

Join us at UHB



Building healthier lives

Welcome from our 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 dark ink, appearing to read 'J Brotherton', written in a cursive style.

Jonathan Brotherton
Chief Executive Officer

JOB DESCRIPTION

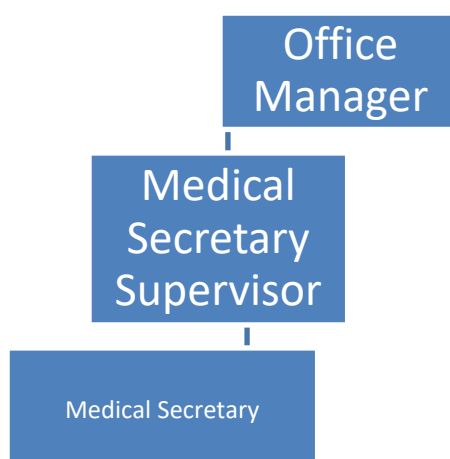
Job Title	Medical Secretary - Supervisor
Pay Band	4
Department	Trauma & Orthopaedics
Division	5
Reports to	Manager
Professionally Responsible to	Fozia Begum

JOB SUMMARY

The post holder will provide a comprehensive and efficient secretarial service to the Consultant(s) and their medical team. By personally assisting with the administrative workload, the Medical Secretary – Supervisor will enable the Consultant(s) to optimise clinical commitment. It is essential that the post holder exercises initiative and judgement using acquired skills and knowledge, maintaining confidentiality at all times.

The post holder will provide an empathic and sensitive point of contact for patients/relatives and carers. They will be responsible for the day to day training and supervision of other medical secretaries/clerical support workers.

TEAM/DEPARTMENT STRUCTURE CHART



KEY SKILLS

- To provide a complete confidential general and medical secretarial service for the Consultant(s) and their medical team. To be responsible for the organisation of meetings, preparation of agendas and taking of minutes. To organise case conferences, seminars and travel arrangements and assume responsibility for the daily management of the medical team diary. All work to be carried out on own initiative, without direct supervision and to tight deadlines, in order to achieve Trust standard and targets
- To provide and receive complex information on a daily basis. To exercise initiative and judgement based on acquired knowledge and experience when dealing with enquiries of a clinical and non-clinical nature

- To touch type from audio and / or shorthand the following documents: clinical letters; results letters; discharge summaries; medical reports; Coroner's reports; police reports; scientific manuscripts and abstracts; reports in response to complaints; teaching, educational and research materials. This requires an understanding of medical terminology, phraseology and medications, as well as high levels of concentration. Many documents may be of a complex or distressing nature
- To draft letters on behalf of the Consultant(s) in a sympathetic but easily understandable manner, for example when informing patients of their test results
- To provide a point of contact for GPs and other Health Care Professionals and also patients/relatives/carers, who are often highly emotional and high distressed ensuring that any language or other communication barriers are overcome
- To understand the patient pathway and provide information and reassurance in a professional manner. Deal with queries and instigate appropriate action, as appropriate to the complex and sensitive nature of the information involved
- Knowledge and use of various Microsoft Office Software programmes including Outlook, Word, PowerPoint, Excel, Access (database) to produce clinical letters and other relevant correspondence. Daily use of hospital intranet to provide information for Consultants, GPs and patients on forthcoming appointments, admissions and results of investigations
- Use of Hospital Information Support System (HISS) to ensure the timely production of accurate clinical records for each patient episode in order to achieve Trust standards
- To organise and maintain theatre schedule adding patients to lists and ensuring patients are seen for pre-operative assessment and admission for operations and tests as appropriate
- To provide day to day supervision to secretaries/clerical officers, allocating and monitoring work on a daily basis
- Provide and be responsible for the training of Medical Secretary trainees
- To manage and progress and chase results of patient investigations on a daily basis and on receipt, prioritise and action according to clinical need, with guidance from the medical team
- To develop and maintain an efficient individual filing system on behalf of the Consultant(s) and their team to include correspondence, reports, complaints, research and results
- To assist with the collection and provision of statistical data as required by Consultant/Consultants team and other health professionals
- To be responsible for informing the relevant individuals (i.e. Clinical Director, Leave Co-ordinator, Consultant or Medical Personnel) of any Consultant or member of the medical team's leave, in order to enable effective rescheduling of clinic/theatre sessions in a timely manner, adhering to Trust Guidelines and Policies
- To liaise with medical records with regard to availability of medical notes for forthcoming clinics, ensuring where possible, all results/correspondence is available for the patient's clinic appointment
- To handle cheques/donations and be responsible for forwarding to the appropriate Trust Fund
- To sort, distribute and prioritise incoming mail, using judgement and experience to decide which documents are to be passed to the Consultant(s) and their team for urgent action and which may be passed directly to other areas for action and information
- To carry out any other secretarial duties including faxing, photocopying, emailing, ordering stationery, maintaining and arranging repair of office equipment where necessary
- Provide reciprocal cover for secretarial Team during annual leave and sickness absence

