#### Form JE 5



**JOB DESCRIPTION**

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| 1. JOB IDENTIFICATION | |
| |  |  | | --- | --- | |  |  | | Job Title: | Secretary/Administrator – band 3 | | Responsible to: | Administrative Team Lead | | Department(s): | Nutrition & Dietetic Service | | Directorate: | Allied Health Professional (AHP) | | Operating Division: | Dundee Health and Social Care Partnership | | Job Reference: | GEN-SEC3-01 | | No of Job Holders: | 16 | | |
| 2. JOB PURPOSE | |
| Have a key role in the provision of comprehensive administrative support within the service and facilitate the efficient delivery of services provided.  Maintain IT systems for service i.e. electronic diaries, TrakCare Superuser, etc.  Support The Nutrition and Dietetic Service in the use of IT systems e.g. digital dictation, TrakCare, EPR, PECOS, SSTS.  Link and communicate effectively with Partner Organisations, other NHS Departments, Senior Managers, GP’s and external agencies throughout Tayside as required.  To have the ability to work on own initiative and make decisions where appropriate. | |
| **3. DIMENSIONS** | |
| 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.  The post holder will have a designated base but could work with clinical teams in any of the following service areas, outpatients, inpatients, and community. The post holder could work within a variety of designated NHS sites.  Staff responsibility –  Whilst the postholder is not responsible for managing an administrative team, they may have to demonstrate their duties to new staff and offer advice and direction to clinical staff.  The post holder is employed within NHS Tayside and there may be a requirement to work flexibly to meet service demands following relevant HR policies. | |
| 4. ORGANISATIONAL POSITION | |
| Service Lead  Administrative  Team Lead  Service  Team Lead  This post  **Key:**  Direct Line Management  Operational Line Management | |
| 5. ROLE OF DEPARTMENT | |
| The TN&DS is a Tayside-wide service and is hosted in Dundee Health & Social Care Partnership.    Within this role, the post-holder will support the TN&DS and provide a comprehensive administrative/secretarial service using electronic systems such as Trakcare, SSTS and PECOS, word-processing packages such as Word, Excel and Powerpoint and NHS email.  The duties of this post are in the main non-routine as the post-holder has to adapt to changes in the work situation as the need arises for example, short deadlines for strategic documents.    Routine and non-routine duties involve:   * Taking messages accurately and forwarding appropriately * Acting on own initiative * Opening and distributing of mail * Answering telephone calls promptly and clearly * Opening and processing emails accurately within appropriate time limits * Collating papers for meetings * Typing of relevant documents and drafting of replies as required * Photocopying of required documents * Filing of all documents and record cards * Arranging outpatient appointments for patients attending dietetic clinics | |
| 6. KEY RESULT AREAS | |
| The postholder will:  Provide a comprehensive secretarial and administrative service including referral processing, typing, filing, audio typing, photocopying and the composition of letters, the use of management information systems and e-mail. This also includes managing mail, opening and distributing, responding and directing/prioritising where appropriate.  Arranging meetings/events/conferences, compiling and distributing agenda and papers and record and prepare minutes for subsequent approval.  As first point of contact, deal with telephone and face to face enquiries from all staff groups, patients, relatives, and carers providing information, directing and prioritising queries as appropriate, to ensure efficiency and effectiveness of service delivery.  Deal with all administrative duties involved including the organisation and collation of necessary paperwork associated with referrals, appointments and clinical workload e.g. prescriptions, medical tests and other investigations, adhering to guidelines and timescales as indicated in Operational Policy.  To manage diaries for manager/clinical staff including booking meetings, clinics, coordinating several diaries and arranging venues. To use own initiative and discretion to decide appropriate meetings times, thus ensuring effective time management.  Manage patient files and patient electronic record, ensuring information is accurate and up to date. Type patient notes, discharge letters, referrals, arranging multi-disciplinary meetings.  Responsible for implementing and maintaining various IT systems, extracting, collating and summarising data to enable preparation of standard verbal, written or statistical reports or returns. This may include drug information and prescriptions for research study and clinical audits.  Provide information as required for the monitoring and evaluation of the service, including that required under the Clinical Governance Agenda.  Acknowledge the diversity of individuals and be respectful of person’s rights, privacy and need for confidentiality.  Be responsible for prioritising own workload so as to effectively manage own time and resources, delegating where appropriate.  Create and maintain office support systems to facilitate easy access and retrieval of information and correspondence. Distribution of information as appropriate.  Participate in an annual appraisal as an appraisee and appraiser and develop skills in conjunction with a personal development plan with your line manager.  Attend all mandatory training in line with departmental and NHS guidelines.  On occasion may be required to provide cover for another area within the service.  Comply with all relevant NHS Tayside and departmental Policies/Procedures, including Data Protection and IT Security and to ensure that all junior members of staff adhere to these.  Have a lead role in the induction and training of new staff within the admin team regarding admin procedure.  Be aware of Health and Safety issues and actively promote good working practice and risk management skills to identify actual and potential risks and action/report appropriately  Ensure that all work is undertaken to the quality standards defined in line with NHS Tayside Corporate Policy.  To support NHS Tayside values of quality, teamwork, care and compassion, dignity and respect, and openness, honesty and responsibility through the application of appropriate behaviors and attitudes.  **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. | |
| 7a. EQUIPMENT AND MACHINERY | |
| General office systems i.e. telephone including mobile telephones, laminator, copying and filing. | |
| **7b. SYSTEMS** | |
| Manual and electronic diary systems  IT Systems:   * Computer desktop/keyboard/mouse * Microsoft Word, Excel, PowerPoint, TrakCare, WinScribe Pro and e-mail * Printer, Fax, Photocopier * Audio/dictating equipment * EMIS/MORSE * SSTS * PECOS * Inhealthcare * Video/tele-conferencing equipment | |
