



**Cygnet Hospital  
JOB DESCRIPTION**

**Title:** Medical Secretary

**Responsible to:** Office Manager

**Accountable to:** Hospital Manager

**Purpose of the Post:**

To provide a comprehensive secretarial, administration and information service to the Consultant Psychiatrists and MDT. You will be expected to co-ordinate and arrange activities with other medical secretaries and team admin to ensure that an efficient service is provided. The role comprises a wide range of specific duties and requires competence in word processing, keyboard skills, data capture, audio typing, communication and organisational and customer care skills. The post holder will carry out their duties in such a way to make a direct and positive contribution to the organisation of work. It is essential that the post holder should exercise initiative commensurate with the role and vital that confidentiality be maintained at all times. An essential part of the role is the ability to manage and prioritise own workload without direct supervision to ensure customer satisfaction and to adhere to Care Quality Commission standards & good practice guidelines.

**Development of the Post:**

Many aspects of clerical and secretarial works are undergoing change and development, which may include new technology, methods and procedures. The post holder will be expected, following appropriate consultation and training to carry out any such changes in working practices.

**Main Duties:**

- Type dictation using transcription machine, word processing package and in-house systems. Using correct medical terms/medications for hospital letters, admission/discharge summaries, CPA / Ad hoc reports, rotas, references, general correspondence. Ensure that good communication is maintained between all team members to assist smooth operation across departments.
- Correspondence for the Consultants, medical staff and the multidisciplinary team ensuring summaries, reports, clinical updates and other time sensitive information is typed and distributed within the designated time limits.
- To attend and minute ward round and community meetings as and when required.
- To ensure that all procedures relative to CPA's and associated guidelines are adhered to which will include making all necessary arrangements to ensure CPA hearings are in place. Responsible for provision of CPA reports. Ensure adequate records for CPA hearings are maintained. This also includes compiling and maintaining monthly statistics.
- General office duties, including dealing with incoming and outgoing correspondence, filing and photocopying etc.

- Assist in organisation of Consultant workload and arrange meetings and/or appointments as required.
- Open and prioritise correspondence ensuring that urgent correspondence receives prompt attention.
- Input data onto monthly audit spreadsheets and maintain systems to monitor areas of risk as identified by management.
- Ensure that effective communication is maintained both within the hospital and between Trust, GPs, patients, Community Mental Health Team, patients and relatives regarding admissions, meetings and any other queries, some of which may be of a distressing/aggressive nature.
- May be required to convey clinical/medical information to medical, nursing, or other healthcare staff, when instructed by, or with permission of Consultant.. Post holder must at all times conform with Cygnet Health Information Governance policy when handling personal and sensitive information of service user's and employees.
- Respond to enquiries from letter/fax/e-mail/telephone from patients, GPs, Community Mental Health Teams, other hospitals, Police, solicitors, other consultants.
- Exercise independent judgement and initiative by demonstrating a constant awareness of patients' situations in relation to GP/Care Coordinator wishes, consultant treatments and hospital admissions.
- Exercise independent judgement and initiative when problems arise by taking appropriate action to resolve the problems or referring to the appropriate person.
- Through self-development, continuously update knowledge of new trends and maintain and improve knowledge and competence-
  - Undertake self supervision and effective self organisation in terms of: -Co-ordinating annual leave in co-operation with other secretaries with the approval of line manager.
  - Establish good levels of communication and liaison with other secretaries, medical and nursing staff and other departments.
  - Liaise with other secretaries to ensure fair distribution of work by mutual assistance.
  - Supervision of new clerical staff as required.
- Ensure all correspondence is sent to be filed correctly in case note and case notes are kept up to date.
- Develop and maintain effective working relationships with local service departments, in particular Commissioners and Case Workers with whom regular contact is made.
- Ensure adequate and safe storage of documentation.
- To participate in audits as requested and maintain all records in an audible format

**Other Duties:**

The ability and commitment to work as a team member and be able to adhere to strict deadlines.

Work as part of a team providing cross cover as necessary.

Responsible for safe use of, and basic maintenance of office equipment/machinery. May be required to arrange for repair/servicing of office equipment and machinery as necessary.

Observe rules and requirements outlined in Health & Safety Act, Data Protection Act and be conversant with Lifting & Handling regulations as set out by Cygnet Health Care. Must undertake all mandatory training as required by the hospital.

The post holder should ensure that confidentiality of all patients' health care records is strictly maintained at all times. Post holder will also be expected to hand and process all patient information in accordance with Data Protection Act and all relevant Cygnet Policies & Procedures.

**Health & Safety:**

To comply with safety instructions/policies.

To use in a proper and safe manner the equipment and facilities provided.

To refrain from the wilful misuse or interfere with anything provided in the interests of health and safety, and any action which might endanger yourself or others.

To report as soon as practicable all hazards and defects to the appropriate person, and ensure that incident forms are completed.

**Standards of Conduct:**

Co-operate / adapt to the changing needs of the service.

Conduct duties with regard to the Cygnet's stated values:

Staff are vital to the Cygnet's success and it is their contribution which provides the Company with quality, service and reputation.

Our service should be focussed on meeting our patients' requirements.

**Review:**

All job descriptions are intended to be flexible and should be reviewed from time to time. Jobholders are expected to be flexible and be prepared to carry out similar and related tasks, which do not fall within the duties previously outlined. The job description should be reviewed and amended with the jobholder.

It is likely that the post will evolve over time. These duties will be subject to regular appraisal and any amendments will be made in consultation and agreement with the post holder.

**PERSON SPECIFICATION**

Medical Secretary

CRITERIA	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
<p><b>Education/Qualifications:</b>                      Diploma in Secretarial Skills or equivalent                      AMSPAR qualification                      GCSE English or equivalent grade C or above                      GCSE Maths or equivalent grade C or above                      RSA/OCR II or equivalent                      RSA/OCR III or equivalent                      ECDL (European Computer Driving Licence).</p>		✓ ✓  ✓ ✓ ✓	Application form
<p><b>Skills and Knowledge:</b>                      Excellent communication skills – written and verbal                      Interpersonal skills                      Organisational skills                      Appreciation of confidentiality issues                      Knowledge of medical terminology                      Ability to adapt to change within working situation                      Knowledge of the Mental Health Act                      Shorthand                      Knowledge of the Mental Health Act Administrators role                      Able to deal with a steady flow of work and sudden episodes of heavy influx of work.                      Able to work as part of a team and independently.                      Able to manage and prioritise workload, working with minimal supervision                      Able to exercise initiative and solve day to day problems</p>	✓  ✓ ✓ ✓  ✓  ✓  ✓  ✓  ✓	✓     ✓  ✓ ✓ ✓	Application form Interview References Audio typing test
<p><b>Experience:</b>                      Working knowledge of MS Word                      At previous medical secretarial experience.                      Evidence of dealing with the public both on the phone and in person.                      Experience of working to deadlines and managing own workload.</p>	✓  ✓	✓ ✓	Application form Interview References
<p><b>Personal Attributes</b>                      Good health/attendance record                      Flexible / positive approach to work                      Enthusiasm and motivation                      Calm and helpful personality                      Flexible approach to constantly changing work priorities.                      Conscientious, hardworking and reliable.                      Caring, approachable, professional manner.                      Ability to work as part of a team and independently.</p>	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓		Application form Interview References
<p><b>Other Requirements:</b>                      To work in other areas of the department when required.</p>	✓		Interview

Job Description – Medical Secretary.

Ability to cope with stressful situations	✓		
Awareness of the sensitivity and emotional demands of this area	✓		
Self-awareness of assets and limitations	✓		
Manual handling skills	✓		