NHS TAYSIDE – AGENDA FOR CHANGE

JOB DESCRIPTION

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| **1** **JOB IDENTIFICATION** | Job Title | Waiting list Secretary |
|  | Department(s)/Location | Breast Screening and Imaging, Specialist Services  Ninewells |
|  | Number of Job Holders | 1 |

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| JOB PURPOSE Provide a comprehensive secretarial and admin support for the Breast Screening and Imaging Service Waiting List and Referral Service for Radiology Consultants, their clinical teams and other staff members. |
| ORGANISATIONAL POSITION Clinical Team Manager  ↑ Administrative Services Manager ↑ Waiting List Secretary– THIS POST |
| SCOPE AND RANGE Provide secretarial and administrative support to Breast Radiology and Radiography Consultants, Superintendent Radiographer and Clinical Specialist Radiographers within Ninewells Hospital, including the management of information systems and the co-ordination of clinical referral systems.  The department consists of Consultant Radiologists, Consultant Radiographers, Superintendent Radiographer and their teams.  The postholder will not be expected to supervise other staff however will be required to demonstrate their duties to staff covering in their absence.  To provide annual leave and sickness cover for other Band 4’s within Breast Services  Work as part of a team. |

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| MAIN DUTIES/RESPONSIBILITIES  1. Provide a comprehensive secretarial and administrative service for the Breast Screening and Imaging Department by management of patient waiting lists and admission to the appropriate Breast Procedure Lists and Clinics within set guidelines. 2. Daily checking for newly vetted electronic referrals from CRIS and/or SBSSand action as appropriate by:- , ensuring correct priorities have been entered, add these to waiting list making out-patient appointments, using electronic appointing systems (CRIS and SBSS) enter appropriate codes for statistical purposes. The composition of letters to G.P.s, the use of management information systems and e-mail to facilitate the smooth and effective running of the department/area. Record the receipt and follow on of notes and referral letters from/to medical records to the appropriate destination. 3. Act as liaison point for the service with GP Practices, other hospital services and other users of the Breast Screening and Imaging Services. 4. 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. 5. Assist with the Consultants and their clinical teams’ referrals to appropriate clinics and/or arranging appointments to facilitate patient journey. Ensure patient pathways are monitored and tracked. Manage the setting up and appointing of clinics , re-organise and re-schedule clinics and patient appointments, including any follow up paperwork as necessary. Manage Waiting List to meet the current guarantee time scale, the data input of CRIS/SBSS/TRAK. Ensure all appropriate referrals to MDT meetings take place along with appropriate paperwork. 6. Assist with stationery stock control, including ordering on a monthly basis to ensure adequate resources available within agreed limits as directed by the Clinical Team Manager. Respond to requests by Clinical Team Manager to employ restraint with regard to budgetary requirements. The post holder is the authorised signatory. Also the reporting of repairs to the appropriate help desk. 7. Assist in the management and upkeep of clinic and procedure lists. Extract, collate and summarise data to enable preparation of standard verbal, written or statistical reports or returns including waiting times management, and department activity. 8. Direct and prioritise incoming and outgoing mail for Consultant or equivalent clinician or group of such clinicians, and their clinical team, theatres and ward. Responding where appropriate and to assist in the efficiency of the service delivery. |
| COMMUNICATIONS AND RELATIONISHIPS The post holder will communicate in writing and verbally by telephone, email and in person with all levels of individuals e.g. General Public/Patients/Multidisciplinary NHS staff, Police and Associated Legal Bodies. The post holder may also need to communicate with other NHS bodies and various external organisations and agencies.  Post holder must be able to communicate with individuals who may not have English as their first language or have an impairment, which will need the post holder to communicate in a non-verbal manner. There is also a need to be able to communicate sensitive information with staff/public/patients who may have issues/requests which require a greater level of understanding and require tact and diplomacy *e.g. Cancelling patients at short notice for both surgery and clinics. Dealing with distressed patients, the elderly and such patients who need a sympathetic ear and comforting words. Liaise with management, Consultants, other clinicians and patients re guarantee waiting times.*  *Communication with G. P’s regarding referrals and results.*  The post holder must acknowledge the sensitive nature of the topics discussed/detailed in correspondence/patient files and use tact and diplomacy ensuring appropriate levels of confidentiality are maintained. |

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| KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB **Qualifications**  Secretarial or relevant qualifications evident by the attainment of formal qualifications (HNC level or similar) or gained through equivalent work experience. Experience Previous NHS administrative/clerical environment or equivalent experience. Skills Written and oral communication, organisational and supervisory skills.  Proficient IT skills with sound knowledge of Microsoft packages Training 6 months in-post training. |
| SYSTEMS AND EQUIPMENT Telephone  PC and IT Packages  General Office Machinery – Photocopier Fax Machine  Audio equipment  Filing  Internet/Intranet  CRIS  TRAK  SBSS  Clinical Portal  SBSS Business Objects  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 JOBPhysical skills/demands – Daily, various weights of notes, bending, lifting and standing.  * High degree of data input ensuring a high degree of speed and accuracy using Display Screen Equipment whilst adhering to the H & S guidelines up to 3½ hours with appropriate breaks. * Physical demands also involve retrieval and filing of case notes from high and low shelving and the carrying of same (weighing from 3-5. Kg). Sitting for long periods of time in one position – typing/administrative work/answering telephone.  Mental demands – Daily.  * The post holder is expected to respond to unpredictable work demands including frequent interruptions (e.g. 15-20 daily) which can lead to a change of task on a daily basis whilst still being expected to complete tasks within given timescales. * The ability/inability to contact patients by telephone when required to attend hospital urgently. This can prove difficult when patient contact details are incorrect or patient’s telephone has a call barring facility preventing access via the main hospital switchboard. * Constant review of workload required to ensure objectives met. * Mental effort is expected to meet legislative and agreed deadlines as laid down by hospital policies. * To deliver the full remit of the role the post holder requires to have excellent organisational, communication and IT skills, which include speed and accuracy. * Confidentiality, diplomacy and discretion are required at all times.  Environmental Demands  * More or less continuous use of Display Screen Equipment * Shared office can lead to noisy difficult working conditions causing frequent interruptions (15-20 per day) and stress. * Working within the Breast Service, the post holder is exposed to confidential, sensitive and distressing information which is contained within the legal documentation and patient case notes. * To ensure compliance with NHS Tayside operating policy the post holder is required to undertake relevant Health and Safety Training. |
| DECISIONS AND JUDGEMENTS The post holder works directly to Consultants and other staff. The workload is generated by the clinical caseload and needs of the Consultant or other medical staff*.*  The post holder will have the freedom to organise their workload on a day-to-day basis. Others will mostly dictate deadlines; however how these are met will be at the post holder’s choice/discretion. (Cancelling lists due to clinical activity, changing lists to meet clinical needs).  When receiving calls from patients who have missed appointment a decision is required as to whether they should be re-appointed, attend their GP or whether to seek further advice from consultant.  The post holder will be required to interpret written and oral communications.  The post holder will have the autonomy to organise his or her own workload and seek the assistance of (manager/supervisor) as the situation arises. |
| MOST CHALLENGING /DIFFICULT PARTS OF THE JOB  * Ability to multi-task as demand requires ensuring workload is completed to appropriate standard. * Dealing with distressed relatives and patients. * Keeping Consultants and Doctors’ workload up to date whilst working short staffed. |
| JOB DESCRIPTION AGREEMENT The job description will need to be signed off using the attached sheet by each post holder to whom the job description applies. |