



King Edward VII's Hospital

Job Description

Imaging Department Secretary

Job Title: Imaging Department Secretary
Department: Imaging
Report to: Imaging Manager
Hours: Full-Time / 37.5 hours
Contract: Permanent

JOB SUMMARY:

The Imaging Department Secretary at King Edward VII's Hospital will play a crucial role in supporting the efficient and effective operation of the Imaging Department. The successful candidate will be responsible for providing administrative and secretarial assistance to the department, ensuring smooth communication and coordination among staff members, patients, and other hospital departments.

KEY DUTIES:

1. Administrative Support:

- To receive and welcome patients and staff and deal with any enquiries in a kind and courteous manner.
- To answer incoming telephone calls and deal with queries including imaging appointments and all other clerical duties of the department.
- To communicate effectively with staff within and outside of the department to ensure the smooth operation of the service, including liaison with ward staff, outpatients, consultants, & GP's.

- To book patients and make appointments for patients, demonstrating an approachable and helpful style of care maintaining a good effective communication when dealing with patients and visitors.
- Greet and check in patients upon arrival, verifying their personal and insurance details.
- To issue and assist patients with the completion of all relevant paperwork prior to their imaging examination and accurately and efficiently input this onto the hospital information system and radiology information system ensuring accuracy.
- To accurately update patients' details onto hospital computer systems and to communicate any discrepancies within the charging system to the patient accounts department.
- Provide assistance and guidance to patients regarding imaging procedures and the necessary preparations during booking process
- Handle patient concerns and escalate issues to the appropriate staff when necessary.
- To keep patients and their companions always informed and communicate with them any changes/delays to their appointment times.
- To maintain a tidy office and ensure all patient information is filled at the end of each working day.
- To notify radiologists the day before of any examinations booked for them to ensure a seamless service.

2. General

- To ensure that all enquiries are handled in a courteous and tactful manner, always maintaining confidentiality.
- Ability to work in a fast-paced and often high-pressure environment.
- To act independently ensuring that daily tasks and ongoing workloads are prioritised and completed in agreed timeframes.
- To develop and maintain good working relationships between all departments within the hospital and all members of the multi-disciplinary team.
- To have a comprehensive knowledge of imaging and hospital computer software systems and be able to burn patient discs.
- To check stocks of stationery in the Department and regularly order supplies as necessary.
- To attend meetings with relevant parties as and when necessary, feeding back relevant information to imaging staff.
- To regularly review the service provided to patients and ensure that it is both appropriate and of the highest quality and implement changes where appropriate to improve the services in consultation with the Office Supervisor.
- To act as chaperone when required.
- Assist in the safe transferring of patients and equipment when required, following manual handling guidelines and using risk assessment.
- To be accountable for your own work & take responsibility for own learning.
- To maintain a happy and supportive working environment.

ROLE REQUIREMENTS:

1. Education:

- High school diploma or equivalent.

- Additional training or certification in secretarial or administrative functions is preferred.

2. Experience:

- Proven experience in a secretarial or administrative role, preferably in a healthcare setting.
- Familiarity with medical terminology is an asset.

3. Skills:

- Proficient in Microsoft Office Suite (Word, Excel, Outlook).
- Excellent organizational and multitasking abilities.
- Strong interpersonal and communication skills.

4. Attributes:

- Attention to detail and accuracy.
- Ability to maintain confidentiality and handle sensitive information.
- Team player with a positive and professional attitude.

PERSON SPECIFICATION

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		<ul style="list-style-type: none"> • Ability to adapt to a changing environment. • Ability to work well under pressure and uses own initiative. • Confident user of RIS/PACS/HIS • Ability to use Excell/Powerpoint • Knowledge of office management • Audio and copy typing • Willingness and ability to learn new IT skills 	<ul style="list-style-type: none"> • Application form • Test • Interview
Personal & Other Attributes	Essential	<ul style="list-style-type: none"> • Positive attitude • Highly motivated • Highly Flexible • Good work ethic • Assertiveness • Smart appearance 	Interview Interview Interview References Interview Interview

General Information

This job description is not intended to be an exhaustive list of duties, but mainly to highlight the current main responsibilities of the post. The post holder is required to undertake any other similar duties, as required by their manager and the changing requirements of the organisation.

This job description may be reviewed and altered in the light of changed service needs and developments after discussion with the post holder.

The post holder will be required to comply with all policies and procedures issued by and on behalf of King Edward VII's Hospital.

The Hospital is an equal opportunities employer, and the post holder will be expected to promote this in all aspects of his/her work.

Confidentiality

All information in relation to patients and staff must be held in the strictest confidence and may not be divulged to any unauthorised person at any time without the authorisation of your manager or unless it is in the best interest of the individual. The post holder must maintain the confidentiality of information about patients, staff and other Hospital service business in accordance with the Code of Confidentiality and the Data Protection Act 1998. A breach of confidentiality in relation to manual or computer data will result in disciplinary action being taken in accordance with the Hospital's disciplinary procedure and may lead to dismissal.

Health and Safety Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act 1974 to ensure that the agreed safety procedures are carried out to maintain a safe environment.

Risk Management

You have a responsibility for the identification of all risk which have a potential adverse effect on the Hospital's ability to maintain quality of care and the safety of patients, staff and visitors, and for the taking of positive action to eliminate or reduce these.

Equal Opportunities

As a member of staff at the King Edward VII's Hospital Sister Agnes you have a personal responsibility to ensure that you do not discriminate, harass, bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others. You also have a responsibility to ensure that all people that you have contact with during your employment, including patients, relatives and staff, are treated equally in line with the Hospital's Equal Opportunities Policy

At King Edward VII's Hospital, we believe in creating an inclusive and diverse workplace where everyone feels respected and valued. We are committed to creating a workplace that is welcoming and inclusive to everyone, regardless of their race, ethnicity, gender identity, sexual orientation, age, religion, or any other characteristic that makes them unique. We believe that by embracing diversity and fostering inclusion, we will create a workplace that is stronger, more innovative, and more successful.