

MEDICAL SECRETARY JOB DESCRIPTION

Job Title:	Medical Secretary
Reports To:	Office Manager
Accountable To:	Laboratory / Service Manager / Clinical/Laboratory Director / CEO
Liases with:	Consultant Pathologists, Quality Manager, Training Officer, Laboratory Manager, Senior BMS, BMS, Medical Secretary
Location:	47a Devonshire Street, London W1G 7AW
Contract type:	Full-Time – 37.5 Hrs. per week

1. Background

Advance Histopathology Laboratory Ltd (AHLab), directed by Professor Gordon Stamp, an independent diagnostic clinical laboratory and we United Kingdom Accreditation Service (UKAS) accredited.

The laboratory is situated in a purpose-built complex and is surrounded by private hospitals and clinics, strategically positioned to provide a responsive, efficient service.

2. Purpose of Role

The post holder will provide both clerical and administrative support to AHLab and various different health professionals. The post holder will be involved in the typing of clinical reports, and the coordination and implementation of office procedures.

3. Role structure





4. Key areas of Responsibilities

4.1 Laboratory Informatics and Data Handling

- To use the in-house laboratory data base, Vitruvius LIMS and other data sources to support a busy laboratory.
- To ensure that accurate data is entered onto the LIMS and to take the necessary corrective actions when data inaccuracies are identified.
- To comply with local and national policies for the safe, secure and confidential processing and storage of patient and other laboratory information.

4.2 Administration and Support

- To provide clerical support to the Consultant staff and non-medical staff.
- Responsible for typing reports into the computer system using audio dictation and copy typing or any other digital dictation device, as we required.
- To assist the laboratory with the production of timely and accurate reports from diagnostic samples.
- To ensure that diagnostic reports are issued to the requesting clinician in accurate and timely manner.
- To ensure that manual and electronic correspondence is addressed in a timely fashion.
- To ensure that efficient electronic and paper filing system are maintained to facilitate effective data retrieval.
- To ensure that all incoming telephone calls are answered or referred as appropriate to the relevant personnel.
- Responsible for ensuring that all referral reports return from external hospitals are entered on the LIMS, distributed to relevant clinicians and filed accordingly.
- To perform other clerical work within the company, this also including typing letters / communications and updating the send-aways database using Microsoft Office.
- To communicate with colleagues, healthcare professionals and patients in a polite and courteous manner, showing the degree of professionalism expected.
- To ensure that stocks of stationary are maintained.

5. Quality

- To ensure that non conformities are recorded, investigated and that corrective actions is taken if work fails to meet the specified standards.
- To be aware when to escalate non conformities and other issues to management.
- To ensure that policies and procedures relevant to the job role are regularly reviewed and updated as required.
- To be aware of, and work to, appropriate accreditations standards (e.g. CQC, UKAS etc.).
- To ensure that any audits directed by the management are undertaken.
- Maintains awareness of AHLab policies and their application.
- Participates in Appraisal conducted with reference to Job Description and departmental quality objectives.
- Maintains AHLab Confidentiality Policy and Section 251 of Health/Social Care Act Freedom to Act.



6. Training

- Undertakes relevant training that is deemed necessary for the post and personal development.
- Complete all mandatory training at the appropriate frequency.
- To assist with the supervision and training of new/junior office staff.

7. Health and Safety

- Ensure that work is carried out safely and is carried out in accordance with AHLab policies.
- Carry out all duties in accordance with the requirements of the Health and Safety at Work Act 1974, CoSHH and other relevant Statutory Regulations, AHLab and Laboratory policies and rules.
- Ensure that incident forms are completed in accordance with AHLab policies.
- Escalates non compliances and incidents to line manager.
- All staff are required to make positive efforts to maintain their own personal safety and that of others by taking reasonable care, carrying out requirements of the law whilst following recognised codes of practice and AHLab policies on health and safety.

