NHS TAYSIDE – AGENDA FOR CHANGE

JOB DESCRIPTION

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| **1** **JOB IDENTIFICATION** | Job Title | Audio Typist/Clerical Officer |
|  | Department(s)/Location | Medicine Directorate, Ninewells Hospital |
|  | Number of Job Holders | 21 |
| JOB PURPOSEProvide an audio/copy typing/word processing and clerical service to colleagues within department/ward area. |
| ORGANISATIONAL POSITIONA & C Services ManagerMedical SecretaryThis post |
| SCOPE AND RANGEProvide audio/copy typing/word-processing and clerical service to the department/ward area within the Medicine Directorate. The postholder will not be expected to supervise other staff. However, the postholder may have to demonstrate their duties to new staff and offer advice and direction to relief staff who provide holiday and sickness cover for other members of staff. |

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| MAIN DUTIES/RESPONSIBILITIES**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.1. **Typing Duties**
	* Provide audio/copy typing service to the department/ward area to a set standard as per department policy/standard procedures. Postholder will be required to interpret handwritten and verbal material, the content of which may involve sensitive and confidential patient/staff information.
	* Input data into specialty database following patients’ hospital attendance e.g. updating patient treatment, investigations and medication; carrying out database administrative duties in the absence of the medical secretary.
2. **Casenotes Duties**
* Process casenotes through the unit. Duties may include: log casenotes in and out of unit; forward on to other departments/areas within the hospital; retrieval and tracking of casenotes from central filing rooms and other departments or hospitals as required; sort all casenotes dictated on by doctors and log as appropriate; assist Medical Records staff to track down casenotes which cannot immediately be found; regularly check for outstanding results, check results on system and match up with casenotes as appropriate.
* Maintenance of casenotes to ensure completeness, e.g. filing of results
* Delivery of completed correspondence for signature, collection and mailing.
1. **Filing Duties**
* Maintain the department/ward area filing system by undertaking filing duties on a daily basis, ensuring information is filed in appropriate format.
* Ensure tracker documentation is completed where files are removed from filing system to enable these files to be located as required.
* Ensure that documents and results are filed in patients casenotes ensuring confidentiality at all times.

Results* Ensure that all results are brought to the attention of clinical staff for reporting/signature as appropriate.
* Ensure all results for filing are marked and directed as appropriate.
* Locate and deliver test results/correspondence to clinic area prior to patients’ appointments.
1. **Mail duties**
* Receive incoming mail to the department, open, date stamp and sort as appropriate (ensuring any personal mail remains unopened). Place mail in individual mail trays for colleagues to deal with or circulate as appropriate.Redirect any mail that has been inappropriately received in the department.
* Sign for recorded delivery items for the department/area/ward and ensure that they are dealt with appropriately.
* Ensure all outgoing mail is sent out timeously including, where required, arranging recorded delivery/courier service.
* Deal with course work handed in by medical students ensuring that paperwork is complete, recorded on receipt into unit, then passed to relevant doctor.
1. **Referral and Clinic Appointments**
* Process referral letters for vetting purposes.
1. **Point of contact**
* You will deal with telephone, email and face to face enquiries from all staff groups, patients, relatives, carers and general practitioners, providing information directing and prioritising queries as appropriate to ensure efficiency and effectiveness of service delivery.
1. **Photocopying Duties**
* Undertake photocopying for self and colleagues, ensuring copies are of acceptable quality. Maintain photocopier by highlighting any faults or issues to unit secretary for repair.
* Use of laminator facilities as required.
1. **Equipment upkeep**
* Ensure equipment used (audio equipment/PC/telephone/etc) is kept in working order, reporting any faults to helpdesk.
* Maintain information and files on computer in orderly manner.
1. **Cover for Unit Secretary**
* Provide secretarial and administrative support when Medical Secretary is unavailable. Duties may include: organise and maintain treatment waiting list – send for patients, complete appropriate forms, request out of town notes; arrange specialist clinics –arrange appropriate clinician cover, inform patients of their appointment, ensure notes are available; deal with endowment funds; use electronic system to book rooms for meetings etc.
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| COMMUNICATIONS AND RELATIONISHIPSThe postholder will communicate with all callers to the department (in person and by telephone), e.g. general public/patients/multidisciplinary staff. The postholder may also be required to keep and answer bleeps for absent doctors. The postholder will require to communicate with patients/relatives, other NHS bodies and various external organisations via telephone, email and verbal/written forms of communication.Members of the general public will come to the reception, as well as telephoning, seeking advice or for appointments and the postholder must be able to deal with such individuals in a pleasant and competent manner (some of these callers may not have English as their first language or have an impairment which will need the postholder to communicate in a non verbal manner.)There is also a need to be able to communicate sensitive information with staff/public/patients whom may have requests/issues which require a greater level of understanding. |
| KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOBQualificationsGeneral basic education evident by formal education (standard grades) or gained through equivalent experience.ExperienceEvidence of relevant office experience.Skills Numeracy, literacy, basic typing skills (audio typing preferred) and organisational skills.People skills are essential – both verbal and non-verbal communication/interpersonal skills.Pleasant and helpful telephone manner.TrainingOn job training for 3-6 months to achieve an acceptable level of knowledge and skills e.g. sound knowledge of medical terminology and office procedures and the ability to prioritise workload.Mandatory annual Health & Safety (e.g. Manual Handling, Fire Safety) and IT Security updates. |
| SYSTEMS AND EQUIPMENTTelephone/FaxPC and IT PackagesGeneral Office Machinery – Photocopier, LaminatorAudio equipmentAll hospital databases**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 JOB (physical skills/demands) Physical skills/demands* High degree of touch typing (both audio and copy) ensuring a high degree of speed and accuracy using Display Screen Equipment.
* Physical demands also involve retrieval and filing of casenotes for 5 minute durations 5-6 times a day, from high shelving and the carrying of same. Sitting in one position for 2-3 one hour durations per day– typing/administrative work/answering telephone.

