# Medical Secretary

**Department:** Health and Community Services

**Division:** Non-Clinical Support Services

**Reports to:** Business Support Team Leader

**JE Reference:** HCS1016

**Grade:** 6   (AfC:  C)                      JE Date:   8/3/2021

## Job purpose

Provide a comprehensive secretarial and administrative service to Consultants and their clinical teams within Health and Community Services.

The postholder will be required to act as liaison officer between patients, relatives, health care professionals and other internal and external agencies.
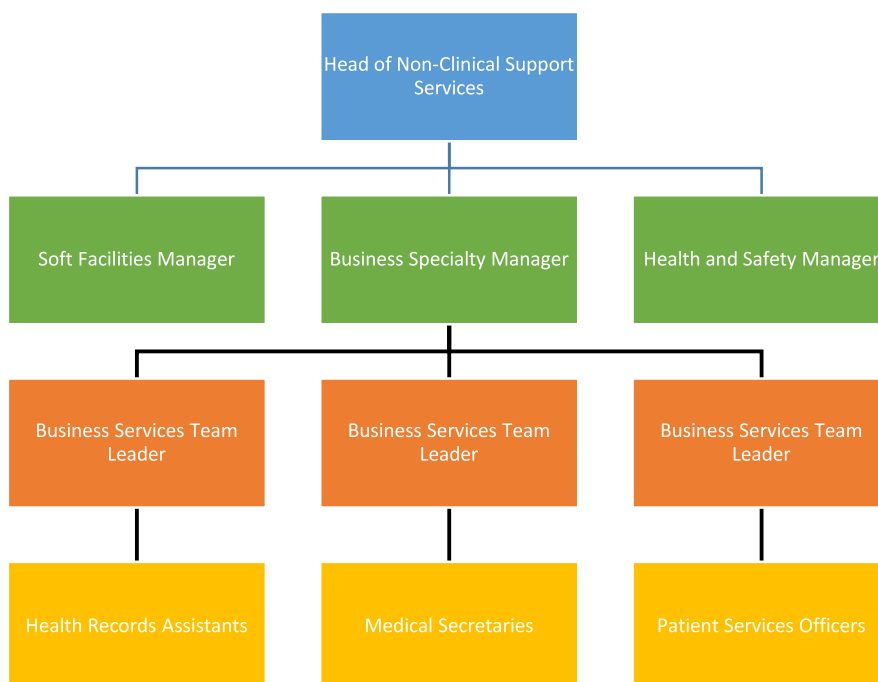
## Job specific outcomes

1. Responsible for the Consultant and clinical team's diary management ensuring that meetings are scheduled within their clinical confines and that they are fully prepared and briefed in time.

2. Arrange and co-ordinate internal and external meetings for the Consultants and their clinical teams.  Provide full support including accurate minute taking and provision and distribution of all necessary paperwork in a timely and efficient manner.   Assist with the preparation of presentation materials and organising events and meetings.

3. Manage all incoming patient related communication on behalf of the Consultants and their clinical teams within strict deadlines to support a positive patient experience, escalating urgent referrals where necessary, and redirecting as appropriate during the Consultant's absence. Communications can be face to face, written or via the telephone.

4. Filter all incoming enquiries from a wide range of internal and external agencies, in an effective and timely manner and take action and escalate where appropriate.

5. Ensuring that all GOJ systems and specialised internal Hospital systems are maintained and updated with patient demographics and General Practitioner details to comply with the requirements of data protection law.

6. Maintain databases for patients being transferred to UK Hospitals or being discussed at UK MDTs (Multi-Disciplinary Meetings) (OTTA) and ensure that all relevant patient information is available for a complete patient review.

7. Ensure all administrative arrangements relating to patient appointments/admission to UK Hospitals are actioned by the appropriate teams and track the outcome to ensure the patient record is accurate and up to date.

8. Facilitate all aspects relating to UK Visiting Consultants' clinics in Jersey to ensure patients are reviewed and outcomes recorded.

9. Provide training to newly appointed staff ensuring that documents are accurately transcribed using correct grammar and medical terminology.

10. Maintain the referral priority list and in order that the live waiting list statistics and the patient timeline tracking system are accurate. Maintain case load lists ensuring episodes on appropriate systems are opened/closed in a timely manner. Monitor discharge report to ensure that all patient discharge summaries are completed and actioned.

11. Transcription of medical reports, discharge summaries via digital dictation system in line with SOP.

## Statutory responsibilities

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

## Organisation chart

# Person Specification

| ATTRIBUTES | ESSENTIAL | DESIRABLE |
|---|---|---|
| **Qualifications**<br>*Please state the level of education and professional qualifications and / or specific occupational training required.* | Educated to GCSE level or possess an equivalent qualification<br><br>Previous experience in a secretarial or administrative role.<br><br>High level of excellent written English and grammar is required<br><br>The postholder is expected to possess a Certificate in Medical Terminology or undertake training to achieve the in-house Certificate in first two years. | |
| **Knowledge**<br>*This relates to the level and breadth of practical knowledge **required** to do the job (e.g. the understanding of a defined system, practice, method or procedure).* | Knowledge of the department's services and the importance of the customer experience | Knowledge of medical terminology would be advantageous |
| **Technical / Work-based Skills**<br>*This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.* | Excellent knowledge of Microsoft Office applications and familiar with other IT software to produce high quality documents efficiently.<br><br>Be able to use, promote and train others on a wide variety of IT software.<br><br>Ability to learn the various software used within the Government of Jersey. | |
| **General Skills/Attributes**<br>*This relates to more general characteristics required to do the job effectively, e.g. effective written communication skills, ability to delegate, motivation or commitment etc.* | Able to deal with many high priority issues at the same time, maintaining a calm and professional approach whilst quickly developing a strong rapport with others.<br><br>Excellent communication and interpersonal skills are required to deal with patients and relatives who maybe distressed.<br><br>Awareness of both legal and best practice requirements for confidentiality | |

| **Experience**<br>*This is the proven record of experience and achievement in a field, profession or specialism. This could include a minimum period of experience in a defined area of work if required by an external body (for example a period of post-qualification experience).* | Previous experience of working in a busy secretarial or administrative department<br><br>Experience of working in a medical environment with excellent secretarial and organisational skills. | |
| --- | --- | --- |
| **Criteria relating to Safeguarding**<br>*Other requirements needed to confirm suitability to work with vulnerable people e.g. attitudes, skills, experience etc.* | | |