Mater Misericordiae University Hospital
Dublin

Job Description & Person Specification

GRADE IV Medical Secretary
CVRRE DIRECTORATE WIDE

Job Title / Grade:	**GRADE IV Medical Secretary**
Department / Division:	**DIRECTORATE WIDE**
Directorate:	**CVRRE**
Location:	**MMUH CAMPUS**
Reporting Relationship:	**ADMINISTRATION TEAM MANAGER**
Responsible to:	**OPERATIONS MANAGER**

Effective Date: January 2025
Review Date: January 2027

JOB DESCRIPTION

Job Purpose:

The purpose of the Medical Secretary Grade IV is to provide an exceptional and comprehensive support service delivery within the various Departments in CVRRE Directorate (Cardiology, Cardiothoracic, Vascular, Renal, Respiratory and Endocrinology) in consideration of Patient Care and the Departmental Administration Team. The Grade IV Medical Secretary will ensure that all duties, roles and responsibilities are completed to the required operational standards in line with the competency framework.
In order to meet the service needs of the hospital the post holder may be required from time to time to work at different locations to the normal place of work i.e. across the Hospital Directorates. The post holder will also be expected to provide cover for colleagues during times of absence and change in service demands.

KEY RESPONSIBILITIES

Key Roles and Responsibilities include and are not limited to the following:

Managing the Service:

- Effective delivery of all departmental Medical Secretarial duties
- Provide cover based on service requirements
- Complete duties in line with operational standards
- Adhere to all departmental policies and procedures
- Contribute effectively to service development /service improvement
- Deliver a professional and efficient service to Clinics/Diagnostic, patients and hospital staff
- Work towards Departmental Key Performance Indicators
- Ensure confidentiality of patient details (records) at all times
- Work as a part of the wider Directorate Administration Team
- Escalate to the Supervisor all queries / issues which cannot be resolved locally
- Follow the Supervisor's lead and direction
- Attend all Team meetings as directed by the Supervisor / Administration Team Manager
- Ensure that work completed is done so in an accurate manner
- Complete tasks allocated to the highest standard set by the hospital
- Ensure that any handovers are completed on time providing all relevant details to the supervisor
- Report any potential risks to the Supervisor
- Assist in departmental audits as assigned by the Supervisor
- Represent MMUH in a professional manner at all times
- Reception and telephone duties
- Collect and file laboratory reports, retrieve charts where indicated
- Perform all TPRO transfer duties as required i.e. clinical letters and /or reports
- Show drive and initiative in completing tasks

Planning, organising and problem solving

- Plan, organise and control service delivery within the administration duties on a daily basis

- Organise outpatient clinics (Consultant and Nurse Led) as required; book appointments follow up and testing, retrieve medical record files for clinics, register clinics and maintain TPRO
- Maintain Consultant Work Lists, monitor closely bringing any outliers or queries to the Supervisor
- Retrieve medical record files for Clinic and/or Cath Lab list when required
- Manage inpatient and day case follow up
- Participate in projects as required to improve service
- Escalate any conflict related matters to the supervisor
- Attend any training which may be advised by the Supervisor / ATM

Communicating Effectively

- Ensure good communication within the team at all times
- Communicate effectively with other hospital wide departments and / or directorates
- Represent the department / directorate in a professional manner
- Attend to patient / visitor queries in an efficient and timely manner
- Follow the Supervisor direction

Maintaining Composure and Resilience

- Maintain a profession manner at all times.
- Maintain composure during pressurised times
- Address all patient queries in a polite and professional manner
- Have a positive approach to your secretarial duties and responsibilities

Availability

- In order to meet the service needs of the hospital the post holder will be required to work at different locations i.e. across the Mater Hospital plus at Community Hub locations and any other location required for service delivery.
- The post holder will also be expected to provide cover for colleagues during times of absences.

Other Duties:

- Display competence in all duties completed in line with the competency framework
- Observe strict patient confidentiality
- Work as part of the wider Directorate Team
- Undertake any other relevant duties as requested by the management team
- Support and adapt to changes that are implemented to improve the services
- The duties and responsibilities contained within this Job Description are not exhaustive and may be reviewed by the Administration Team Manager as required.

CORE COMPETENCY

- Effective Service Management and delivering quality service
- Planning, Organisational and Problem Solving Skills
- Communicate Effectively
- Maintaining Composure and Resilience
- Medical Transcription and TPRO Transfer

General Responsibilities and Accountabilities

1. Confidentiality
   You will be aware of the confidential nature of Hospital work and in particular, the right of patients to confidentiality.

2. Policies & Procedures
   You are required to familiarise yourself with and adhere to all policy and procedural documents relevant to your position.

3. Hygiene Standards
   The highest standard of hygiene must be maintained in the Hospital at all times and all staff members are responsible for ensuring compliance with the Hospitals requirements and standards with regard to hygiene. It is the responsibility of all staff to have a fundamental understanding of their individual responsibility in maintaining departmental & site hygiene standards.

4. Health and Safety
   Ensure that effective safety procedures are in place to comply not only with the Safety, Health and Welfare at Work Act 2005 but also within the spirit of the Hospital's mission, vision and values, and they are known and followed by staff. You are required to familiarise yourself with the requirements of employees under the Safety, Health and Welfare at Work Act 2005 and to promote a work environment that is compliant with the Safety, Health and Welfare at Work Act 2005. Each staff member is individually responsible for ensuring that the Hospital remains a safe place to work.

5. Information Technology
   Ensure the most effective and efficient use of developments in information technology for administrative support in a manner, which integrates well with systems throughout the organization

6. Business Continuity Management
   Business Continuity Management (BCM) is a holistic management process that identifies potential impacts that threaten an organisation and provides a framework for building resilience and the capability for an effective response that safeguards the interests of its key stakeholders and reputation" (BS 25999) All Staff employed in the Mater Misericordiae University Hospital are obliged to:
   - make themselves familiar with the Organisational Business Continuity Plan
   - attend BCM education sessions provided for them
   - make themselves familiar with their individual roles as set out in their departmental business continuity plan if applicable and or the Organisational business continuity plan

Note:
These duties and responsibilities are reflection of the present service requirements and may be subject to review and amendment to meet the changing needs of the Hospital. The incumbent will be required to maintain, enhance and develop their professional knowledge, skills and aptitudes necessary to respond to a changing climate.

PERSON SPECIFICATION

Job Title/Grade	Grade IV Medical Secretary
Department	CVRRE
Location	MMUH
Date	January 2022

Requirements	**Essential**	**Desirable**
Qualifications	Leaving Certificate Microsoft Office; Word, Excel, Outlook, PowerPoint Medical Administration Qualification such as Fetac Level 5	Third Level Education in a related field
Experience	2 years' relevant Clinic Administration Experience 2 years' experience within a Healthcare Setting	
Organisational Knowledge	Knowledge of Healthcare Standards	
Professional Knowledge	Medical typing skills Working knowledge of medical terminology 2 years Medical Secretary experience in an Acute Care Hospital Excellent knowledge of administrative software Excellent level of administration skills Ability to work in a pressurised environment and use own initiative Ability to communicate effectively in a team Ability to multitask Ability to provide innovative solutions to problems Flexible approach	Knowledge of Patient Centre / HIS

	Maintain discretion and confidentiality at all times	
Competencies Other Skills	➢ Effective Service Management and delivering quality service ➢ Planning, Organisational and Problem Solving Skills ➢ Communicate Effectively ➢ Maintaining Composure and Resilience	

Signatures: _____ _____

Title: _____ _____

Date: _____ _____

HR Rep: _____

Date: _____