

## **FAIRFIELD INDEPENDENT HOSPITAL**

### **JOB DESCRIPTION**

|                        |                              |
|------------------------|------------------------------|
| <b>JOB TITLE:</b>      | Administration Secretary     |
| <b>DEPARTMENT:</b>     | Medical Secretaries          |
| <b>BAND:</b>           | B                            |
| <b>HOURS:</b>          | 37.5 per week                |
| <b>CONTRACT:</b>       | Permanent                    |
| <b>RESPONSIBLE TO:</b> | Medical Secretary Supervisor |
| <b>ACCOUNTABLE TO:</b> | Medical Secretary Supervisor |

### **JOB SUMMARY**

You will provide a comprehensive administrative service within the Medical Secretarial team finalising clinical letters which have been sent to a transcription company. The post will involve working closely with a range of consultants covering different specialties. You will be expected to manage your own workload to ensure that an efficient service is provided. You will carry out duties in such a way that you will make a direct and positive contribution to the organisation.

### **Role & Responsibilities**

- Deal with enquiries by letter, fax, e-mail and telephone from patients, GPs, other hospitals and other healthcare professionals, ensuring that confidentiality is maintained at all times.
- Retrieval of medical records as and when required by either a Consultant, their team, patients, GPs or other hospitals.
- Upload digital recordings of clinical or theatre letters to transcription company and download from the transcription company finalising the letter.

- To carefully proofread letters and return them to the consultant for signature within the appropriate timescale.
- Liaise with staff from different departments.
- To plan, organise and manage own workload.
- Undertake general office duties, including answering the telephone, filing, photocopying and handling incoming and outgoing mail.
- Deal with patient related queries/problems by telephone, displaying appropriate empathy arising from patients and relatives who are often distressed.

The above list is not exhaustive but reflects main duties of the post. It will be reviewed annually to respond to the changing needs of the service, in consultation with the post holder.

### **Additional responsibilities**

#### **Communication**

The post holder will be required to adhere to the organisation's standards of customer care and uphold the Hospital values acting with integrity and putting patients first at all times.

#### **Health & Safety**

It is the responsibility of all employees to work with managers to achieve a healthy and safe environment, and to take reasonable care of themselves and others. Specific individual responsibilities for Health & Safety will be outlined under key responsibilities for the post.

#### **Infection Control**

All staff will adhere to infection control policies and procedures at all times.

#### **Information Governance**

As an employee you will have access to information that is sensitive to either an individual or to the organization. You are reminded that in accordance with the requirements of Information Governance, NHS Code of Confidentiality, Data Protection Act 1998 and also the terms and conditions in your contract of employment, you have a duty to process this information judiciously and lawfully; failure to do so may result in disciplinary action.

Rehabilitation of Offenders Act 1974

This post is subject to an exception order under the provisions of the Rehabilitation of Offenders Act 1974. This stipulates that all previous convictions, including those that are 'spent' must be declared. Previous convictions will not necessarily preclude an individual from employment within the Hospital but must be declared in writing at the appropriate stage during the recruitment process.

Equality & Diversity

It is the responsibility of every member of staff to understand our equality and diversity commitments and statutory obligations under current equality legislation including the Disability Discrimination Act 2005, the Equality Act 2006 and the Race Relations (Amendment) Act 2000 and to:

All employees must act in ways that support equality and diversity and recognizes the importance of people's rights in accordance with legislation, policies, procedures and good practice.

Smoke-free Policy

This Hospital operates a Smoke-free policy. This means that smoking is not permitted anywhere within owned or leased premises, including within their grounds and within owned or leased vehicles.

The job description does not form part of the Contract of Employment.

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|--------------------------|
| Name of Postholder:      |
| Signature of Postholder: |
| Date:                    |