8. General Data Protection Regulation

You will familiarise yourself with the AHLab's data protection policy which sets out its obligations under the General Data Protection Regulation and all other data protection legislation. You must comply with the AHLab's data protection policy at all times, and you agree that you will only access the systems, databases or networks to which you have been given authorisation. AHLab will consider a breach of its data protection policy by you to be a disciplinary matter which may lead to disciplinary action up to and including summary dismissal. You should also be aware that you could be criminally liable if you disclose personal data outside the AHLab's policies and procedures. If you have any queries about your responsibilities in respect of data protection you should contact the AHLab's Data Protection Officer.

9. Safeguarding and Wellbeing of Children and Vulnerable Adults

AHLab is committed to safeguarding and promoting the welfare of children and vulnerable adults. To achieve our commitment, we will ensure continuous development and improvement of robust safeguarding processes and procedures that promote a culture of safeguarding amongst our workforces. All staff are expected to be aware of national and organisational policies and procedures on safeguarding and promotion of the wellbeing of children and vulnerable adults and should be able to communicate this to others.

10. Equality and Diversity Policy

Advance Histopathology Laboratory Ltd (AHLab) is committed to eliminating all forms of discrimination on the grounds of age, disability, gender reassignment, marriage / civil partnership, pregnancy / maternity, race, religion or belief, sex and sexual orientation.

11. No Smoking Policy

There is a no smoking policy at AHLab

12. Review of this Job description

This job description is intended as an outline of the general areas of activity. It will be amended in the light of the changing needs of the organisation.

13. Employee Specification

	Area of Assessment	Essential or Desire	Standard	Measured by: Interview, Application, Reference
1.0	Qualification	E	GCSE grade C/ equivalent in Math and English	A
		E	Amspar qualified or similar course being undertaken.	A
1.1	Experience	E	Substantive experience in working with computer systems	I, A
		E	Experience in using databases	I, A
		E	Previous office/secretarial Experience	A
		E	Previous office/secretarial Experience	I, A, R
		E	Experience of working to deadlines	I, A
		E	Previous computing experience or VDU work	I, A
		E	Previous experience in answering and dealing with telephone enquiries Previous experience working in a Cellular Pathology Department.	I, A, R
1.2	Knowledge	E	IT Literate	A
		E	Medical terminology	A, I
		D	Knowledge of Health & Safety	A, I
		E	Knowledge of Microsoft Word/Excel	I, A
1.3	Skills	E	Extensive Typing skills including audio typing	A, I
		E	Good understanding of Medical Terminology	A, I
		E	Able to follow Standard Operating Procedures	I, A, R
		E	Good attention to detail.	A, I
		E	Supervisory and training skills	I, A
		E	Ability to work with large volumes of data entry.	I, A
		E	Excellent numerical and literacy skills. Good organisational and interpersonal skills Able to build and develop working relationships with colleagues within and outside AHLab.	I, A I, A, R I, A

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			Good IT skills including Microsoft Word, Excel and Office. To be able to organise personal workload to meet deadlines	A, I A, I, R
1.4	Other	E	Able to undertake 'house-keeping duties' Able to perform required duties with any appropriate aids or adaptations	I, A I, A
		E	Able to communicate effectively (written and verbal) Highly motivated and flexible attitude. Enthusiastic and hard working. Able to work using own initiative. Able to prioritise workload. Be able to work whilst being frequently interrupted. Previous NHS experience To be able to take minutes	A, I A, I, R A, I, R A, I, R A, I, R I A, I, R A, I, R

14. Job Features Form

Job features for the post of clerical and administrative posts. The post may include the following but is not exhaustive.

Criteria	Description
Physical	Keyboard skills required. Communication skills required. The role does not involve a high degree of physical effort. The post holder may spend long periods of time at a computer station. The post holder will be required to walk between the laboratory and office.
Emotional	On rare occasions staff may be exposed to emotionally distressed patients, their relatives or referrers. Post older is expected to be able to work under pressure during periods of high workloads.
Working Conditions	The post holder will work in both laboratory and clerical areas The post holder may experience some unpleasant smells in the laboratory and noise from equipment. The post holder may be required to share equipment and desk space with colleagues. Exposure to body fluids and human tissue samples (compliance with relevant policies and risk / CoSHH assessment is expected)
Mental	The post holder requires high levels of concentration when completing duties that may involve interruptions. The post holder will require stamina during busy peak periods to complete duties.