| 8. ASSIGNMENT AND REVIEW OF WORK | |
| The Admin and Clerical (A&C) Services cover a variety of departments and areas throughout the locality.  The postholder is a member of the A&C team providing high quality comprehensive, modern administrative support to the managers and clinical staff within the service throughout the locality. As a member of this team, the postholder will**:**  Provide comprehensive secretarial support including drafting and typing of letters, reports, etc, which will include clinical information. This may be generated by the clinical caseload and professional roles of Consultants, Medical and Nursing staff.  The post holder is required to possess a multidisciplinary medical knowledge.  To ensure that all enquiries are dealt with efficiently in a tactful and courteous manner using discretion and confidentiality at all times, to enhance the quality of the Service.  Will participate in processing and appointing referrals to identified Clinics, following NHS Tayside and Departmental Policies/Procedures which may include delivering a reception service, booking patients in and re-appointing on TOPAS, arranging transport and document case notes.  Provide supervision and support to junior staff members.  **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. | |
| **9. DECISIONS AND JUDGEMENTS** | |
| Working without direct supervision, using discretion over own workload, prioritising on a daily basis to meet competing management/service demands, in accordance with departmental procedures. Line Manager is available to advise on more complex matters.  Accountable for own actions.  Initiative is required to ensure information is communicated in an appropriate and effective manner.  Working environment prone to constant interruptions  Managing time effectively.  Adapting to frequent organisational/service change.  Transferring concerns of distressed relatives and patients to clinical staff  Prioritising work of self and junior members of staff to ensure priorities are met. | |
| 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB | |
| Dealing with a range of enquiries and demands on workload whilst juggling priorities ensuring timely delivery of tasks.  Dealing with a range of competing priorities and maintaining a calm and professional approach in particular when cancelling clinics due to staff sickness and also dealing with day-to-day issues.  Remaining professional but also sympathetic when dealing with angry or upset patients and relatives, both in person and telephonically e.g. informing patient of appointment cancellation.  Dealing with uncertainty and change. | |
| **11. COMMUNICATIONS AND RELATIONSHIPS** | |
| Contact is required with all staff levels within NHS Tayside, patients/carers, and external agencies, it is essential that the postholder can communicate effectively and confidently through written correspondence (e.g. reports, minutes, routine letters) as well as demonstrate strong verbal communication skills. This may include provision of non-clinical advice to patients, relatives and carers regarding admissions and appointments.  Liaise with other members of admin staff to ensure appropriate cover during breaks and to ensure appropriate information is passed on at handover.  Provide advice and information to managers and clinical staff on appointments and clinic arrangements | |
| **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** | |
| **Physical:**  Requirement to maintain static position when working for prolonged periods of time at the computer and repetitive movement related to keyboard skills.  Significant element of standing e.g. filing, record retrieval.  Moving and handling in relation to transporting files, equipment (laptop, projector and other associated materials).  **Mental:**  To maintain high levels of concentration for prolonged periods i.e. information transcription to ensure accuracy and avoidance of misinformation and minute taking.  Prioritisation of own workload on a daily basis and adjust in response to crisis and competing deadlines.  Constant interruptions from staff, patients and external establishments i.e. direct contact and telephone  Daily requirement to demonstrate tact and diplomacy to a wide range of professionals and service users.  To be flexible to the demands of the environment including unpredictable work patterns, deadlines and interruptions.  **Emotional:**  Stress is encountered at mild and moderate levels due to impending unplanned deadlines for non-allocated work information imparted from colleagues.  Convey/receive information of a sensitive nature to/from staff/patients e.g. staff dissatisfaction with management Workforce related decision.  Deal with information which may be of an emotional and distressing nature e.g. bereavement, domestic abuse, staff illness.  **Environmental:**  Exposed to verbal aggression on an occasional basis averaging once per week. | |
| 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB | |
| **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.  **Educational Requirements**  HNC/SVQ III or equivalent  Training in MS Office packages  **Skills and Knowledge**  Previous admin/secretarial experience, preferably within NHS or similar environment  Ability to understand an electronic appointment system  Fast and accurate typing and keyboard skills with meticulous attention to detail and high level of admin accuracy.  Sound knowledge and experience in MS Office (Word, Excel, Powerpoint), and email.  Highly effective communicator – both oral and written with excellent interpersonal skills including ability to influence.  Minute taking.  Ability to communicate effectively at all levels ensuring that consideration is given to lifestyle, gender and cultural backgrounds.  Ability to assess situations and act accordingly, for example dealing with potentially difficult situations with awkward patients/relatives.  Excellent time management skills.  Ability to work under pressure in a high paced environment.  Ability to use initiative and manage own and junior staff workload in conjunction with departmental priorities and procedures.  Supervisory skills.  Good understanding of confidentiality, including data protection and patient confidentiality.  Excellent organisational skills.  Ability to work independently and as part of a team.  Ability to analyse operational situations and decide upon necessary action.  Working knowledge and experience of diary management, co-ordinating several diaries and using initiative to prioritise as appropriate.  Knowledge of audit and evaluation.  Knowledge of meetings procedures/corporate services manual. | |
| **14. JOB DESCRIPTION AGREEMENT** | |
| A separate job description will need to be signed off by each job holder to whom the job description applies.  Job Holder’s Signature:  Head of Department Signature:  **(I confirm this Job Description accurately reflects the duties and**  **responsibilities of the postholder and does not impact upon any other**  **postholders role).** | Date:  Date: |