Medical Specialist Group

Job Description

Job title: Medical Administrator
Main purpose of job: Responsible for the effective and efficient delivery of a high-quality patient centred service, working in close collaboration with key stakeholders from MSG, HSC and other external healthcare providers. This role will involve providing an exceptional administrative support service to the Clinical Secretaries and the consultants within the organisation and to provide Clinical Secretarial cover for the Clinical Secretaries during times of absence.
Distinguishing Features: Effective communication skills required to interact with key stakeholders from MSG, HSC, external agencies and service users alike. To have a flexible and versatile approach to work, with the ability to work on own initiative as well as part of a team adapting readily to new work situations. Performs a wide variety of responsible complex administrative, technical and secretarial support duties requiring initiative, independent judgement, resourcefulness and an extensive working knowledge of the organisation and it programs. A large proportion of the role involves dealing with confidential and sensitive matters requiring a high degree of respect, discretion, diplomacy, tact, and empathy with the ability to remain calm under pressure.

Department:	**Location:**
Position reports to: Directorate Manager	

Main duties
Medical Administrator Duties • Types letters from the outpatient clinic attendance, referral letters, medical reports and other correspondence using the digital transcription service as part of the letter generation process. • During periods of leave, acts as a Clinical Secretary to the consultants and allied health professionals, managing their diary and provided administrative and secretarial support.

- Manages telephone/face to face enquiries in a caring and professional manner, sensitive to the needs of the patients maintaining patient confidentiality at all times.
- Co-ordinates clinics, i.e. liaising with Clinical Secretaries, consultants, allied health professionals and patients to arrange appointments, ensuring the waiting times adhere to the States Contract wherever possible.
- Establishes links with various external agencies as appropriate, to ensure smooth flow of information on referrals, the co-ordination of tests/hospital investigations, provision of medical equipment etc.
- Ensures accurate and timely input of patient information to the computerised patient system.
- Provides cover for the directorate during periods of colleagues' annual or sick leave with the ability to be flexible helping to ensure that the department is staffed during normal working hours.

Other duties

- Any other duties commensurate to the post.

Performance indicators

- Communicates with key stakeholders on a range of subjects in a format that is appropriate to them and the situation.
- Keeps accurate and complete records consistent with legislation, policies and procedures.
- Co-ordinates activities ensuring that they run effectively and efficiently.
- Takes responsibility for own personal development and takes an active part in learning opportunities.
- Acts responsibly as a team member and seeks help if necessary. Keeps accurate/complete records of activities and communications.
- Prioritises own workload.
- Ensures all files and records are accurate and up-to-date.
- Ensures databases contain accurate and up-to-date information.
- Ensures enquiries are handled efficiently, promptly and appropriately.

Competencies

Person Qualities

- Integrity
- Diplomacy
- Positive Attitude
- Enthusiastic
- Dependable

- Ability to use initiative.
- Resilient

Communication

- Ability to build effective working relationships with a range of key stakeholders.
- Ability to listen and effectively interpret and understand information provided.

Work Ethic

- Commitment to ensuring high standards and quality of work is maintained.
- Provides a flexible and adaptable approach to work.
- Ability to provide proactive approach identifying and anticipating issues before they occur.
- Ability to work as part of a team as well as use own initiative.

Specific

- Ability to demonstrate proven administrative and secretarial based skills.
- Ability to utilise Microsoft Office packages at an intermediate or advanced level.
- Proficient writing skills with the ability to demonstrate sound grammatical technique.

Learning & Development

- Takes ownership for own learning & Development.

Required/desirable qualifications and experience

Required

- Evidence of proven organisational and administrative skills with the ability to organise and prioritise won workload and time management skills.
- Proficient in the use of Microsoft Office Suite including email, spreadsheet and word.
- Excellent communication skills both oral and written.
- Polite professional, friendly and empathetic manner.

Desirable

- Knowledge of medical terminology.
- Proven secretarial experience.
- Audio and touch typing.

Last updated: *13/11/2024*

Name: _____

Signed: _____