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| **Job Description** |
| **Position**: Medical Secretary | **Department**: Secretarial Team | **Job Level: Administrator** |
| **Reporting to: Secretarial Team Leader (Mrs Arnold)** | **Contract: Full-time** | **Hours per week: 37.5** |
| **Direct Reports: Secretarial Team Leader** |
| **Job purpose:** We are looking for a full time enthusiastic and experienced Medical Secretary, who will work as part of a busy team as well as on their own initiative. They will be responsible for undertaking a wide range of secretarial and administrative duties as set out by the Team Leader and Line Manager. |
| **Main Objectives:*** Ability to understand and follow the Secretarial job description
* Ensure all protocols and policies are followed as set out by the Practice and Partners
* Ability to work to deadlines
* Any other tasks as requested by the Secretarial Team Leader
* Completion of all mandatory training on bluestream and any other training required
* Ensure workspaces are in keeping with CQC guidelines.
* Audio typing (using Digi Dictation System) of referral letters dictated by the Clinicians and history of audio typing.
* Processing of templated referrals received from clinicians
* Maintain the Electronic Referral Service and follow-up referrals on a regular basis as well as check for responses to Advice and Guidance.
* Check the ERS Worklist in order to scrutinise current status of referrals, including rejections and process accordingly
* Typing of general correspondence and documentation for other members of the wider practice team such as safeguarding referrals and coroners.
* Deal with patient’s referral enquiries and enquiries from within the practice
* To receive incoming and initiate outgoing telephone calls in order to facilitate timely and appropriate communications with others.
* Regular checking and actioning of emails, tasks and workflow
* Liaise with external agencies such as NHS and Private providers and Community Services ensuring that referrals are processed efficiently.
* Receive and process requests for Online Access to Full Medical Records
* To open incoming post daily and distribute appropriately
* Franking of post daily
* Scan any documents as necessary
* Photocopying as required
* Create and maintain templates for documentation
* Processing and completion of private paperwork requests ie SARs, Insurances, iGPR software, DVLA, patient requests for letters etc. This will include raising and processing of invoices as per the private paperwork price list.
* Liase with Fiance team regarding payments
* General secretarial and administration duties to assist the team as set out by the Team Leader

• Any other duties that may be deemed necessary as set out by the Team Leader. |
| **Person Specification** |
| **Essential skills and qualifications:****Qualifications*** **Minimum GCSE or equivalent in English and Maths**
* **Good standard of education**

**Experience*** **Working with general public**
* **Working in general practice**
* **Good understanding of System 1 (Bonus)**
* **Understanding of working effectively within a team**
* **Audio typing experience**
* **Customer service experience and telephone skills**

**Skills*** **Intermediate knowledge of Microsoft word and Excel**
* **Good knowledge of clinical terminology**
* **High standard of written and oral communication**
* **Clear polite telephone manner**
* **Time management and ability to work to deadlines**
* **Problem solving skills**
* **Ability to perform under pressure**
* **Self motivated and ability to work on own initiative**
* **Highly confidential**

**Qualities*** **Understanding of a healthcare environment**
* **Good interpersonal skills, ability to make effective relationships with others**
* **Pleasant and articulate. Clear, polite telephone manner**
* **Able to work under pressure**
* **Able to respond to change and apply new developments without difficulty**
* **Ability to self-motivate, organise and prioritise own workload**
* **Excellent attention to detail**
* **Flexible working hours (to cover A/L and sickness)**
* **Disclosure Barring Service (DBS) check**
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