

ST CATHERINE'S HOSPICE

JOB DESCRIPTION

Job Title:	Medical Secretary
Department:	Clinical Admin
Location:	St Catherine's Hospice
Job Summary:	To provide Secretarial and Clerical Support to; All Clinical/Care Teams in the Hospice, rotating on a regular basis.

Contact with others;
Internal: All members of Hospice staff and volunteers.
External: Regular daily contact and enquiries from members of the Primary Health Care Team, Lancashire Teaching Hospitals NHS Foundation Trust, other Acute and Primary Care Trusts, Social Services, Care Quality Commission, Patients, Carers and Relatives.

Key Accountabilities	Tasks
Secretarial Duties	<ul style="list-style-type: none"> • To provide secretarial and clerical support to the Medical and Nursing Teams covering all Care Services (In-patients, Clinical Nurse Specialists, Support team, Lymphoedema). • Audio transcription of clinical/general correspondence as necessary for all Care Services. • Answer all incoming calls for the care services and action/transfer them accordingly. • Accurately record and relay messages to the care services. • Ensure that clinical correspondence is prepared for signature promptly, to a high standard and within the time limits set by Hospice policies. • Ensure that results of investigations are available for action by the clinical teams. • Support for the administrative process of litigation/compensation requests in accordance with the Hospice Policy. • Liaise with outside agencies/bodies and take action as appropriate. • Provide information and non-clinical advice to members of the primary health care team, patients, carers and relatives. • Archive patient notes according to Hospice Policy. • Open departmental mail. • Report any problems or difficulties to the Clinical Administration Manager. • Facilitate the organisation and typing of notes for any relevant Care

	<p>Meetings.</p> <ul style="list-style-type: none"> • In the absence of other secretarial colleagues participate in cross cover arrangements. • Arrange annual leave in liaison with other secretarial colleagues and agreed by The Clinical Administration Manager. • Minute and type up Business Meetings and Away Days. • Provide reports extracted from the clinical system on a regular basis. • Take a proactive role in arranging diaries such as organising meetings, preparing reports and taking minutes at meetings. • Preparing for meetings including the drafting of papers, agenda preparation and hospitality. • Maintain and develop effective filing systems. • Data inputting and the maintaining of spreadsheets.
Competent use of electronic patient record systems: SystemOne, Quadramed, Oncology Notes	<ul style="list-style-type: none"> • Process referral forms for Hospice Palliative Care Services on SystemOne. • End referrals and 'refer-on' as appropriate. • Be proactive in updating and maintaining patient information on SystemOne. • Adhere to all policies and procedures in place relating to the use of SystemOne, Quadramed (hospital system), Hospital Oncology Notes system.
Patient medical records	<ul style="list-style-type: none"> • When appropriate, prepare medical information for patients referred to the hospice. • Ensure security and confidentiality of all patient information – during preparation, transportation and storage. • Maintain up-to-date patient tracking systems.

Personal

- Adaptable/Flexible.
- Commitment to Continuous Professional Development.
- Willingness to participate in performance reviews.
- Adherence to Hospice policy, procedure, regulation and legislation.

Decisions / Recommendations includes:

- Constant judgements regarding the urgency of information received and the necessity to ensure it is dealt with effectively and appropriately.
- Change own working practices and procedures to actively respond to a changing environment/personal circumstances i.e. development of new technology.
- Prioritise workload accordingly to ensure an effective and efficient service delivery.

Dimensions and limits of authority / influence includes:

- Ensure that any donations received are handled in accordance with Hospice procedures.
- Able to complete Purchase Order Forms prior to authorisation.
- Able to complete Datix Incident Form, following incidents/accidents.

Allocation / checking of work:

- Work on your own initiative and without supervision to Hospice standards.

- Prioritises own workload.
- Work with the standards set in the Hospice policies and procedures.
- Supervise volunteers working within the team.

Physical effort:

- Office based.
- Manual dexterity and hand/eye movements required for speedy typing.
- Lifting and handling of heavy bulky patient case notes.
- Use of equipment provided to transport patient case notes using equipment provided.

Working conditions / environment:

- Working in an office with other members of the nursing/secretarial/administration team.
- Interruptions regularly cause changes between tasks.
- Diverse nature of work requires the ability to multitask well.
- Requires a high level of concentration when transcribing audio tapes to ensure accuracy particularly in respect of drug names and quantities.
- Dealing with distressed, irate and frightened patients, carers and relatives, by telephone or in person.
- To deal with grievances from patients, carers and others.
- To prevent complaints where possible.
- Frequently have to type letters which may contain distressing content.

Other Duties Include:

Carry out any other duties as required by the CEO

Health and Safety:

Comply with Hospice policies, procedures and protocols.

VOLUNTEERS

The Hospice has the advantage of being supported by a number of volunteers. If a volunteer is assigned to assist you at any time, you will still retain responsibility for the requirements of this job in terms of accuracy, efficiency and standards of completion. You will also ensure good communication and be mindful of your responsibility towards that volunteer in terms of Health and Safety.

CONFIDENTIALITY

You should be aware of the confidential nature of the Hospice environment and/or your role. Any matters of a confidential nature, relating to patients, carers, relatives, staff or volunteers must not be divulged to any unauthorised person.

DATA PROTECTION

You should make yourself aware of the requirements of the Data Protection Act and follow local codes of practice to ensure appropriate action is taken to safeguard confidential information.

St Catherine's Hospice Organisational Chart

Patients, Carers, Families, Community



Board of Trustees

St Catherine's Association

PERSON SPECIFICATION – MEDICAL SECRETARY

ESSENTIAL	DESIRABLE
Qualifications:	
<ul style="list-style-type: none"> • Good standard of education including English Language GCSE Grade C or above (or equivalent). • Fast and accurate keyboard skills, minimum 40-50 wpm. • Knowledge of medical terminology. 	<ul style="list-style-type: none"> • AMSPAR Medical Secretarial Diploma or a minimum of two years Medical Secretarial experience. • RSA II word processing or equivalent.
Relevant Experience:	
<ul style="list-style-type: none"> • Minimum of 2 years medical secretarial experience. • Competent user of Microsoft Office Suite – Word, Outlook, PowerPoint, Excel. • Experience of audio typing. 	<ul style="list-style-type: none"> • Experience of working within a charity environment. • SystemOne Experience.
Key Skills & Abilities:	
<ul style="list-style-type: none"> • Effective written and verbal communication skills. • Organisational Skills. 	<ul style="list-style-type: none"> • Effective minute taking. • Experience in reporting in medical systems.
Other:	
<ul style="list-style-type: none"> • Sufficient personal resources to work efficiently in a palliative care setting. 	

AGREEMENT

Senior Manager's Name:	Signature:
Job Holders Name:	Signature:
DATE AGREED	