KEY RESPONSIBILITIES

Communication

- Liaise with staff and service users
- Provide excellent telephone skills. Accurately record telephone messages and other enquiries and refer as appropriate
- To provide a point of contact for patients/relatives/carers, GPs and other Health Care Professionals who can be emotional and highly distressed, ensuring that any language or other communication

barriers are overcome

- Provide effective communication and problem solving both face to face and via telephone
- Be sympathetic and sensitive to the requirements of staff, service users when communicating by telephone or face to face, including dealing with a difficult situation, e.g. aggressive or demanding behaviour
- Attend admin team / departmental meetings on a regular basis. Contribute to building effective teamwork in exchanging views, ideas and communicating effectively
- Analytical and Judgemental Skills / Freedom to Act
- Ability to make decisions and take actions relating to enquiries
- Ability to recognise situations that should be referred onto the Line Manager and take prompt and appropriate action
- To sort, distribute and prioritise incoming mail, using judgement and experience to decide which documents are to be passed to the Consultant(s) and their team for urgent action and which may be passed directly to other areas for action and information
- Planning and Organisational Skills
- To manage and progress results of patient investigations and on receipt, prioritise and action according to clinical need, with guidance from the medical team
- Organise own day-to-day work tasks showing an ability to prioritise in order to achieve set timescales
- Prioritise own work load to meet the needs the service user
- Arrange and prioritise meetings and case conferences as appropriate
- Arrange meetings as and when required
- Policy and Service Responsibilities
- Work collaboratively as part of an integrated team
- Work within and keep up to date with National and Trust legislation, guidelines, policies, procedures, protocols and code of conduct and ensure they are adhered to across the team
- Participate in and contribute to the effective introduction of new systems and initiatives leading to the improvement and development of patient services

BUDGETARY AND RESOURCE MANAGEMENT

n/a

MANAGEMENT , SUPERVISORY, TEACHING, TRAINING RESPONSIBILITIES

- To provide day to day supervision to Administrators/Coordinators and Clerical Staff and plan staff rota and cover as required
- Book bank staff as required
- Participate in the induction and training of all new members of staff in department
- Demonstrate own activities to new / less experienced staff

RESEARCH AND DEVELOPMENT

- Undertake surveys and routine audits of own work as and when required
- Provide reciprocal cover for secretarial team during annual leave and sickness absence.

EFFORT

n/a

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:

PERSON SPECIFICATION

JOB TITLE: Band 4 Medical Secretary - Supervisor	
TRAINING, QUALIFICATIONS AND PROFESSIONAL REGISTRATIONS	
ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Good General Education (eg. GCSE English and Maths A-C) GCSE Level 9-4 • Business Administration NVQ level 3 or equivalent experience in a clerical environment • AMSPAR Certificate/equivalent qualification or equivalent knowledge of medical terminology • Working knowledge of medical terminology 	
EXPERIENCE & KNOWLEDGE	
ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Experience of working as a Medical Secretary • 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) • Experience of using IT systems • Experience of working in Healthcare • Good Organisational skills • Able to use own initiative and deal with the unpredictable 	<ul style="list-style-type: none"> • Experience of working in a busy environment



<ul style="list-style-type: none"> • Able to work under pressure and to multi-task • Able to work to deadlines 	
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, patients and visitors • Ability to problem solve • Understand confidentiality and apply the principles in everyday working practice • 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 work • Demonstrates care and compassion • Good inter-personal and communication skills • Good organisational skills • Team Player • Conscientious • Demonstrates reliability, motivation and commitment • Ability to travel to multiple sites 	<ul style="list-style-type: none"> • Ability to work under pressure and deal with stressful situations