



NIGHTINGALE HOSPITAL
LONDON

FLORENCE
NIGHTINGALE

Join our team and make a

difference

JOB TITLE: Medical Secretary

Job Title: Medical Secretary

Location: Nightingale Hospital, 11-19 Lisson Grove, Marylebone, London NW1 6SH

Department: Patient Services

Salary: Dependent on experience

Working hours: 37.5 hours per week

Closing date: 15 October 2021

Please note that interviews may take place prior to the advert closing as and when suitable applications are received. If a suitable candidate is appointed the role may close early, therefore please do not hesitate to submit your application.

About us

Nightingale Hospital is the only private mental health hospital in Central London, with over 30 years' experience in delivering specialised, evidence-based treatments in outpatient, day patient and inpatient settings. Our dedicated team of specialists are committed to the diagnosis and treatment of all types of mental health conditions, including eating disorders and addictions. Conveniently located, we are a two-minute walk from Marylebone main line and Underground stations, and within a ten-minute walk of Baker Street and Edgware Road Underground stations.

We are owned by international medical group Orpea, delivering the full spectrum of psychiatric care, high quality care home and rehabilitation services across the globe.

About the role: Medical Secretary

Your purpose is to provide outstanding medical secretarial and administrative support for the Consultant Psychiatrists clinics, helping them to deliver the best possible experience through their consultations with patients.

The position will require an enthusiastic attitude and readiness to learn and we are particularly looking for someone with a keen eye for detail as the role is very much focused on typing and editing correspondence and ensuring results are processed and conveyed accurately.

Position in organisation

Reporting to and supported by the Deputy Hospital Director this role is key in driving the financial regulatory environment and adherence to group guidelines and protocols. The Financial Controller sits on the Hospital Senior Management Team Board.

Key tasks/Scope of the role

- Secretarial
- Quality & Communication
- Training & Development
- Health & Safety
- Clinical Governance
- Other

Secretarial

- 1.1 Diary Management for Consultant Psychiatrists
- 1.2 Timely preparation of all documents in accordance with the role and duties
- 1.3 Nightingale Hospital clinic preparation; including room bookings, appointment sheets, patient notes and messages
- 1.4 Preparation of medical reports, discharge summaries and insurance paperwork for Nightingale Hospital patients
- 1.5 Photocopying, scanning, faxing and distribution of paperwork relating to Nightingale patients
- 1.6 To maintain an organised and effective filing system
- 1.7 To create and update any secretarial templates as required
- 1.8 Prioritisation of daily workload
- 1.9 Replenishment of stationary requirements
- 1.10 Ensuring appropriate handover/guidance is available for those who cover the role
- 1.11 Answering queries by email and telephone as required
- 1.12 Collecting notes from wards, completing discharge summaries and taking completed files to medical records for archiving in relation to Nightingale patients
- 1.13 Providing cover for secretarial colleagues as and when appropriate

2. Quality & Communication

- 2.1 Knowledge and understanding of Nightingale Hospital values
- 2.2. Documentation must be presented in accordance with the guidelines of Nightingale Hospital branding and relevant standards of the Consultant Psychiatrist
- 2.3 All tasks and requests relating to the service are completed in a timely and professional manner
- 2.4 Strict confidentiality in all undertakings in relation to the position must be adhered to at all times
- 2.5 To participate in any quality audits undertaken by the Hospital
- 2.6 Maintain a high level of verbal and written communication within the scope of the position
- 2.7 Polite and approachable manner when dealing with patients, families and colleagues
- 2.8 External liaison with other professionals in relation to the position

3. Training and Development

- 3.1 Responsibility for completing all mandatory training including e-Learning and attendance at Breakaway Workshops
- 3.2 Attend regular performance reviews with the Line Manager and an annual appraisal
- 3.3 Identification of any skill deficits which will require some training and support

4. Health and Safety

- 4.1 Report any health and safety issues to the Line Manager that impacts on the immediate work environment or patient areas
- 4.2 Be aware of any health and safety policies and procedures relating to the role and use of equipment
- 4.3 Be aware of the fire procedure relating to the area and carry the fire alarm key when on duty

5. Clinical Governance

- 5.1 To be aware of and practice in accordance with Care Quality Commission Regulations
- 5.2 To communicate appropriately with all patients, young persons and vulnerable adults and their families and ensure a safe environment is maintained at all times
- 5.3 Report any concerns around patient safety to the Compliance Manager or a senior colleague

