

Job Description

Job title	Medical Secretary	Job family	Healthcare
Reporting to	Business Support Services Manager	Job code	BSS/024
Location		Evaluation Date	22/02/2013

Main Purpose

Provides an efficient, professional and effective secretarial and administrative support within a Priory unit.

Key Accountabilities

Quality

1. Provides efficient and effective secretarial support to an individual or a department, including typing, telephone enquiries, diary management, meeting and greeting visitors and other administrative tasks as appropriate.
2. Recognises the level of importance of particular enquiries, issues or callers and applies the appropriate prioritisation to ensure the highest level of service.
3. Ensures that all documentation is correctly filed, in order that financial, regulatory and other auditors can be satisfied via the efficient recovery of key documents of initial entry.
4. Updates patient details within Priory database systems, ensuring accuracy of all data input.
5. Handles all external and internal enquiries relating to the individual or department, directing queries as appropriate.

Innovation

6. Seeks to improve processes and the general ebb and flow of information so that the division can operate efficiently.

Value

7. Ensures the services and support provide offers good value for money and supports the overall aim of the site.

Knowledge & Skills

The role holder should be educated to GCSE (Grades A-C) or equivalent standard, and should possess excellent keyboard skills and an intermediate level of proficiency for the standard range of office applications. An understanding of medical terminology is required, as are audio-typing abilities.

Experience

Experience within an administrative, customer service, clinical or other appropriate background.

Autonomy & Impact

Organises and priorities own work within established procedures, but refers more complex issues to the relevant manager.

Intelligent Problem Solving

Generally, the role holder will work within existing procedures and processes, however, there will occasionally be the need for more adaptive thinking, particularly when dealing with patients, and their relatives etc.

Responsibility

Staff

Occasionally required to assist less experienced colleagues.

Budgets & equipment

No budgetary responsibility.

Informatics

Responsible for the security, confidentiality and accuracy of patient and financial records.

Communication & Interaction

Communications will be with patients, as well as with other staff, and will regularly require some judgement, as information will need to be gathered to facilitate correct administrative records.

Working environment

The problems faced by patients may present difficult and challenging situations, which may heighten the physical, sensory and emotional demands of the role.

Special Features

None.

Upholding Company Values

Competency	Req'd Level	Descriptors
Quality - Of care, treatment, of facilities and of staff	2	<ul style="list-style-type: none"> ✓ Checks quality of own work ✓ Follows procedures ✓ Corrects errors and mistakes ✓ Complies with relevant regulatory and statutory requirements
		<ul style="list-style-type: none"> ✓ Double checks accuracy of own and work of others ✓ Carefully monitors and checks the accuracy and quality of others' work ✓ Values the input and expertise of colleagues ✓ Keeps clear, detailed records and files
Innovation - Being forward thinking and thought leaders	2	<ul style="list-style-type: none"> ✓ Adapts new services already introduced in other areas within the group ✓ Amends these services to suit the needs of the local service
		<ul style="list-style-type: none"> ✓ Proposes new services to regional management, taking into account the local needs of the area ✓ Assists and supports regional management with developing and implementing these new services
Value - Due to transparency and flexibility	2	<ul style="list-style-type: none"> ✓ Prices services in line with local needs ✓ Reacts to local feedback regarding pricing of services
		<ul style="list-style-type: none"> ✓ Regularly reviews services and price points adjusting where appropriate ✓ Adjusts prices in line with demand for services