

JOB DESCRIPTION

1. JOB IDENTIFICATION

Job Title: Medical Secretary (Band 3)

Responsible to (insert job title): [Directorate Assistant]

Department(s): [REAS]

Directorate: [Psychology]

Operating Division: [REAS]

Job Reference: **055166**

No of Job Holders: [1]

2. JOB PURPOSE

To provide medical secretarial and administrative support to clinicians and other members of the multi disciplinary teams (MDT).

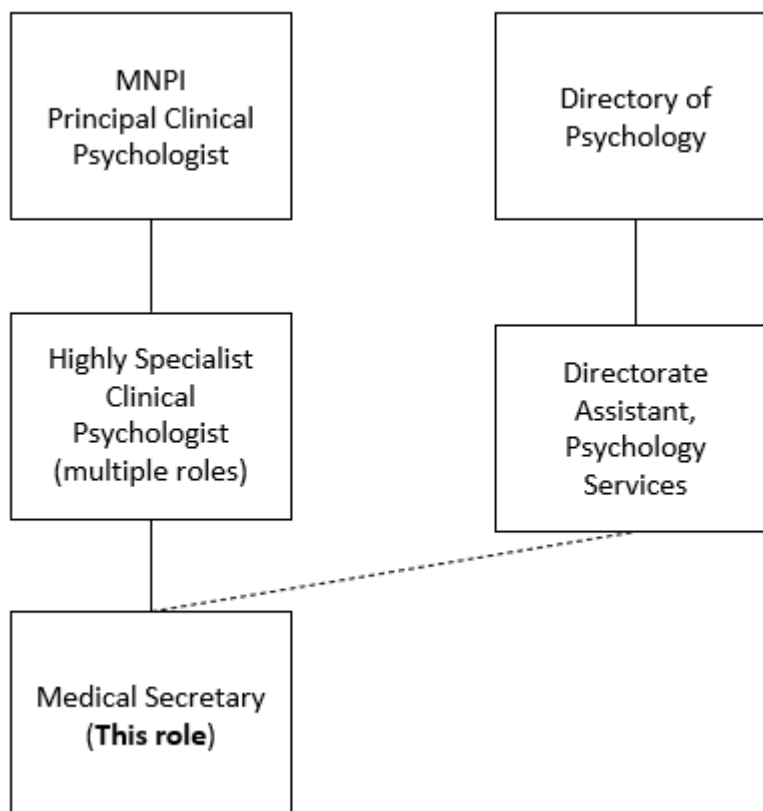
3. DIMENSIONS

To provide a high quality and comprehensive clerical, secretarial and administrative support service to the Maternity and Neonatal Psychological Intervention (MNPI) team as advised by the Service Lead.

The post holder will work as part of a team to ensure the clinical support needs of the department are met and that continuity of service delivery is achieved through efficient communication links with both internal and external agencies |

The postholder is employed within NHS Lothian and there may be a requirement to work flexibly across Lothian to meet service demands.

4. ORGANISATIONAL POSITION



5. ROLE OF DEPARTMENT

The Maternity and Neonatal Psychological Interventions (MNPI) Team provides assessment, treatment and care to women, families and staff across both maternity (antenatal and postnatal) and neonatal specialities on an in-patient and out-patient basis across the whole of NHS Lothian. This is a new service developed in response to a number of drivers including recommendations made in the Scottish Government's Best Start Plan for Maternity and Neonatal Services and the National Managed Clinical Network for perinatal and infant mental health Needs Assessment and Service Recommendations for Specialist and Universal Perinatal Mental Health Services. The team serve a population of approximately 9,000 births per year and 1,000 admissions to the neonatal units. |

6. KEY RESULT AREAS

1. Acting as first point of contact for clinicians and other members of multi-disciplinary team, responsible for managing mail, telephone calls, face to face and electronic communications from clinical and non-clinical staff, patients, relatives, carers and external agencies, responding where appropriate; prioritising and redirecting or escalating as required to clinicians or line manager to ensure efficiency and effectiveness of service delivery.

