



HEALTHCARE MANAGEMENT TRUST

Unit 1 Langdon House, Langdon Road, Swansea SA1 8QY  
Telephone: 020 7222 1177 Email: [admin@hmt-uk.org](mailto:admin@hmt-uk.org)  
[www.hmt-uk.org](http://www.hmt-uk.org)

<b>Job Title</b>	Medical Secretary
<b>Department</b>	Medical Secretaries
<b>Reports to (job title)</b>	Medical Secretary Team Leader
<b>Direct and Indirect Reports</b>	No
<b>Job Grade</b>	

### Who we are

At the Healthcare Management Trust, we are obsessed with achieving our **Vision**, *“to be the most innovative and best quality provider of niche health and social care services.”*

Our **Purpose** is, *“to make every contact count, ensuring every resident and patient receives the best possible experience and outcome.*

*We aim to provide services which value collaboration and place our residents, patients and people at the heart of all we do. We will always do the right thing for our residents, patients and people.*

*We will be outwardly connected to the most innovative practices and service offerings in the market. We will do things differently and will be bold with our ambition to change things for the better.*

*We are passionate about what we do and so are our people. Bringing their most authentic selves to work and seeking joy and fun in what we do.*

*We will deliver care and clinical interactions compassionately and tailor them to individual needs.”*

We achieve this by living our business **Values** each and every day:

- We are **caring**
- We are **enterprising**
- We are **resourceful**
- We are **authentic**
- We are **accountable**

As a result, we are able to give back to the people and communities we serve by delivering on our **Charitable Mission** to, *“Provide quality and innovative care solutions to those with complex needs within marginalized community settings.”*



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### What you'll be doing (your job purpose)

To provide a typing service for Consultants who have contracted the Hospital to provide private and NHS secretarial facilities for them and maintaining accurate records. Ensuring invoices are raised for this service in line with the hospital's requirements.

### Your key accountabilities and responsibilities

1.	To go through clinic lists each day, prioritise workload and action IPTs, MDT, urgent letters, DNAs, appropriate investigations are requested, type up invoices for Consultants where appropriate
2.	To ensure clinic outcomes are recorded accurately and updated CC8 and RTT
3.	Ensure CC8 is updated with communications and that documentation is scanned onto CC8, including external investigations, internal/external letters, all other relevant documentation.
4.	Provide high quality, accurate, communication with patients healthcare professionals and external agencies.
5.	Liaise with patients to answer queries in a courteous, professional and efficient manner. Escalate any to appropriate HOD
6.	Use IT systems and databases to ensure relevant and accurate information is recorded.
7.	To be proactive in ensuring all urgent results are highlighted to relevant Consultant/Department and action is taken on these results
8.	Maintaining a good working knowledge of hospital services to ensure enquiries are dealt with efficiently.
9.	Dealing with telephone enquiries from patients, consultants, staff and other healthcare providers
10.	To communicate cancellations of clinics/theatre/endoscopy to all appropriate teams within the hospital
11.	Sorting and distributing incoming consultant mail and handling outgoing mail
12.	Manage out-patient waiting lists on a timely basis
13.	To be responsible for the health, safety and welfare of yourself and others whilst at work, including colleagues, residents and visitors to the Home and for alerting the officers responsible to any hazards or potential risks to health and safety.
14.	To be fully conversant with the HMT policies relating to Safeguarding of Vulnerable Adults and Whistleblowing.



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15.	Establishing and maintaining positive working relationships both with colleagues, residents, visitors and other health professionals and agencies.
16.	To act as an ambassador for the HMT company Vision. Ethos and Values.
17.	To promote equality and diversity at all times and across all work activities, with an emphasis on protected characteristics and promoting Fairness, Respect, Equality, Dignity and Autonomy (FREDA)
18.	To adhere to HMT policies and procedures.
19.	Attend mandatory training days / courses, on or off site, as per contractual agreement and role requirement
20.	To undertake any other duties and accountabilities which would be lawful, reasonable and appropriate to the role

Your knowledge, skills and experience	
Experience working in a medical secretary role	Essential
Willing to undertake self-development activities to improve performance and effectiveness	Essential
Has up-to-date knowledge or demonstrable computer literacy in order to use the following systems:  1. Electronic Patient Records  2. Management of Medical records  3. Microsoft word  4. Digital dictation software	Essential

Your training and qualifications	
GCSEs or equivalent	Essential
Word processing or equivalent	Essential
Medical terminology qualification	Desirable

Aptitude and Abilities	
Able to prioritize workload	Essential
Effective time management skills	Essential



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Ability to use initiative and make decisions under guidance from line manager	Essential
Effective interpersonal skills	Essential
<b>The way we do things at HMT (our Behaviours)</b>	
*See Appendix 1 attached	

This job description provides an outline of the role, detailing the main responsibilities and tasks the post holder may be required to undertake. It is not exhaustive, and the post holder may be required to carry out other duties as reasonably requested. The job description may also be updated from time to time to reflect the changing needs of the business

*All staff are required to comply with the organisation’s policies, procedures, and standards at all times, participating in mandatory and role-specific training, supervision, and appraisal processes. They are expected to uphold a professional approach to work, demonstrating respect, integrity, and accountability in all interactions, and to contribute to a safe environment for patients, residents, colleagues, and visitors in line with Health & Safety regulations. Staff have a duty to safeguard and promote the welfare of vulnerable adults and children, raise concerns in accordance with statutory and organisational procedures, and support the principles of Equality, Diversity, and Inclusion. Confidentiality must be maintained at all times, and information handled in accordance with GDPR and organisational requirements.*

*Staff are also expected to be flexible, undertaking other reasonable duties within their competence to meet the needs of the service, and to contribute to continuous improvement by engaging positively with feedback and change initiatives. The wellbeing and dignity of patients and residents should remain central to all aspects of work, with staff demonstrating commitment to professional standards and the overall goals of the organisation.*

*Team members will be expected to carry out their duties in line with their terms and conditions and contract of employment, the standards stated in the employee handbook and Health & Safety guidelines and will be required to follow HMT policies and procedures.*

I have received a copy of this Job Description; read it, understood it and agreed to it.

Signed.....

Date.....

Job Holder



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