

Isle of Man
Public Service
Careers



Senior Secretary - Clinical Administration

Surgery, Theatres, Critical Care & Anaesthetics
Job Information



Job Description

Job Title:	Clinical Senior Secretary
Grade:	Senior Secretary / Grade 8
Reports To:	Clinical Secretarial Co-ordinator
Responsible To:	Clinical Administration Manager
Responsible For:	Clinical Secretaries

Job Purpose

The post holder will be responsible for delivering a high standard of secretarial and administrative support using advanced computer skills within the clinical administration team and will be responsible for the turnaround time of clinical work to meet British Medical Association guidelines.

The post holder will assist in the organisation and prioritisation of workload in their specific area ensuring the delivery of a time efficient service.

Main Duties

1. To be aware of, and to ensure coordination of work, to meet quality standards with regard to accuracy and deadlines setting out priorities, without direct supervision, and managing and prioritising workloads whilst working to deadlines.
2. To provide a complete secretarial service including efficiently and accurately typing (copy & audio), dealing with and distribution of mail, reports, summaries, etc. for the designated clinician/s and/or their team.
3. To effectively and efficiently administer and maintain all relevant IT systems using advanced computer skills. The systems will include MEDWAY and/or other local systems – (IT systems that record essential clinical and personal information about patients), Word, Internet and Email.
4. To manage and maintain office diaries for members of the clinical teams, arranging meetings, venues, collating and issuing agendas, attending the meeting to take notes, drafting straight forward minutes.
5. To liaise with clinical staff to establish appropriate working patterns in order to provide an optimum secretarial service.

6. To receive, re-direct and make telephone calls to and from the department taking any necessary action as required and ensuring, where possible, telephone calls are dealt with appropriately in a calm and easily understood manner, being as informative, sympathetic and reassuring as possible.
7. To maintain office filing systems both manually and electronically as required.
8. To ensure that all investigations are seen and signed by a member of the clinical team as a matter of urgency.
9. To ensure information is held accurately and timeously within the digital Health Records as required.
10. To liaise with ward staff regarding admissions/discharges of patients.
11. To organise transport, or any other requirements necessary to facilitate the patient's attendance at the appointment.
12. To promptly inform the Clinical Secretarial Coordinator of any issues adversely affecting the work of the department or their secretarial team.
13. To supervise and support other members of the team as appropriate including assisting with induction and on the job training of new clinical secretaries and administrative and agency staff.
14. When required assist the clinical secretaries with the opening, sorting and distribution of mail.
15. To provide relief and support to other members of the secretarial team as required.
16. To undertake research/background information as required.
17. Acting up when Personal Secretary Coordinator is off.
18. When necessary to assist across all teams in Noble's Hospital to provide high quality secretarial and administrative support
19. To work across multiple specialities ensuring clinical administration letters are typed within BMA guidelines.
20. Any other duties as directed by appropriate officers.

Knowledge and Skills

- Advanced IT skills/word processing and production skills
- Ability to extract data from conversation and documents
- Excellent written, communication/interpersonal skills
- Excellent typing speed and accuracy(copy & audio)
- Planning and organisational skills
- Tact and confidence in dealing with all levels of people
- Working knowledge of medical terminology

Job Competencies

Leading and Working Together	Level B
Communicating and Influencing	Level B
Achieving Results	Level A
Delivering a Quality Service	Level B
Changing and Learning	Level A
Showing Commitment and Resilience	Level A

Performance Management and Improvement

The post holder will have a personal responsibility for performance management and will be required to attend courses, including compliance with regard to mandatory training policy, to further their knowledge and for career development. They will be expected to contribute to their annual performance development review and all interim performance reviews.

Confidentiality

All staff are requested to respect confidentiality of all matters they may learn relating to their employment, other member of staff and to the general public. All staff are expected also to respect the requirements of the Data Protection, FOI and SAR legislation.

Health & Safety

It is the duty of every employee to take reasonable care for the health and safety of themselves and others including the use of necessary devices and protective clothing and to co-operate with management in meeting its responsibilities under the Health & Safety at Work Act. Any failure to take such care or any contravention of safety policy or managerial instructions in this area may result in disciplinary action being taken.

Management of Risk

All employees are required to participate in the Hospital's Accident/Incident Reporting System and to comply with the Hospital's procedures and techniques for managing risks.

Working Relationships

The post holder is expected to maintain a good working relationship with other members of hospital staff.

Disciplinary and Appeals Procedure

The post holder will be subject to the Civil Service disciplinary and appeals procedure.

Review

The post holder is expected to be flexible and be prepared to carry out any similar or related tasks that do not fall within the duties outlined. The job description is intended to be flexible and may be reviewed from time to time in consultation with the post holder.

Signature:

Date:



Person Specification

Post: Clinical Senior Secretary

Department: Manx Care

Division: Core Services, Noble’s Hospital

Job Summary: Provide secretarial and administration support for Clinicians and meeting agreed performance and turnaround times for clinical work.

Work with Clinical Secretarial Coordinator to review and refine different ways of working in order to provide efficient and effective patient services.

Attributes	Essential or Desirable	Method of Assessment
Qualifications & Experience		
GCSE English Language at grade C (4) or above or equivalent qualification.	D	CV/Pre-employment checks
Hold an acceptable external qualification in text processing and audio transcription (e.g. OCR Text Production (Advanced) distinction and OCR Audio transcription (Advanced) distinction or RSA III Test Processing Part 1 with distinction and RSA III audio transcription Part 2 with distinction; or or pass the Civil Service Typewriting Grading Test	E	CV/Pre-employment checks
Sufficient secretarial experience including significant audio typing, IT and administrative work or Hold relevant advanced qualification (e.g. OCR Word Processing (Advanced) pass, or OCR Document Presentation (Advanced) pass, or RSA III Word processing Part 2 Pass, or RSA III Document Presentation Par 2 Pass.	E	CV/Pre-employment checks

Previous experience of dealing directly with members of the public.	E	CV/Interview
Previous experience in a medical secretary role.	D	CV/Interview
Knowledge and Skills		
Knowledge of IT with proficiency in Outlook, Word, Excel and previous experience of working with databases	E	CV/Interview
Good organisational, interpersonal and communication skills	E	Interview
Ability to work to tight deadlines with the ability to prioritise	E	Interview
Excellent Customer service skills.	E	CV/Interview
Knowledge of medical terminology	D	CV/Interview
Disposition		
Ability to remain calm under pressure	E	Interview
Ability to work as part of a team	E	Interview
Enthusiasm for and commitment to learning new skills	E	Interview
Reliable	E	Interview
Flexible: May be allocated to another team in times of sickness/annual leave	E	Interview
Ability to work on own initiative	E	Interview
Ability to learn and understand the process of a patient's journey	D	Interview
Circumstances/Interests		
Isle of Man Worker	D	Application
Satisfactory Police Check	E	Pre-employment checks