6. Other

- 6.1 To recognise the importance of customer care and present a positive, courteous and Helpful attitude when dealing with users of the Hospital's services
- 6.2 To undertake any other functions within capabilities as requested by your line manager or senior staff
- 6.3 To present a professional and efficient image at all times
- 6.4 To be responsible for reading, understanding and complying with all relevant policies and procedures

Who we're looking for

- An excellent communicator both written and verbal
- Exceptional eye for detail, specifically on written documents
- Excellent time management to ensure additional administrative tasks are completed on time and to a high standard
- Highly organised
- Qualifications would be beneficial but not essential

	Essential	Desirable
Education/Qualifications	<ul style="list-style-type: none"> ✓ GCSE grade C in English & Maths or equivalent 	
Work experience	<ul style="list-style-type: none"> ✓ 	
Skills, knowledge and aptitude	<ul style="list-style-type: none"> ✓ Strong organisation and prioritisation skills ✓ Strong & confident communication skills (ability to communicate effectively with colleagues, patients and visitors) ✓ Ability to multi-task ✓ Good IT skills and knowledge of Microsoft Office ✓ Attention to detail ✓ Ability to use initiative and work autonomously ✓ Strong typing skills ✓ Maintains strict confidentiality 	<ul style="list-style-type: none"> • Excellent IT skills and knowledge of Microsoft Office • Experience using Practice Manager or similar healthcare systems • Experience using audio typing systems
Impact on others	<ul style="list-style-type: none"> ✓ Ability to present self in a confident manner ✓ Awareness of effect of self on others ✓ Awareness of and ability to address customer satisfaction needs 	<ul style="list-style-type: none"> • Able to appropriately and effectively use a range of communication approaches to inform, influence or persuade people
Requirements	<ul style="list-style-type: none"> ✓ Good time-keeping skills ✓ Ability to work well under pressure ✓ Ability to identify and manage stressful situations ✓ Ability to undertake all mandatory training 	

Nightingale Hospital reserves the right to vary these duties from time to time or require the job holder to undertake additional duties within their general scope of qualifications, skills and experience.

Company benefits

To reward the hard work of our fantastic colleagues, we offer an excellent benefits package as per the below:

- 25 days' holiday increasing up to 30 days for long service plus bank holidays
- Generous Company pension scheme with The People's Pension
- Generous Company sick pay
- Annual staff bonus (discretionary)
- Paid for DBS
- Death in service cover
- Travel loan scheme
- Subsidised staff meals
- Employee Assistance Programme
- Flexible working
- Perkbox Discounts

Requirements for all staff

Health and safety: It is the responsibility of all employees to work together to achieve a safe environment, and to take reasonable care of themselves and others. Of particular importance is reporting all potential risks, incidents and complaints. Specific individual responsibilities for health and safety will be outlined under key responsibilities for the post.

Equality and diversity: It is the responsibility of all employees to support the vision of promoting a positive approach to diversity and equality of opportunity, to eliminate discrimination and disadvantage in service delivery and employment. All employees have the right to be treated with dignity and respect at work, and the Hospital will do all it can to ensure this happens through the implementation of and compliance with Equality & Diversity Policies.

Confidentiality: In the course of your employment employees will have access to confidential information of a personal and/or clinical nature, including information relating to the hospital patients, employees and other parties. Such information must not be used for the employees' personal benefit, nor disclosed to other persons without consent of the party concerned unless required by law to do so. This applies both during and after the termination of employment. Any breach of confidentiality during employment may be regarded as serious misconduct and could lead to summary dismissal.

Performance appraisal and development: The hospital is committed to providing a high-quality service through the effective management and development of its employees. All employees should be dedicated to providing a quality service and Performance Appraisal is of assistance to both employees and managers in allowing comparison between the standards achieved with the standards expected. Appropriate measures can be agreed, and any deficiencies rectified through identification and delivery of personal development needs. In addition to the continuous cycle of performance management, of a formal and informal nature, all employees will receive a formal appraisal of their work, development needs and a review of their thoughts and aspirations on an annual basis.

Statutory and mandatory training: It is the responsibility of the individual employee to ensure that all required statutory and mandatory training is undertaken as necessary.