Frequency: Numerous occasions as tasks demand throughout each dayDuration: From short spells of 5 – 10 minutes at intervals throughout, up to periods of 1 hour duration once or twice per dayWeights: Up to maximum of 16kg, but generally moderate 3 – 7 kgMethods: Bending/stretching/lifting/lower/standing/carrying/supporting/pushing/pullingMental demands* The postholder is expected to respond to unpredictable work demands including frequent interruptions which can lead to a change of task on a daily basis whilst still being expected to complete tasks within given timescales.
* Constant review of workload required to ensure objectives met. High levels of concentration required to the typing of lengthy reports and assessments, ensuring a high level of accuracy at all times. 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 postholder requires to have excellent organisation, communication and IT skills which include speed and accuracy.
* Confidentiality, diplomacy and discretion are required at all times.

Emotional demands* Letters/reports for typing frequently contain sensitive information and material of a highly distressing nature. Casenotes/files can hold sensitive, unpleasant and emotional material.
* Dealing with emotional individuals on telephone and face to face e.g. patient phoning for information following out-patient appointment.
* Daily emotional and mental stress due to service demands, dealing compassionately and professionally with anxious and seriously ill patients and their relatives.

Environmental Demands* More or less continuous use of Display Screen Equipment (DSE).
* Shared office can lead to noisy and difficult working conditions causing frequent interruptions and stress.
* Working within a hospital environment the postholder is exposed to confidential, sensitive and distressing information which is contained within the legal documentation and patient casenotes/personal files.
* To ensure compliance with NHS Tayside operating policy the postholder is required to undertake relevant Health & Safety training e.g. DSE risk assessment, Non-Client Manual Handling training.
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| DECISIONS AND JUDGEMENTSWorkload will be generated by the needs of colleagues within the department/ward area. The postholder will have the freedom to undertake their work on a day to day basis, however will be guided by others to meet deadlines when required.The postholder will be required to interpret written and oral communications, correcting spelling and grammar to ensure continued quality of output and standards maintained. The postholder will be able to seek the assistance of others as required, e.g. to answer questions to allow completion of task. |
| MOST CHALLENGING/DIFFICULT PARTS OF THE JOBAbility to organise workload which may be of high volume, in a context of conflicting priorities, with the need to reprioritise as the workload changes, working under pressure, to ensure work is completed to an appropriate standard.Ability to adjust to different jobs in different departments, often at short notice (appropriate to relief staff only).Ability to decipher dictation which, at times, may be of very poor standard. |