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| **POSITION DESCRIPTION** | logo300 |

Updated: 2018

This Position Description is a guide and will vary from time to time and

between services and/or units to meet changing service needs

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| The Canterbury District Health Board is committed to the principles of the Treaty of Waitangi and the overarching objectives of the New Zealand health and disability strategies. |
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| Organisational VisionThe CDHB’s vision is to improve the health and well being of the people living in Canterbury.Organisational Values* Care & respect for others
* Integrity in all we do
* Responsibility for outcomes
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| **POSITION TITLE:** | Medical Secretary – Oncology Department |
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| **REPORTS TO (Title):** | Team Leader, Oncology Department |
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| **REPORTS ON A DAILY BASIS TO:** | Team Leader, Oncology Department |
| **PRINCIPAL OBJECTIVES:** |
| * To provide medical secretarial services and administrative support as a member of the team.
* To provide secretarial services for assigned Oncologist
* To provide a Oncology patient service through accurate patient record.
* To provide relieving services in the absence of any other staff.
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| **FUNCTIONAL RELATIONSHIPS:** |
| **INTERNALLY:** |
| 1 | Members of the Oncology administrative team  |
| 2 | Oncology consultants and junior medical staff |
| 3 | Other Oncology department staff |
| 5 | All other Christchurch Hospital staff |
| 6 | Service Manager |
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| **EXTERNALLY:** |
| 1 | Patients and their families of the Oncology Department |
| 2 | General Practitioners |
| 3 | Referral sources |
| 4 | Other hospitals |
| 5 | Other agencies |
| **KEY PERFORMANCE OBJECTIVES:** |
| **Task** | **To provide medical secretarial services as a member of the Oncology Service Administrative Support Team**  |
|  | * Responsible for ensuring that the clinical typing for assigned Oncologist is completed within set timeframe.
* Responsible for typing of clinics by Oncologist, Registrars and other members of Oncology.
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| Expected Result | * Clinic typing to be completed within a maximum of 3 working days
* Work remains confidential.
* Minimal documentation waiting to be filed.
* Telephone answered in courteous and friendly manner, messages taken accurately and passed on.
* Easy retrieval of documents filed.
* Accurate and well presented service provided.
* Assigned mail is opened, collated and date stamped.
* Appointments/meetings scheduled at requested times.
* To be completed within given timeframe.
* Clinic letters completed within 3 working days.
* Discharge summaries completed within 5 working days of registrar dictating.
* Well presented, accurate and prompt work.
* Alter work according to priorities.
* File all letters in hospital notes.
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| **Task** | **Liaison with Practice Cordinator regarding work flow within the department** |
| Expected Result | * Ensure that there is liaison with appropriate staff to enable assigned tasks are completed on time.

Assist other staff as requestd* Co-ordination of outpatient clinics (including peripheral clinics held at other DHB hospital)
* Cover is provided for adminstrative staff member who is on annual or sick leave, various tasks carried out by the absent secretary are shared between each co-worker as agreed, and according to workloads
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| **Task** | **To provide a helpful and valuable advisory service to staff, patients and visitors** |
| Measure | * Department incoming calls will be fielded.
* All enquiries and requests from DHB staff, external agencies, general practitioners, patients and other members of the public are responded to promptly and courteously and appropriate action is taken.
* Accurate messages will be taken and directed to the appropriate staff members.
* Effective working relationships are maintained with staff from other departments throughout Christchurch Hospital.
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| **Task** | **Quality management** |
| Measure | * Work is carried out at all times in compliance with Canterbury DHB policies and procedures.
* Familiarity with relevant policies and procedures is maintained and updated as required.
* Any issue having a potential or actual adverse impact on patient care or service delivery is reported in accordance with Canterbury DHB policies and procedures.
* All complaints are recorded and managed in accordance with Canterbury DHB policies and procedures.
* Opportunities are identified for ensuring ongoing improvement in the quality of service to patients in liaison with the Clerical Supervisor.
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| **Task** | **To undertake other duties and projects from time to time as reasonably required by the Practice Cordinator or Service Manager** |
| Measure | * Additional duties are carried out in the best interest of the service and in a competent and efficient manner.
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| **HEALTH & SAFETY:** |
| * Observe all Canterbury DHB safe work place procedures and instructions.
* Ensure your own safety and that of others.
* Report any hazards or potential hazard immediately.
* Use all protective equipment and wear protective clothing provided.
* Make unsafe work situations safe or, if they cannot, inform your supervisor or manger.
* Co-operate with the monitoring of workplace hazards and employees health.
* Ensure that all accidents or incidents are promptly reported to your manager.
* Report early any pain or discomfort.
* Take an active role in the Canterbury DHB’s rehabilitation plan, to ensure an early and durable return to work.
* Seek advice from your manager if you are unsure of any work practice.
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| **QUALITY:** |
| Every staff member within CDHB is responsible for ensuring a quality service is provided in their area of expertise. All staff are to be involved in quality activities and should identify areas of improvement. All staff are to be familiar with and apply the appropriate organisational and divisional policies and procedures. |

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| **QUALIFICATIONS & EXPERIENCE:** |
| **Essential*** Intermediate to advance Microsoft office skills, eg word
* Demonstrated dictaphone transcription skills
* Demonstrated administrative experience

**Desirable*** Working knowledge of patient management systems
* Working knowledge of medical terminology
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| **PERSONAL ATTRIBUTES:****Key Behaviours** * Ability to “work together” in a truthful and helpful manner.
* Ability to “work smarter” by being innovative and proactive.
* Accepts responsibility for actions.
* Sound judgment and be able to display initiative.
* Ability to cope with changing pressures and high workload.
* Welcomes innovations and new responsibilities.
* Ability to “work together” in a truthful and helpful manner
* Well developed written and oral communication skills.
* Able to work with minimal supervision.
* Ability to prioritise
* Ability to “work smarter” by being innovative and proactive.
* Accepts responsibility for actions.
* Have excellent interpersonal skills
* An enjoyment and sense of satisfaction in producing clear, concise accurate work that creates in you a sense of personal achievement.
* A sense of fun
* Positive and energetic style that has a polished demeanour.
* Be innovative and accept a challenge or new responsibilities
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The intent of this position description is to provide a representative summary of the major duties and responsibilities performed by staff in this job classification. Staff members may be requested to perform job related tasks other than those specified.