#### **JOB DESCRIPTION**

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| JOB IDENTIFICATION |
|  Job Title: **Medical Secretary**Responsible to (insert job title): Admin and Secreta**rial Services Manager**Department(s): **Secretarial Services**Directorate: **Surgical Directorate**Operating Division: **Acute Services Division**Job Reference:No of Job Holders: **69**Last Update (insert date): **September 2020** |

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| 2. JOB PURPOSE |
| To provide comprehensive secretarial and administrative support to a Consultant and team. |

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| **3. DIMENSIONS** |
| Client group is patients under the care of the Consultant and team.Responsible for allocating work to Support Secretary and/or Clerical Officer, as required. |

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| 4. ORGANISATIONAL POSITION |
| Admin and Secretarial Services Manager   Secretarial Team Leader (x2) Consultant  Medical Secretary………….Support Secretary /  Clerical Officer   |

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| 5. ROLE OF DEPARTMENT |
| To provide an efficient medical secretarial and administrative service to all relevant medical and nursing staff within the Acute Services Division, in order to support the provision of direct care and treatment of patients. |

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| 6. KEY RESULT AREAS |
| 1. Provide a high quality secretarial and administrative service to the Consultant/team to ensure the efficient provision of patient care
2. Deal with enquiries from patients, relatives, all staff groups and external agencies, eg General Practitioners/Health and Social Care; providing information, directing and prioritising queries as appropriate to ensure efficiency and effectiveness of service delivery
3. Manage Consultant/team patient files ensuring information is accurate and up-to-date
4. Manage Consultant/team diary to ensure effective time management
5. Manage Consultant/team mail, responding where appropriate and directing/prioritising to assist in the efficiency of service delivery
6. Where required, maintain acomputerised inpatient/day case waiting list as per SGHD/ISD guidelines and taking into account TTG and 18 Weeks RTT protocols and procedures
7. Maintain and update database system(s) as required
8. Allocate and checkwork to Support Typist/Clerical Officer as required
9. Training of new staff to ensure effective team working with guidance from Secretarial Team Leader and Secretarial Services Manager
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| 7a. EQUIPMENT AND MACHINERY |
| Personal ComputerMFD (print/copy/scan/fax)Office equipmentLabel Printer  |
| **7b. SYSTEMS** |
| Office filing systemComputerised Patient Administration System (TRAKcare)Terminal digit filing system within Central Records LibraryElectronic data storage and software systems, eg Word, Excel, Access, PowerPointDigital dictation systemInternet, Intranet, Outlook |

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| 8. ASSIGNMENT AND REVIEW OF WORK |
| The post holder works directly to a Consultant and teamThe post holder is managed by the Secretarial Services Manager who will allocate work on an ad hoc basisWorkload is generated by the clinical caseload and professional roles of the Consultant/teamLine management support is provided by regular staff meetings and annual personal development plan reviewConsultant and team demand a high service thereby quality of work is reviewed by the Consultant on an ongoing basis |

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| **9. DECISIONS AND JUDGEMENTS** |
| Established structures exist covering the work within which the jobholder prioritises workload. Consultant advises if urgentThe post holder is not directly supervised and uses own initiative to independently make decisions regarding workload priorities, patient enquiries and diary conflictsThe Consultant, Secretarial Services/Waiting Times Team Manager and Secretarial Team Leader are available to advise on more complex matters |

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| 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB |
| Managing time effectively, prioritising work to meet competing demandsMaintaining a computerised waiting list as requiredDealing with distressed relatives and patientsDealing with verbal abuse from patients, relatives and colleagues |

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| **11. COMMUNICATIONS AND RELATIONSHIPS** |
| Daily contact, face to face or by telephone, with team members, ie Consultant/SpRs/Nursing/AHP staff etcDaily contact with Health Records staff, face to face or by telephoneDaily contact with other medical secretaries/support staffDaily contact with ward staffAd hoc contact with Directorate secretaries/OPD/Radiology etcRegular contact with ancillary staff (eg Portering Services)Regular contact with other hospitals within the Division Daily contact with patients, GPs, GDPs etcAd hoc contact with Solicitors, Insurers, Medical RepresentativesAd hoc contact with hospitals within other Health Board areasOccasional contact with Royal CollegesThe post holder must acknowledge the sensitive nature of the topics discussed and use skills of tact and diplomacy |

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| **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
| **Physical skills:**Keyboard skills requiring a high degree of speed and accuracy. Touch typing**Physical demands:**60% of work is computer-based therefore sitting in a restricted position for this proportion of dutiesLifting small amounts of case notesPushing a trolley containing case notesRetrieving case notes from the Central Records Library**Mental demands:**Concentration is required when transcribing notes, typing complicated letters, filing and dealing with enquiries.Frequent interruptions**Emotional demands:**Exposure to clinical information/bereaved relatives can at times be distressingTyping correspondence of a distressing nature**Working conditions:**More or less continuous use of VDU – word processing etc. |

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| 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB |
| Good general education to at least Higher standard or equivalentRelevant secretarial experience is essentialPrevious experience of working in a hospital/medical practice environmentA working knowledge of medical terminologyExcellent organisational and communication skillsProficient in the use of software systemsTeam player“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: |