NEW VICTORIA HOSPITAL

**JOB DESCRIPTION**

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| **POSITION INFORMATION** |
| 1. **Job Details** |
| Post/Title: Medical Secretary  Responsible to: Business Analysis Manager  Accountable to: Finance Director |
| 1. **Job Summary**   (A brief description of the main purpose of the post) |
| Do you enjoy working in an exciting and challenging environment?  We are looking for an experienced Medical Secretary to join our team at the New Victoria Hospital working on a permanent basis Mondays to Fridays.  We require an individual who can provide comprehensive secretarial and administrative support to our Gender Dysphoria Surgical Service and our Private GP Service.  As an experienced Secretary, you will possess excellent communication skills, good IT skills and ideally, a working knowledge and experience of working within patient care or customer care focused roles.  The successful applicant will be able to demonstrate that they can work on their own initiative whilst working well within a team. The role will include a range of secretarial and administrative duties encompassing typing, reviewing and editing patient letters and clinical correspondence using dedicated transcription software, ensuring said correspondence meets turnaround targets, learning and understanding the clinical teams working rota and ensuring good communication with the consultants, private GP’s, and the Gender Dysphoria Surgical Service team, as well as the Outpatient bookings office and the Admission team.  Being the first point of contact for patient queries amongst other general administrative duties will be an essential part of the role thus requires an empathetic and can do attitude.  The successful applicant will be able to communicate effectively with all staff, promoting good working relations.  You will manage and prioritise your own workload and are self-motivated and reliable  You will also understand and ensure compliance with Hospital policies. Specific attention is drawn to observing confidentiality, vulnerable adults and data protection |
| 1. **Role of the Department**   (The function of the department in which the post holder works) |
| The Private GP Service at New Victoria Hospital comprises of two GPs that cover the working week and Saturdays treating Primary Care patients from the Hospital premises.  The Gender Dysphoria Surgical Service team at the New Victoria Hospital provides provision of female to male surgical interventions for individuals on the NHS pathway of care for treatment of gender dysphoria. The team provide a high quality service for individuals who have been diagnosed with gender dysphoria and promote and observe respect, dignity and equality for trans people.  The GDSS team work with specialist Gender Dysphoria Clinics to ensure timely and effective surgical treatments, including post-surgical care needs. |
| 1. **Key Working Relationships**   (The range of individuals and organisations the post holder has contact with, how regularly and for what purpose) |
| GPs  Patients  Consultants  Heads of Department  Internal and External Stakeholders  Operating Theatre Staff  Nursing Staff  Reception Staff  GDNRSS  NHSE  Clinical Nurse Specialist (GDSS) |
| 1. **Duties and Responsibilities of the Post** |
| * First point of contact for all patients wishing to access Primary Care, including booking appointments. * Type clinical and general correspondence for the clinical staff. * Manage patient files for the Consultants and GP’s and associated clinical staff, ensuring information is accurate and up-to-date and appropriate follow up systems are in place * Manage mail for the Consultants and GP’s, responding where appropriate and directing/prioritising to assist in the efficiency of the service delivery * Type medical reports/GP letters (handwritten and/or audio typing) with speed and accuracy * Plan and organise meetings and events such as MDT and prepare reports/slides/medical notes for review * Extract and collate data from various information systems, including database when required * Handle telephone enquiries and relaying the required information to the appropriate parties. This may involve providing information regarding a patients surgery/diagnosis. * Protect patient confidentiality and work within standard operating procedures and GDPR. * Organise and file patient information * Book patients for surgery and manage theatre lists * Other tasks that arise from time to time relevant to delivering the hospitals agenda |
| **INDIVIDUAL RESPONSIBILITIES** |
| 1. **General** |
| The successful applicant will be responsible for providing a comprehensive administrative service for all NHS functions delivered through the team.   * Adhere to Hospital policies and procedures and relevant legislation including the requirements of any professional bodies * Understand and incorporate the organisational values into daily working practice:   + Compassionate   + Exceptional   + Ethical   + Charitable * Attend mandatory training as identified by the Hospital * Develop own knowledge, skills and experience through supervision practice and educational opportunities within the spirit of lifelong learning * Work as part of a team and collaborate with colleagues * Ensure good communication links are established with all other departments within the Hospital * Maintain a high level of security awareness   **Communications & Relationship Skills**  Act as a point of contact for the department, dealing and responding effectively with complex queries from a range of stakeholders, include NHS England and ensuring information is passed to the relevant areas and escalating issues to other team members and head of department.  Responsible for managing the centralised mail box  Ensuring all urgent and/or confidential communications are received and distributed from/to relevant parties in a timely manner.  The successful applicant will be familiar with medical terminology  **Planning and Organisation Skills**  To work on own initiative with minimal supervision, to work flexibly according to the workload, and to manage own workload to determine priorities.  Dealing with a range of situations and have the ability to prioritise as required.  Carry out other duties as required  Working together with other stakeholders and departments to create a network of communication. |
| 1. **Health and Safety** |
| Employees must be aware of the responsibilities placed upon them under the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for employees and visitors. |
| 1. **Risk Management** |
| All staff has a responsibility to report all clinical and non-clinical accidents, incidents or near-misses promptly via Datix and to co-operate with any necessary investigations undertaken. |
| 1. **Confidentiality and Information Governance** |
| The post holder must keep up to date with the requirements of information governance; undertake mandatory training and follow the Hospital policies and procedures to ensure that hospital information is dealt with legally, securely, efficiently and effectively.  It is important that the post holder processes personal identifiable information only in accordance with the Hospital’s Information Security policy.  The post holder must manage the records they create or hold during the course of their employment with the Hospital in an appropriate way, making the records available for sharing in a controlled manner subject to statutory requirements and agreed security and confidentiality policies, procedures and guidelines e.g. ISO27001, Data Protection Act 1998, the General Data Protection Regulation (GDPR) (Regulation (EU) 2016/679), Freedom of Information Act 2000, Caldicott Guidelines and professional codes of conduct on confidentiality.  It is likely that the post holder will be in contact at some time with a form of information system, and therefore are responsible for implementing and maintaining data quality. The post holder, when making entries into the records, must ensure that these are legible and attributable and that the record keeping is contemporaneous. It is essential that all information recorded is accurate, complete and relevant. |
| 1. **Equality and Diversity** |
| Employees are responsible for ensuring that they assist in the implementation of this the Hospital’s Equality and Diversity policy by:   * Not discriminating in the course of their employment against fellow employees, customers, suppliers, or members of the public with whom they come into contact. * Not inducing or attempting to induce others to practice unlawful discrimination and reporting any discriminating action to the Hospital management. |
| 1. **Infection Control** |
| It is a requirement of the Department of Health that all Healthcare workers accept personal responsibility for compliance with infection control policies and procedures at any time when working in clinical areas. |
| 1. **Safeguarding Children and Vulnerable Adults** |
| It is the responsibility of the post holder to be familiar with their role and responsibility around safeguarding children and adults at risk. |

**PERSON SPECIFICATION**

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| Factor | Essential | Desirable |
| Qualifications | Educated to at least GCSE Exam Level |  |
| Knowledge | Good knowledge of IT systems and software programmes such as Outlook, Word, Excel and transcribing software |  |
| Experience | Medical Secretarial experience is essential |  |
| Skills and aptitude | Ability to work under pressure in a busy working environment and able to multi – task  Excellent organisation skills  Ability to work as part of a team  Possession of standard keyboard skills  Able to work on own initiative , organising and prioritising own and others workloads to changing and often tight time lines  Excellent communication skills |  |