Safeguarding children and vulnerable adults: This is a regulated position and the post holder will be subject to an enhanced Disclosure & Barring Service check upon appointment, and every 5 years thereafter.

We are committed to safeguarding children, young people and vulnerable adults within our care. Employees are accountable to ensure that they know how to respond when they are concerned for the safety of a child, young person or vulnerable adult. We will support employees in this process by providing training, support and advice. The hospital has a safeguarding lead who can be contacted

for guidance and can provide safeguarding supervision. The hospital works in partnership with key agencies to protect children, young people and vulnerable adults. For children, employees should be aware of their responsibilities detailed in the '4 Local Safeguarding Children Boards Child Protection Procedures' and for vulnerable adults in the Safeguarding Adults Policy.

Infection Prevention Control: The hospital has designated the prevention and control of infection and the full implantation of the Code of Practice (2008) as a core component in the organisations clinical governance, managing risk and patient safety programmes. All employees are expected to follow consistently high standards in the prevention and control of infection, especially with reference to hand hygiene, adherence to dress/uniform code and for clinical staff all procedures involving aseptic technique, be aware of and follow Infection Control guidelines and procedures relevant to their work, participate in mandatory training and annual updates. Protecting patients from infection is everyone's responsibility.

Rehabilitation of Offenders Act 1974: This post is subject to an exception order under the provisions of the Rehabilitation of Offenders Act 1974. This stipulates that all previous convictions, including those that are 'spent' must be declared. Previous convictions will not necessarily preclude an individual from employment but must be declared in writing at the appropriate stage during the recruitment process.

Data protection: As an employer, the hospital needs to keep information about all employees for purposes connected with their employment. The type of information held includes information for payroll purposes, references, contact names and addresses and records relating to employment. These uses are covered by our notification with the Information Commissioners Office under the Data Protection Act 1998.

The information which is held will be for management and administrative use only, but the hospital may need to disclose some information we hold about employees to relevant third parties (e.g. Inland Revenue).

Records management and quality: Employees are legally responsible for all records that they gather, create or use as part of their work and they remain the property of the hospital. This includes patient, financial, personal and administrative records, whether paper based or on computers. All such records are considered public records and employees have a legal duty of confidence to all service users. Employees should consult the Records Management Policy and ask for guidance from their manager if they have any doubt about the correct management of records with which they work. All employees have a responsibility to ensure information quality standards are maintained.

Information security: Under the provisions of the Data Protection Act, it is the responsibility of each member of staff to ensure that all personal data relating to patients and members of staff, whether held in manual or electronic format, is kept secure at all times. Computer passwords must not be shared either between systems or users. E-mail messages, any files stored on the networks or on equipment and usage of the Internet, and computer systems, irrespective of whether these related to personal use. Access and usage of computers must be in accordance with hospital policies. Safe haven procedures are to be used for all electronic transfers of personal data. This is in order to protect patients and staff, and the hospital's reputation and to ensure that it complies with the law and other relevant guidelines.

Smoke-free policy: The hospital operates a Smoke-free policy, except in designated areas. This means that smoking is not permitted anywhere within owned or leased premises, including within grounds unless designated as a smoking area. In the interests of promoting responsible healthcare, all staff are to refrain from smoking when off-site in uniform or wearing an identifying badge in any public place. The policy also applies to all staff employed at any location they may work, whether within or external to the premises. The policy contains further details including support facilities.

COVID-19 update: At Nightingale Hospital we are committed to ensuring the safety of our staff and have taken various measures to allow everyone to continue to operate both effectively and efficiently, whilst still remaining safe. All procedures have been evaluated and retrospectively restrictions have been implemented in line with the Hospitals Infection Control Protocol and general government guidelines regarding virus transfer and social distancing during the pandemic. All work areas have been risk assessed and have been shared with respective departments. This has led to the implementation where necessary of Perspex screens between desks and the use of masks/visors in majority of places around the hospital.

Nightingale Hospital is an Equal Opportunities Employer and ensures equality of opportunity in recruitment, promotion, pay, benefits and training by adopting and following practices that are free from unfair or unlawful discrimination.

All appointments are subject to receipt of a satisfactory Disclosure & Barring Service (DBS) Certificate and pre-employment checks.