2. Produce accurate clinical correspondence for inpatients and outpatients by use of audio typing, copy typing and speech recognition transcription (where available) including operation notes, discharge letters, outpatient letters, departmental specific/legislative and Tribunal reports.
3. Access and update clinicians'/MDT diaries on request and escalate, where appropriate, to resolve diary conflicts.
4. Participate in the organisation of events as required, supporting with e.g. booking, organising travel and registration.
5. General administrative duties including filing, photocopying, stationery ordering, and booking meetings and rooms.
6. Access and use the required patient information management systems for the recording, storage and retrieval of patient information as required by members of the MDT.
7. Data input to and/or extraction from databases or spreadsheets, reporting and producing correspondence as required the clinician / service.
8. Process and appoint patient referrals to appropriate clinics and assist in maintaining appropriate follow-up systems. The post-holder is expected to escalate to line manager when appointment is not able to be met within the required timescale and in line with Standard Operation Procedures.
9. Organise and / or attend department meetings as required and take minutes, specifying decisions made and appropriate follow-up actions required for subsequent approval by the senior member of the group.
10. Set up / maintain office administration systems as required to assist in the smooth running of the department.
11. When required, assist with the orientation of new / temporary staff including junior doctors and medical students, and promote team working.
12. Adhere to all confidential and sensitive information as per the Data Protection legislation and NHS Lothian policies.
13. Acquire and maintain Medical Terminology to support development in role.
14. Attend regular team meetings to discuss work issues.
15. Provide flexible cover and backup support for other members of the team as required.
16. To support NHS Lothian's values of quality, teamwork, care and compassion, dignity and respect, and openness, honesty and responsibility through the application of appropriate behaviours and attitudes.

7a. EQUIPMENT AND MACHINERY

The following are examples of equipment which will be used when undertaking the role.

- Personal Computer
- Printer
- Photocopier / Scanner
- Audio equipment/ speech recognition transcription (where available)
- Telephone / Answering machine
- Shredder
- Laminator

Note: New equipment may be introduced as the organisation and technology develops, however training will be provided.

7b. SYSTEMS

The following are examples of systems which will be used when undertaking the role.

- Office filing systems
- Patient administration system for inputting, searching, recording, storing and retrieving information (PiMS / Trak / SCI Store / SCI Gateway)
- Appropriate local systems and coding where required for recording patient activity and producing correspondence
- Microsoft Office applications including Word, Excel, PowerPoint, Outlook, Access and Publisher
- Intranet / Internet
- Local and national databases and spreadsheets
- Staff payroll system (SSTS)
- Staff training booking system (PWA / eESS)
- Personal Development Recording system (eKSF)
- Online ordering system (PECOS)
- Incident Recording system (DATIX)

Note: New systems may be introduced as the organisation and technology develops, however training will be provided.

8. ASSIGNMENT AND REVIEW OF WORK

The post holder is not directly supervised, however can seek advice from line manager / clinicians when appropriate.

Work is generated by the clinical teams and their associated caseloads.

A review of work / performance is undertaken on an ongoing basis, with a formal review, appraisal and personal development plan done annually by the line manager and the post holder.

Attend regular team meetings to discuss work issues.

9. DECISIONS AND JUDGEMENTS

The Post holder will be required to prioritise workload and patient enquiries independently, exercising judgement when dealing with work related issues, resolving problems timeously and determining when to escalate to a senior member of the team.

Required to make decisions and judgements within the parameters of local standard operating procedures / protocols to ensure compliance with legislative timescales, e.g. Waiting times initiatives.

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

Managing time effectively and prioritising workload to meet competing demands.

Dealing with distressed relatives and patients.

Dealing with complaints and verbal aggression both face-to-face and on the telephone.

In times of high service demand, remaining calm and focused.

Managing constant interruptions which affect concentration.

11. COMMUNICATIONS AND RELATIONSHIPS

The post holder will work as part of a team to ensure the clinical support needs of the department are met and that continuity of service delivery is achieved through efficient communication links with both internal and external agencies.

Communicates with external agencies, staff, patients, relatives and carers both verbally and in writing regarding appointments and other enquiries / complaints.

The post holder must acknowledge the sensitive nature of the topics discussed and use skills of tact and diplomacy.

12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB

Physical Demands:

60% of work is computer based therefore required to sit in a restricted position when undertaking these duties.

Frequent moving and handling of patient records.

Mental Demands:

Concentration required when entering patient data into various systems, i.e. local databases, PIMS, or when transcribing notes, filing and dealing with enquiries.

Frequent interruptions requiring post holder to change from working on one task to another.

Prioritising workload in order to meet deadlines within restricted timescales.

Emotional Demands:

Exposure to clinical information which can sometimes be distressing.

Dealing with distressed and/or anxious patients / relatives / staff using skills of tact, diplomacy and discretion.

Actively listening to callers and dealing with issues of patient concerns diplomatically.

Working Conditions:

Extended use of VDU when performing secretarial role.

Office conditions.

13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

HNC/SVQIII in Secretarial Studies/Business Administration or equivalent experience.

Advanced keyboard skills.

Organisational, oral and written communication skills.

Good working knowledge of computer software packages.

Medical terminology.

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: ||

Date: ||

Head of Department Signature: ||

Date: ||