

Birbeck Medical Group Job description

Trainee Medical Secretary / Administrative Assistant

Title:	Trainee Medical Secretary / Administrative Assistant
Hours:	37 Hours per week
Duration of job:	1 year contract
Reports to:	Clinical Coding Manager
Holidays:	22 working days per annum pro-rata
Uniform	A uniform is provided by the employer which is renewed at appropriate intervals.
Pension:	The employee is eligible to join the NHS Pension Scheme.

Main purpose of job

To offer secretarial support to the clinicians including, audio typing, assisting patients both over the telephone and in person and liaising with hospital departments as appropriate.

Extracting and inputting data from the Out of Hours Service and supporting the Data Management Officers.

Key Responsibilities

- Typing letters to patients, consultants, hospitals and other organisations as appropriate.
- Data entry on to patients electronic records relating to records and referral letters.
- Creating referrals via the Choose and Book system as requested by clinicians.
- Dealing with queries from patients regarding referrals and appointments etc. and assisting them with making their Choose and Book appointment if necessary.
- Dealing with tasks from clinicians that may include speaking to patients, telephoning hospital departments, making Choose and Book referrals etc.
- Dealing with incoming letters from other organisations such as Opticians and making referrals as requested.

- Processing requests for medical records from solicitors and insurance companies.
- Extracting and inputting data via our 'Read Code' system onto the surgeries software system (EMIS).
- Working as part of the Secretarial team and Data team and undertaking such duties as may be determined from time to time commensurate with the activities outlined above.

Competencies:

- Good verbal and written communication skills.
- Attention to accuracy and a methodical approach to work.
- Flexible approach, team player, good sense of humour.

Confidentiality:

- In the course of seeking treatment, patients entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately.
- In the performance of duties outlined in the Job Description, the post-holder may have access to confidential information relating to patients and their carers, Practice staff and other health care workers. They may also have access to information relating to the Practice as a business organisation. All such information from any source is to be regarded as strictly confidential.
- Information relating to patients, carers, colleagues, other healthcare workers of the business of the Practice may only be divulged to authorised persons in accordance with the Practice policies and procedures relating to confidentiality and the protection of personal and sensitive data.

Health and Safety

The post holder will assist in promoting and maintaining their own and others' health, safety and security as defined in the practice Health and Safety Policy. This will include:

- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks.
- Making effective use of training to update knowledge and skills.
- Maintaining work areas in a tidy and safe way and free from hazards.
- Actively reporting health and safety hazards immediately when recognised.
- Keeping own work areas clean.
- Reporting potential risks identified.

Equality and Diversity

The post-holder will support the equality, diversity and rights of patients, carers and colleagues to include:

- Acting in a way that recognizes the importance of people's rights, interpreting them in a way that is consistent with Practice procedures and policies, and current legislation.
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues.
- Behaving in a manner which is welcoming to and of the individual, is non-judgemental and respects their circumstances, feelings priorities and rights.

Personal/Professional Development

The post-holder will participate in any training programmes implemented by the Practice as part of this employment, such training to include:

- Participating in an annual individual performance review, including taking responsibility for maintaining a record to own personal and /or professional development.
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work.

Quality

The post-holder will strive to maintain quality within the Practice and will:

- Alert other team members to issues of quality of risk.
- Assess own performance and take accountability of own actions, either directly or under supervision.
- Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team's performance.
- Effectively manage own time, workload and resources.

Communication

The post-holder should recognize the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members.
- Communicate effectively with patients and carers.
- Recognize people's needs for alternative methods of communication and respond accordingly.