

Job Description

Job Title:	Medical Secretary Wiltshire/BANES Community Paediatrics Team (Full Time 37.5 hours per week)
Reports to (job title):	Team Leader for the B&NES and Wiltshire Medical Secretaries
Line Manager to:	N/A

Job purpose

To provide secretarial support to the Paediatricians and ADHD Practitioners, by transcribing dictated medical reports using a digital dictation application, letters and working with other medical secretaries as part of the team.

Base

The role will be based at Derby Court, White Horse Business Park, Trowbridge with some flexibility for home working.

Key responsibilities

This list is intended to summarise the key responsibilities and is not intended to cover every task that may be required of the role:

- To type dictated medical reports and letters from Paediatricians and ADHD Practitioner's Clinics, in a timely manner and distribute accordingly
- Type and forward Health Reports / Child Protection medicals onto professionals by required deadlines
- To send out children's questionnaires as required
- To liaise with other professionals as necessary

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- Manage Team tasks and outlook mailbox
- To be point of contact to answer any queries or concerns from clinical staff
- To be confident in using Microsoft Office applications
- To be confident in using in-house IT data base systems.

Our values

Our values are our moral compass and core to our DNA. They underpin the way we deliver our services and treat those who use our services.

To many organisations, values are just words which don't translate into reality of the day to day but our values flow through everything that we do, they define who we are, what we stand for and set the expectations of our colleagues, communities, customers and partners. They have been defined by our colleagues and have been integral to our journey so far and will be integral to our future as well.

We have three values which help us stand out from the crowd, not just because there's only three, but because they are unique to who we are. We care, we think, and we do.

Care

- Inspire
- Understand
- Communicate

Think

- Challenge
- Improve
- Learn

Do

- Accountability
- Involve
- Resilience

Confidentiality and Information Security

As our employee you will be required to uphold the confidentiality of all records held by the company, whether patients/service records or corporate information. This duty lasts indefinitely and will continue after you leave the company's employment.

All information which identifies living individuals in whatever form (paper/pictures, electronic data/images or voice) is covered by the 2018 Data Protection Act and should be managed in

accordance with this legislation. This and all other information must be held in line with NHS national standards including the Records Management: NHS Code of Practice , NHS Constitution and HSCIC Code of Practice on Confidential Information and should only be accessed or disclosed lawfully. Monitoring of compliance will be undertaken by the Company. Failure to adhere to Information Governance policies and procedures may result in disciplinary action and, where applicable, criminal prosecution.

Information governance responsibilities

You are responsible for the following key aspects of Information Governance (not an exhaustive list):

- Completion of annual information governance training
- Reading applicable policies and procedures
- Understanding key responsibilities outlined in the Information Governance acceptable usage policies and procedures including NHS mandated encryption requirements
- Ensuring the security and confidentiality of all records and personal information assets
- Maintaining timely and accurate record keeping and where appropriate, in accordance with professional guidelines
- Only using email accounts authorised by us. These should be used in accordance with the Sending and Transferring Information Securely Procedures and Acceptable Use Policies.
- Reporting information governance incidents and near misses on CIRIS or to the appropriate person e.g. line manager, Head of Information Governance, Information Security Lead
- Adherence to the clear desk/screen policy
- Only using approved equipment for conducting business

Governance

Clinical governance is a framework through which organisations delivering health and care services are accountable to continuously improving the quality of their services and safeguarding

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high standards of care by creating an environment in which clinical and other forms of care flourishes. Employees must be aware that clinical governance places a duty on all staff to ensure that the level of care services they deliver to patients is safe and high quality, and that they follow/comply with our policies and procedures.

Risk Management/Health & Safety

The post holder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the company. Staff are required to observe the Hygiene Code and demonstrate good infection control and hand hygiene.

Employees must be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for other employees, patients and visitors. It is essential to observe strict fire and security precautions at all times.

All staff must report accidents, incidents and near misses so that the company can learn from them and improve safety.

Safeguarding Children and Vulnerable Adults Responsibility

We are committed to safeguarding and promoting the welfare of children and adults at risk of harm and expects all employees to share this commitment.

Policies and Procedures

All colleagues must comply with the Company Policies and Procedures which can be found on the company intranet.

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General

We are committed to serving our community. We aim to make our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so.

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will recognise the commitment from our staff to meeting the needs of our patients.

The company recognises a “non-smoking” policy. Employees are not able to smoke anywhere within the premises or when outside on official business.

Equal Opportunities

It is the company’s intention to be an employer of choice and ensure that no job applicants or employees are unfairly disadvantaged on the grounds of gender, disability, race, ethnic origin, colour, age, sexual orientation, religion or belief, trade union membership or any other factors that are not relevant to their capability or potential. To this end, the company has an Equality and Diversity policy and it is the responsibility of each employee to contribute to its success.

Flexibility Statement

This job description is not exhaustive and may change as the post develops or changes to align with service needs. Any such changes will be discussed directly between the post holder and their line manager.

Personal Specification

Essential

- Experienced touch typist (preferably audio)
- Experience of proactively managing a busy workload

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- Experience of working independently and as part of a complex multi-disciplinary environment
- Experience of maintenance of electronic record filing systems
- Working with Data Protection and Caldicott Principles
- Fully competent in computer skills including database maintenance and use of Microsoft Office, in particular Word, Outlook and Excel
- Provide and receive complex, sensitive information and deal accordingly
- Able to build good working relationships at all levels, incorporating diplomacy and discretion
- Excellent written and oral communication skills requiring tact and diplomacy, accuracy and attention to detail
- Able to work autonomously to manage discrete areas of work.
- Able to use own initiative and involve others as necessary to ensure quality of service is maintained
- Able to work to high standards and tight deadlines under pressure
- Confidence to suggest and develop new practices or procedures when it felt appropriate

Desirable

- In-depth experience of working in a secretarial environment and some understanding of medical terminology.
- Audio Typing qualification.
- Experience of digital dictation application Lexacom.

Other requirements:

There may be a requirement to travel to another office location on occasions.