

Job Title: Modern Apprenticeship – Medical Secretaries – Western General Hospital

Contract: Permanent

Grade: Band 3 – Annex 21 Training Post

Employer: NHS Lothian

Positions: 4

NHS Lothian is responsible for meeting the health needs of circa 800,000 people living in and around Edinburgh and the Lothians. We employ approximately 27,000 staff and provide a comprehensive range of primary, community and acute care services for the populations of Edinburgh, Midlothian, East Lothian and West Lothian. Across all areas of care, we seek to provide specialist and general services fairly and efficiently and to the highest standards. NHS Lothian offers excellent career prospects and a wide range of job opportunities for potential employees. NHS Lothian is proud to offer all staff members opportunities for training and development as well as excellent staff benefits.

What might a day in this job look like?

- Acting as the first point of contact for clinicians and other members of a multi-disciplinary team, responsible for managing mail, telephone calls, face-to-face and electronic communications from clinical and non-clinical staff, patients, relatives, carers and external agencies, responding where appropriate; prioritising and redirecting or escalating as required to clinicians or line manager to ensure efficiency and effectiveness of service delivery.
- Produce accurate clinical correspondence for inpatients and outpatients using audio typing, copy typing and speech recognition transcription (where available), including operation notes, discharge letters, outpatient letters, and departmental specific/legislative and Tribunal reports.
- General administrative duties include filing, photocopying, ordering stationery, and booking meetings and rooms.
- Access and use the required patient information management systems for recording, storing and retrieving patient information as required by members of the MDT.
- Organise and/or attend department meetings as required to discuss work issues, take minutes specifying decisions made, and follow-up actions necessary for subsequent approval by a senior member of the group.
- Set up / maintain office administration systems as required to assist in the smooth running of the department.
- Adhere to all confidential and sensitive information as per the Data Protection Legislation and NHS Lothian policies.



What will I learn?

- An SVQ Level 2 Business and Administration and embed the learnings into practice. The underpinning knowledge units include Digital Skills, Minute Taking, Office 365 Software Skills, Effective Email and Template Creation, and Medical Terminology.
- Embed essential employability skills to support career development.
- Effective planning and organisational skills
- Enhance your Administrative and IT skills within a busy healthcare environment
- Understanding of working in a healthcare environment
- Working alongside multiple teams to support the delivery of high-quality patient care
- Increase confidence in dealing with the public and effective communication skills in the workplace
- How to establish a report with a multi-disciplinary team and gain the confidence of patients and relatives
- How to address the equality and diversity needs of patients, relatives and staff
- Support to develop further on successful completion of the Modern Apprenticeship through an established career pathway (see attached document for more information on the opportunities that may be available)

What Qualifications / Qualities are required?

- Candidates must be between 16-24yrs of age (or the age of 29 if you have a disability or have lived experience of the care system)
- Have gained a National 4 or above in English and Mathematics or core skills at level 4 at grade C or above, which were achieved within another qualification.
- Alternatively, if you have completed a Foundation Apprenticeship in Business Skills, Financial Services or Accountancy
- Align to the NHS Lothian Values and work to these every day.
- Evidence of working as part of a team could have been gained from Prior work experience, within education, any volunteering you may have done or if you have completed any awards such as Duke of Edinburgh.
- Have a passion for working within a healthcare setting and making a real difference in people's lives.
- You are committed to doing your best and completing the Modern Apprenticeship with a positive attitude to the programme.



[NHS Scotland Online Applications](#)

Advert will go live: Wednesday 14th September 2022

Advert will close: Monday 3rd October 2022

Link to advert: <https://apply.jobs.scot.nhs.uk/internal/displayjob.aspx?jobid=119859>

