



- JOB DESCRIPTION:** MEDICAL SECRETARY
- ACCOUNTABLE TO:** The Clinical Nurse Specialist Manager
- RESPONSIBLE FOR:** Providing a confidential secretarial support service
- OVERALL PURPOSE:** To provide secretarial and administrative support to the Clinical Teams.

The Medical Secretaries, in conjunction with other secretarial staff, provide a co-ordinated and consistent confidential secretarial service to Trinity.

**Main Duties of post**

1. To provide an initial service response to patients & carers contacting the Trinity Hospice and Palliative Care Service.
2. Receive and process telephone calls, support Hospice professionals' communication with information retrieved from Hospice databases, patient notes, files, computer records etc.
3. Maintain an effective message taking system.
4. Accurate and grammatically correct typing of correspondence, reports, minutes, protocols, patient questionnaires etc.
5. Accurate inputting and analysing of data onto the computerised patient information system in order to produce statistical information.
6. Receive and process all patient referrals including the accurate recording of details onto a computerised patient information system
7. Arranging and attending meetings, if requested, preparing agendas and taking minutes if required.
8. Maintain a good liaison with outside bodies i.e. Primary Care, other Allied Health Professionals and Social Services.
9. Maintain an efficient and accurate manual case note system throughout the service.
10. Ensure strict confidentiality of all information acquired especially with regards to patients and staff.

11. Ensure good communication between all members of the Multi Disciplinary Team.
12. Use own initiative but also work proactively within the team to ensure the service operates at maximum efficiency.
13. Routine office duties including filing, photocopying, faxing, maintaining stocks of stationery, printed material, booklets, benefits applications, NHS request forms etc.
14. To provide secretarial support on a rota basis to the palliative care team to cover bank holiday periods.

### **General Responsibilities**

1. To participate in in-service training and personal development as required.
2. To take responsibility for being up to date with current policies and procedures and to adhere to these.
3. Co-operate fully in the introduction of any new technology and new methods of working as appropriate.
4. To take responsibility for being up to date with current policies and procedures and to adhere to these.
5. To be a co-operative and supportive member of the Trinity staff team, ensuring that all members are aware of any issues in the post holder's workload, which may affect other members of the Trinity team.
6. Any other duties that may be reasonably requested.
7. To promote at all times the Hospice philosophy and uphold the Trinity core values.

### **Professional function**

Not applicable for this post.

This job description is not exhaustive and is subject to review in conjunction with the post holder and according to future changes/developments in the service.

**Trinity operates a strict 'no smoking' policy**