

Job Description - Generic for information

Post Title: Clinical Personal Assistant

Band: 4

Job Purpose:

The post holder will provide comprehensive secretarial and administrative support to clinical team. Undertaking a range of duties including diary management, meeting arrangement and booking, document creation, leave management, minute taking and minute generation, email management as agreed. The post holder will be a key interface for patient enquiries, correspondence and the key point for administrative contact teams and managers.

Service Purpose

The Clinical Administration Service provides a comprehensive administrative service supporting the work of clinical teams through the provision of personal assistant services. The service will be aligned to clinical service areas and be central to generation of clinical correspondence related to patient care and appropriate communication. The service will support personal assistant activities including diary management, correspondence management, leave arrangement and planning, meeting management and minute taking. The service provides support roles in clinical areas.

Key responsibilities and duties

- Provide a professional clinical personal assistant service to an agreed set of clinicians.
- Services to be provided include secretarial support to Consultants, junior medical staff and AHPs.
- Assist in the organisation of the clinician's workload including diary management, meeting arrangement and booking, leave management, patient level management where appropriate, minute taking and minute generation, email management as agreed.
- Provides expert support in the use of administrative software such as Microsoft application including Word, Excel, PowerPoint etc. that supports document creation for report writing, presentation, memos and email for corporate managers.
- Working with the clinical staff to review admin in a timely manner.
- Provide administrative support to plan and organise meetings as required.
- Receives, manages and actions correspondence in liaison with the relevant clinician. Maintain an up to date electronic and paper office filing system appropriate to the

relevant department and undertakes filing in patient records in accordance with the Trusts Records Management Policy and the filing responsibilities for each clinical area.

- Management of clinical correspondence and results returned to clinicians and appropriate filing.
- Handles patient records as appropriate and ensures appropriate tracking as per Records Management policies and procedures.
- Provide a contact service for patients who contact the clinical team directly ensuring the patient is passed to the relevant service or provided with the necessary advice and guidance exercising the necessary judgement when dealing with inquiries.
- Provide information and advice to patients as appropriate in relation to care activities, appointments and admissions.
- Coordinate the care of individual patients with complex conditions to ensure access to services and continuity of care.
- Working with the divisional management teams to manage clinician rotas and on-call rotas as required.
- Establish excellent working relationships with the clinical and administrative staff.

Values Based Behaviours:

<p>Care: we show we care about people</p>	<p>Listens and acts to the concerns of others to bring about improvements for people (patients and staff).</p> <p>Shows empathy to others and a caring attitude to people (staff, patients and the public)</p>
<p>Ambition: we want the best for people</p>	<p>Motivates and coaches others to support them to develop their own capabilities and skills.</p> <p>Links individual development needs with service goals.</p> <p>Has the resilience to keep going in adversity and shows a can do attitude to deliver improvements for others.</p> <p>Strives to ensure the role or service they deliver is the best</p>
<p>Respect: we value the differences and talents of people</p>	<p>Notice the suggestions of others even if you may not agree.</p> <p>Provide constructive feedback.</p> <p>Show appropriate professional standards at all time.</p> <p>Concentrates on what is right rather than who is right.</p>

<p>Engage: we involve people in how we do things</p>	<p>Seeks feedback and input into decision making and service improvement for all people involved (patients, staff and the public).</p> <p>Actively takes others views into account.</p> <p>Shows a positive outlook to delivering the best service possible, and leads others by example.</p>
<p>Learn : we learn from people, past, present and future</p>	<p>Checks outcomes against plan.</p> <p>Uses evidence and experience of others to inform improvements to services for patients and staff</p> <p>Values, generates and uses evidence to lead future improvements</p>

Person Specification

	Essential	Desirable
<p>Skills, Knowledge & Aptitudes</p>	<p>Good level of numeracy and literacy skills. Able to communicate clearly both in verbal and written communications.</p> <p>Good keyboard & PC skills.</p> <p>Working knowledge of Microsoft Office packages ie. Outlook, Word, Excel.</p> <p>Ability to type text to a good standard.</p> <p>Organised and methodical with attention to detail.</p> <p>Professional and friendly telephone manner.</p> <p>Able to maintain accuracy to high standards.</p> <p>Understanding of confidentiality, Data Protection and Caldicott principles.</p> <p>Knowledge of NHS & Medical Terminology and audio transcription.</p>	
<p>Qualifications & Learning Equivalent experience considered</p>	<p>Educated to GCSE level or equivalent including English and Mathematics.</p> <p>European Computer Driving Licence (ECDL) Qualification or equivalent</p> <p>Typing qualification – RSA III or equivalent.</p> <p>Holds, currently studying towards or willing to undertake a Medical or General Secretarial qualification such as diploma, advanced diploma, professional certificate or equivalent.</p>	<p>Ability to learn NHS or clinical speciality terminology.</p> <p>Medical terminology and audio transcription qualification such as a certificate or AMSPAR qualification.</p>

<p>Personal Qualities</p>	<p>Flexible and adaptable to change. Ability to work to a deadline and to prioritise own work load. Ability to work on own unsupervised. Be able to work under pressure in a busy environment. Ability to work independently or as part of a team. Capable of dealing with sensitive and confidential documents and situations. Courteous and friendly. Able to multi-task.</p>	
<p>Experience</p>	<p>Experience of working in an office or administrative environment preferably within a healthcare environment. Previous experience of working in a NHS secretarial/personal assistant role. Knowledge of a hospital based Patient Administration System. Experience of audio-transcription letter generation service and diary management.</p>	
<p>Other</p>	<p>Keen to develop personal skills. Good work attendance. Flexibility & motivation. Able to change duties at short notice.</p>	