

Join us at UHB



Building healthier lives

Welcome from our Interim CEO

Jonathan Brotherton



Dear Candidate,

Thank you for your interest in working with us here at University Hospitals Birmingham NHS Foundation Trust (UHB).

Please take some time to read through this application pack to gain a better understanding of our Trust in general, this role in particular, and why UHB is a great place to work.

UHB is one of the largest teaching hospital trusts in England, serving a local, regional, national, and international population. We employ around 22,000 colleagues and are committed to investing in your training, development, health and wellbeing and future career with us.

We see and treat more than 2.2 million patients every year across our four hospital sites - Good Hope, Heartlands, Queen Elizabeth Hospital Birmingham and Solihull Hospital - and through our community services and clinics. We are centres of excellence in many clinical specialties.

But it's not just our patients we invest in at UHB; we also invest in our staff. In fact, we believe we are defined by our people, not the state-of-the-art equipment or facilities we work out of. We have high standards and we want to build healthier lives for patients and our teams, wanting you to enjoy your job, and flourish in it.

To reinforce this commitment, we recently refreshed our values after hearing from over 1,400 colleagues about what made them proud to work at UHB

We will be:

Kind: the kindness that people show to each other every day

Connected: the connections we build with everyone around us

Bold: the ability to be bold in how we think, speak and act

We hope you find this pack useful and look forward to receiving an application from you for this role within our Trust.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'J Brotherton', written in a cursive style.

Jonathan Brotherton
Interim Chief Executive Officer

JOB DESCRIPTION

Job Title	MEDICAL SECRETARY / MDT COORDINATOR
Pay Band	4
Department	THORACIC SURGERY
Division	2
Reports to	Office Manager
Professionally Responsible to	Office Manager

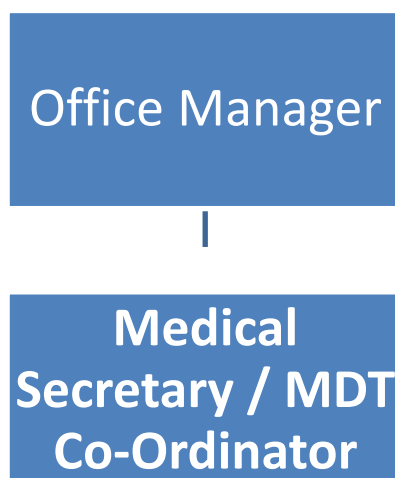
JOB SUMMARY

We are looking to recruit a full-time, enthusiastic and motivated medical secretary / MDT coordinator to work within our team of secretaries, working for consultants within the Thoracic Surgery Department at the Queen Elizabeth Hospital Birmingham. The successful candidate will be a key member of the Secretarial Team providing a professional and high quality administrative service at all times.

Our team looks after 6 busy consultants, each requiring a proactive secretary to manage their day to day admin, booking admissions/appointments, scheduling theatre lists, liaising with patients and colleagues both internally and externally. They must be willing to assist the consultant and department in providing the best possible care to our patients and service users in line with our trust values and mission statement.

We are looking for someone with a minimum of 12 months medical secretary experience, ideally within the NHS setting, working knowledge of the RTT pathway, excellent touch-typing skills, good knowledge of medical terminology, someone who is a team player but has the initiative to complete their individual tasks in a timely manner. The successful candidate should be pro-active, approachable; supportive to both patient and colleagues; have a conscientious approach, ability to demonstrate admin experience and be able to meet the main duties of the role as identified in the job description. You must possess excellent organisational skills and be experienced in dealing with confidential information.

TEAM/DEPARTMENT STRUCTURE CHART



KEY SKILLS
<ul style="list-style-type: none"> • Able to touch type from audio and/or copy type from written documentation prepare letters, emails, reports and minutes of meetings. • To exercise initiative and judgement based on acquired knowledge and experience when dealing with enquiries. Receiving and dealing with telephone enquiries as appropriate. • To maintain diaries as required. • Input and look up data on Trust IT systems in accordance with Trust policy. • To ensure that the post is opened daily and dealt with accordingly. • Arrange meetings and appointments as necessary. • To assist colleagues as directed by the Office Manager in times of pressure of work. • Co-operate in the introduction of new technology and new working practices to ensure the smooth running of the department. • Photocopying, scanning letters and documents as required. • Able to coordinate multiple outpatient clinic schedules, multitask and cope with large amounts of patient data to run an effective service.
KEY RESPONSIBILITIES
<ul style="list-style-type: none"> • Ensuring accurate maintenance of waiting lists on Oceano, Galaxy and other relevant systems and databases. • Validation of both inpatient and outpatient waiting lists. • Processing of referrals through ERHA and Choose & Book Advice and Guidance. • Ensuring patients are dated in line with the 18wk RTT pathway. • Liaise with patients, wards, consultants and other healthcare professionals about appointments and general queries across multiple sites. • Chase up operation notes and discharge summaries from other hospitals sites post-surgery • Managing and coordinate multiple clinic schedules, opening capacity, cancelling/reducing clinics during times of consultant absence. • Managing consultant leave requests ensuring processed and submitted within required guidelines. • Production and completion of clinic letters, medical reports, police statements and others through Winscribe digital dictation system, ensuring work towards letter turnaround times. • Cover where required for MDT meetings taking minutes and circulating them. • Provide reciprocal cover for secretarial team during absences. • Track and review referrals to the Thoracic Surgery service.
BUDGETARY AND RESOURCE MANAGEMENT
<ul style="list-style-type: none"> • Organise own day-to-day work tasks showing an ability to prioritise in order to achieve set timescales. • Undertake work that has been prioritised by the Supervisor/Manager. • Book and monitor room bookings for clinics to take place. • Arrange meetings as and when required.
MANAGEMENT , SUPERVISORY, TEACHING, TRAINING RESPONSIBILITIES
<ul style="list-style-type: none"> • You will report to the Office Manager but organise and complete the majority of your caseload independently.
RESEARCH AND DEVELOPMENT
<ul style="list-style-type: none"> • Undertake surveys and routine audits of own work as and when required. • Provide reciprocal cover for secretarial team during annual leave and sickness absence.



This job description is not intended to be a complete list of duties, but is expected to act as a guide to the main areas of key responsibility and as such will include any duties appropriate to the role. This job description may be reviewed and revised where appropriate.

The post holder will undertake other duties as may be required to achieve the Trust's objectives, commensurate with the grading of the post.

EFFORT -

- There is unlikely to be large amounts of physical exertion in this role.

TRUST VISION & VALUES

DO NOT AMEND THIS SECTION

The Trust is clear on its vision and values and aims to make sure that they are reflected in all areas of activity. Our vision is simple; building healthier lives. Our values apply to every member of staff and help us in all we do and how we do it. They are:

Kind: The kindness that people show to each other every day

Connected: The connections we build with everyone around us

Bold: The ability to be bold in how we think, speak and act

ADDITIONAL INFORMATION

This job description is designed to assist post holders with understanding what is expected of them in their role. University Hospitals Birmingham NHS Foundation Trust may ask them to undertake other duties, as required, which are not necessarily specified on the job description but which are commensurate with the grade of the post.

The job description itself may be amended from time to time in consultation with the post holder, within the scope and general level of responsibility attached to the post.

All post holders must take responsibility to ensure that they are aware of and adhere to all Trust policies, procedures and guidelines relating to their employment regardless of their position within the Trust.

Last Updated: 13/01/2023



PERSON SPECIFICATION

JOB TITLE:	
TRAINING, QUALIFICATIONS AND PROFESSIONAL REGISTRATIONS	
ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Good General Education (e.g. GCSE English and Maths A-C) GCSE Level 9-4 • Business Administration NVQ level 3 or equivalent experience in a clerical environment • Experience of using IT systems 	<ul style="list-style-type: none"> • AMSPAR Certificate/equivalent qualification or equivalent knowledge of medical terminology •
EXPERIENCE & KNOWLEDGE	
ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Experience of dealing with the Public/Customer service experience • Experience of working with a range of Microsoft Office packages (e.g. Word, Excel and Outlook) 	<ul style="list-style-type: none"> • Experience of working in a busy environment • Experience of working in Healthcare
SKILLS & ABILITY	
ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Good communication / customer care skills both written and verbal demonstrating sympathy and compassion • Good keyboard / IT skills • Good organisation skills and ability to multitask • Good time management skills • Ability to deal professionally with enquiries from staff • Ability to problem solve • Understand confidentiality and apply the principles • Ability to pay attention to detail where there are predictable interruptions to the work pattern • Ability to deal with stressful situations and sensitive issues 	
OTHER SPECIFIC REQUIREMENT	
ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Work effectively and flexibly as part of a team to meet the needs of the services • Confident in dealing with people at all levels • Must be able to demonstrate an understanding of equality and diversity • Mature open and flexible approach to 	<ul style="list-style-type: none"> • Ability to work under pressure and deal with stressful situations



<p>work</p> <ul style="list-style-type: none"> • Demonstrates care and compassion • Good inter-personal and communication skills. • Good organisational skills • Team Player • Conscientious • Demonstrates reliability, motivation and commitment 	
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