

ROLE BRIEF

Department:	Medical Secretaries
Job Title:	Medical Secretary – Bank
Responsible To:	Medical Secretary Team Leader
Location:	Horder Healthcare, Crowborough
Key Duties:	• To work within an established team of Secretaries in the general running of all medical secretarial aspects of The Horder Centre. • To provide secretarial support to accredited Specialists practising at The Horder Centre. • Type clinic letters and operation reports within the in-house computer (PIMS) programme via audio dictation from designated Specialists. • Type all clinical correspondence as required. • Filing, faxing, photocopying, distribution and retrieval of patients notes and X-rays etc, in line with The Horder Centre medical records management guidelines. • Deal with telephone callers in an efficient and helpful manner, following The Horder Centre guidelines. • Liaise with the Customer Services and Clinical Teams to effect the smooth running of clinics, ensuring that Consultant specific requirements are relayed and in place prior to consultations. • Liaise with Consultants' private/NHS secretaries outside The Horder Centre. • Arranging all diagnostic internal and external. • Dealing with Private patient and costing of appointments and procedures.
Key Accountabilities:	• Deal with customer complaints in a professional manner, involving more senior staff as required and following the Centre's complaints guideline. • Ensure that the customer's experience is as positive as possible and actively promote the organisation with customer interactions. • To ensure that confidential information is not disclosed about Horder Healthcare or its associated companies (including information regarding patients and staff) to any unauthorised member of staff, or to anyone outside the employment of Horder Healthcare. • To act in such a manner as to satisfy public trust and confidence, to uphold and enhance the good standing and reputation of Horder Healthcare. • To apply information security in accordance with the established policies and procedures of the organisation. • To take an active role in the Horder Healthcare's staff appraisal system and action agreed goals and objectives. • Adhere to customer services standards and accompanying guidelines.
Key Knowledge, Skills and Experience:	Must Haves • A good general education to include an English qualification • Audio/typing to a minimum of RSA II • Demonstrated ability to work with a wide range of people at all levels • Knowledge of the suite of Microsoft packages • Medical Secretarial experience

	• Confident and determined personality • Able to demonstrate the ability to handle stress and meet deadlines • A clear idea of high quality customer service and how to demonstrate this • Well presented and articulate Nice to Haves • AMSPAR • Experience in a role dealing with patients and consultants • Awareness of the role of quality standards in the raising and maintaining levels of service
Health and Safety:	The Health Act 2008 Code of Practice for Prevention and Control of Healthcare Associated Infections: You will carry out your duties in a way that maintains and promotes the principles and practice of infection prevention and control. You will comply with national standards, policies, guidelines and procedures. If you need a few tips, speak with our Infection Control Specialist. For clinical colleagues with direct patient contact, this will include (but is not limited to): • compliance with clinical procedures and protocols, including uniform and dress code • the use of personal protective equipment • safe procedures for using aseptic techniques • safe disposal of sharps. Please take due care at work, reporting any accidents, incidents or near misses to your line manager and record them on the Datix system.
Equal Opportunities	Horder Healthcare's Equal Opportunities Policy tells you all about our commitment to ensuring that no patient, colleague or prospective colleague is discriminated against, whether directly or indirectly on the grounds of: gender, sexual orientation, age, marital status, responsibility for dependants, disability, religion, creed, colour, race, nationality, ethnic or national origin, trade union activity, social background, health status, or is disadvantaged by conditions or requirements which cannot be shown as justifiable.
Confidentiality	You will make sure that no confidential information is disclosed about Horder Healthcare or its associated companies (including information about patients and colleagues) to any unauthorised person.
Safeguarding	You will be aware of the key issues in safeguarding children and vulnerable adults from significant and serious harm. Reporting safeguarding concerns to appropriate professionals and recording incidents accurately.
People Managers (if applicable)	You have a responsibility to manage your team, ensuring safe staffing levels at all times. You should ensure all new team members are effectively inducted onto your department; making sure that mandatory training is complete and kept up to date. You should effectively manage your team members monitoring performance and absence, using the HR policies and procedures.

Review	Whilst this role brief outlines the main duties of your role identified at the date of issue, you may be required to carry out additional tasks as requested by senior colleagues. Your role may be subject to amendments in the light of the changing needs of the business, and will be reviewed periodically, which we'll discuss with you first.
Role Brief Agreement	I have read this role brief and understand the contents of my day-to-day duties. I also understand that this role brief may change over time with the business needs of Horder Healthcare. I understand that the role brief will therefore be subject to periodic review. Colleague name: Colleague signature: Date: