

**Queenscourt Hospice
Role Description**

Post:	Personal Assistant/Medical Secretary to Medical Director
Responsible To:	Specialist Clinical Lead Nurse / Medical Director
Accountable to:	Medical Director

Role Summary:

The post holder will provide a comprehensive, confidential, accurate and timely secretarial and PA service to the Medical Director and medical team within Queenscourt. The post holder will be expected to work with the minimum of supervision and co-ordinate his/her activities in order that an efficient service is provided. The post holder will be expected to work under his/her own initiative working alongside the other Personal Assistant/Medical Secretary.

The post holder will carry out the duties in such a way as to make a direct and positive contribution to the organisation and to maximise the most effective use of time. It is essential that the post holder exercise initiative commensurate with the role and vital that confidentiality be maintained at all times when dealing with patient and personal information.

Main Duties and Responsibilities (Personal Assistant):

1. To provide a complete secretarial and PA support service to the Medical Director in all admin and secretarial matters. This will include diary management, making of appointments, typing of agendas, typing of assessments, reports and clinical and non-clinical letters, taking notes and compiling minutes as required using a number of ways i.e. audio, copy and dictation using Microsoft Office and other IT systems to ensure delivery of a high quality of service.
2. To manage and maintain the Medical Directors electronic diary and utilise his/her time in the most effective way. This will involve the exercise of tact and persuasion to ensure that, as far as possible, the Medical Directors availability takes priority.
3. Receive a variety of telephone calls on behalf of the Medical Director and other doctors, using initiative to deal with matters where possible, taking and passing on messages and re-directing calls as appropriate. Liaise with staff from external agencies and internal departments.
4. Maintain system for chasing any outstanding queries, comments and actions. Ensure the Medical Director has all relevant papers when attending meetings and ensure all paperwork pertaining to these meetings is available and filed for easy retrieval and reference.
5. Prepare papers and agendas for meetings. Attend, take and transcribe the minutes and distribute accordingly. Set deadlines for typing/checking the minutes and gather agenda items to ensure timely distribution of papers. Operate a 'Bring Forward' system to ensure that all papers and agendas are ready for meetings which the Medical Director attends.
6. Arrange meetings, visits, assessments and appointments for the Consultant and medical colleagues as required, both internally and externally. Organise hospitality, suitable venues and/or overnight accommodation if required. Make necessary transport arrangements (as appropriate) and if required, ensure relevant personnel receive invitations.
7. To manage and maintain robust electronic and manual filing systems for the Medical Director to facilitate easy access to information as and when required.
8. To co-ordinate, record and monitor the medical cover rota, doctors annual and study leave and medical rota's on SystemOne.
9. To liaise with local NHS Trust and services, Palliative and End of Life Care Networks and national organisations when required

Main Duties and Responsibilities (Medical Secretary):

1. Receive referrals by telephone, email, mail or in person, prioritising and dealing with them appropriately ensuring the Medical Director is kept fully informed.
2. Scan clinical correspondence and patient test results and electronically transfer to various clinical systems and individuals.
3. To input and maintain accurate information onto the designated patient database (SystemOne), in order to ensure records are maintained. Liaise with the Clinical Services Secretary, Ward Clerk, Nursing staff and NHS Palliative Care staff to ensure System One is accurate.
4. To ensure timely dissemination of clinical correspondence for the Medical Director and medical team.
5. To ensure that any contact with patients and their families is carried out in a sensitive and professional manner, including occasions where they present in a distressed manner and require reassurance with an empathetic approach.
6. In the event of new members of staff/temporary secretarial staff being required within the department, the post holder would be required to provide a short induction.
7. To summarise diagnostic information for accurate entry into electronic clinical records system
8. To make, co-ordinate and liaise with patients and staff regarding outpatient appointments within and outside of Queenscourt
9. To organise placements for doctors and medical trainees in liaison with the training organisations, devise induction programmes for medical staff in liaison with Education Co-ordinator.
10. To liaise with Clinical Services Secretary, Medical Examiners Office and Registrars office to support notification and certification process after death.

Policy and Procedures:

1. Understand and comply with the policies and practices of Queenscourt Hospice including Health and Safety
2. To participate in an annual development and review process
3. To attend statutory training in accordance with Hospice requirements
4. To ensure all data is kept securely and administered responsibly and in line with the Data Protection Act 1998

Health and Safety:

5. The post holder must familiarise themselves with matters relating to health and safety management as they affect them personally and/or the Hospice, reporting any potential risks to life or property immediately in accordance with the Hospice's Health and Safety policy and procedures. Staff must use all equipment provided to undertake their role safely

Other:

6. Maintain absolute confidentiality in all areas of work
7. Work with and delegate work to volunteers as required
8. Behave at all times with complete integrity, respect and professional dignity ensuring actions enhance the reputation of themselves and the charity
9. Any other duties commensurate with the grade and post.

NOTE: Within this role, there will be a requirement for social contact with patients and/ or patient families

This document does not attempt to describe all the tasks to be performed. It will be open to periodic review and as a minimum will take place annually as part of the appraisal process and as a result, alterations and additions may be made.

Person Specification – Personal Assistant/Medical Secretary to Medical Director

Attributes Required (based on job requirements)	Essential	Desirable	How tested
<u>Qualifications</u>	<ul style="list-style-type: none"> • Educated to Level 3 (A Level or equivalent) in relevant qualification or equivalent experience • AMSPAR qualification or equivalent qualification or experience • Must be educated to at least level 2 (GCSE or equivalent) in numeracy, literacy and IT • Shorthand qualification or appropriate experience 		Application Form Certificates
<u>Experience</u>	<ul style="list-style-type: none"> • Experience of working as a medical secretary • Experience of working at a similar level in a similar role • Experience of minute taking at Board or similar meetings • Experience of working in a Health Service environment 	<ul style="list-style-type: none"> • Experience of working in a charitable organisation • Experience/understanding of patients and family needs 	Application Form Interview References
<u>Skills & knowledge</u>	<ul style="list-style-type: none"> • Proven admin/secretarial skills including shorthand • Excellent communication skills, both written and verbal • Excellent level of IT Skills and knowledge of Microsoft Excel and Word • Excellent time management skills and ability to multi task and prioritise conflicting work demands • Excellent Planning and Organisational skills • Accurate reporting skills • Good command of the English language and grammar • Audio typing skills with a good level of speed and accuracy • Ability to work with limited supervision and exercise initiative • Ability to maintain confidentiality 	<ul style="list-style-type: none"> • Knowledge of Queenscourt or the Hospice movement • Knowledge of SystemOne or similar electronic patient records system • Knowledge of Read and other diagnostic coding systems 	Application Form Interview References Test
<u>Personal Qualities</u>	Highly motivated; team player who can demonstrate a positive approach along with an understanding of the charitable ethos and of working with volunteers; Compassionate; Patient; Thorough; Tactful; Discreet; Ability to handle issues of death and dying		References Interview
<u>Disclosure and Barring Service (DBS)</u>	This post is subject to a disclosure and barring check		