g. PECOS, TrakCare, Clinical Portal, Opera, iFit.
5. Knowledge of Clinical Specialities and requirements.
6. Proficient IT skills with sound knowledge of Microsoft packages.
7. Written and oral communication, organisational and supervisory skills.
8. Proficient audio typing and medical terminology.
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| 1. **SYSTEMS AND EQUIPMENT**
2. Relevant IT systems and software i.e. Microsoft Word, Excel, Trakcare, PECOS, Opera, Intranet, Internet, email, Smartsheet, BadgerNet, GDET etc.
3. General office equipment i.e. Winscribe and related dictation, photocopier, telephone and pager system.
4. Anaesthetic Rota System – CLW Rota

**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. |
| 1. **PHYSICAL DEMANDS OF THE JOB**
2. Sitting at VDU screen, frequent changes of position, standing and walking in order to liaise with colleagues.
3. Changing environmental temperature (seasonal change and heat generated by electrical equipment).
4. Carry files/boxes of stationary.
5. Retrieval and secure storage of medical and other records to ensure these are available for clinics, including stretching to retrieve notes from high shelving and carrying of notes.
6. Prolonged periods of concentration required for information transcription to ensure accuracy.
7. Frequent interruptions throughout each working day from staff, telephone calls, patients and visitors.
8. Cope with a range of unpredictable work patterns, with frequent interruptions often causing the need to change task while still completing scheduled work within agreed timescales.
9. Intense concentration to complete the tasks accurately in a very distracting environment.
10. Prioritising of own workload, responding to competing demands and pressures.
11. Occasional need to deal sensitively with patients and carers when they are distressed and with information of a distressing nature.
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| 1. **DECISIONS AND JUDGEMENTS**
2. The post holder will work with minimum supervision but is directly responsible to the Admin Services Supervisor for management, guidance and formal appraisal. The post holder will exercise common sense, initiative and have the ability to prioritise the workload.
3. The post holder has a responsibility for managing their defined workload with departmental procedures and policies on a daily basis.
4. The post holder will be required to interpret written and oral communications, correct spelling and grammar to ensure continued quality of output and standards maintained.
5. Prompting/reminding senior staff regarding priorities e.g. meetings, phone calls etc.
6. The post holder will have the freedom to organise their workload on a day to day basis, in particular with regards to dealing with appropriate correspondence.
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| 1. **MOST CHALLENGING/DIFFICULT PARTS OF THE JOB**
2. Rescheduling/re-allocation of medical staff at short notice to cover all theatre lists across NHS Tayside.
3. Dealing with conflicting demands and priorities.
4. Dealing with constant interruptions within a distracting environment while completing tasks requiring concentration.
5. The work is varied and unpredictable and the postholder is expected to be adaptable.
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