## Job Profile

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Medical Secretary</th>
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<tbody>
<tr>
<td>Department:</td>
<td>Health &amp; Social Care</td>
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<tr>
<td>Main Location:</td>
<td>Hospice</td>
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</tbody>
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1. **Main Purpose of Job**
   - Working as a member of the Healthcare Team to provide excellent administrative and secretarial support and to provide high quality administration for the Healthcare Team

2. **Position in Organisation**
   - Reports to Head of Administration
   - No staff line management responsibility

3. **Dimensions and limits of Authority**
   - Postholder holds no budgetary responsibility but will be expected to help manage costs where appropriate

4. **Qualifications**
   - MS Office skills qualification
   - Medical secretary qualification
   - Audio typing qualification
5. Experience and Skills

- Excellent IT skills & Audio skills
- Good communication skills
- Good interpersonal skills
- Able to communicate effectively verbally and in writing
- Excellent telephone manner and listening skills, dealing with enquiries, determining urgency, deciding/advising on course of action and taking messages

6. Duties and Key Responsibilities

**Technical Responsibility**

- Production of documentation using word processing and other software including clinical software packages
- Maintenance of diaries for teams and booking meeting/training rooms
- Dealing with telephone enquiries as appropriate
- Co-ordination of meetings
- Maintenance of filing system
- Take accurate and concise minutes of meetings
- Work efficiently at an advanced level with spreadsheets to provide accurate reports of service activity
- To maintain the clinical software packages by registering referrals, inputting and retrieving information and providing cover for absence
- Using audio tape and from written documents undertake the typing of patient assessment pathways, death and discharge summaries, outpatient clinic letters, general correspondence, reports, spreadsheets, leaflets, handouts and powerpoint presentations

**Clinical Governance / Quality**

- Ensure deadlines for routine actions are met
- Maintain safe, secure and efficient office systems management and filing
• Respond efficiently to enquiries to the service from patients, carers and professions
• Where appropriate be diplomatic, discrete and sensitive and maintain confidentiality appropriately
  • Collect data and then produce reports as required

Managerial Responsibilities
• No staff line management or budgetary responsibilities

Training and Development
• To attend mandatory training as requested
• To participate fully in the Sue Ryder performance management process
• To be aware of own training needs and take appropriate action

In order to facilitate the safe and smooth running of the Centre, employees are expected to maintain a safe working environment, maintain service user confidentiality, and occasionally take on reasonable additional tasks

7. General

In addition to the specific duties and responsibilities outlined in this job profile, all Sue Ryder employees should be aware of their specific responsibilities towards the following:

• To adhere to all health and safety and fire regulations and to co-operate with the Charity in maintaining good standards of health and safety
• To uphold ethical and professional standards and not behave in a manner that is likely to bring the Charity into disrepute
• Promote and sustain a responsible attitude towards equal opportunities and diversity within the Charity
• Demonstrate a commitment to ongoing registration requirements or any national professional or occupational standards associated with the role
• Demonstrate a commitment to ongoing learning and development and to participate in any training relevant to the role

The competent use of technology and information systems is an essential
requirement of this role. Employees are expected to be competent with the use of technology and information systems and understand their duties and responsibilities with regard to the appropriate use of personal data including sensitive personal data.

This job description is not exhaustive. It merely acts as a guide and may be amended to meet the changing requirements of the charity at any time after discussion with the post holder.