



Falkland Islands Government – Job Description

Job Title:	Medical Secretary		
Department:	Health & Social Services	Section:	Administration
Reports to:	Practice Manager		
Grade:	Falkland Islands Government Grade – G1		

Job Purpose

To provide medical secretarial support for the primary care and secondary care teams including general practitioners, surgeons, anaesthetists, visiting specialists, community psychiatric nurses, and allied health professionals.

Main Accountabilities:

Medical Secretarial Duties

- Maintaining confidentiality to client documents.
- Provide accurate and comprehensive audio/touch typing reports in a timely manner and undertake follow-up action as directed.
- Learning medical terminologies across all medical and/or surgical specialties.
- Compiling and maintaining all documentation including medical reports, referral letters, patients' overseas appointments to ensure, secure, safe and efficient medical records management.
- Ensure that the information is accessible, available and current for patient consultations.
- To receive and respond to written and verbal communications with overseas hospitals in a professional manner and to relay information to patients and relevant health professionals.
- Attending meetings including the weekly practice meeting and the monthly primary health care team meeting.

Visiting Specialists Duties

- Organising and coordinating visits from visiting specialists and developing patient lists throughout the year.
- Ensuring that patient medical records are ready for clinic and/or follow-up consultations.
- Provide accurate typing service.
- Provide a consistent and high-quality medical secretarial support for patients.
- Ensure that all queries are dealt with politely, promptly, and professionally.
- Attending debriefing meetings and implementing recommended actions.

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Main Accountabilities: *(continued)*

General Duties

- Liaising with Customs & Immigration, Falkland Islands Government Office, and employers regarding prospective employee medical conditions.
- Organising air ambulance.
- Prioritising, planning, and organising daily work load.
- Ensuring that tasks and ongoing activities are dealt with and completed within agreed and acceptable timescales.
- Providing general secretarial duties such as photocopying, filing, assisting doctors and other members of staff.

Staff Cover

- Providing leave cover for the other medical secretary.
- Providing cover for reception on an occasional basis.
- Providing secretarial support allied health professionals as required.

The job description is not an exclusive or exhaustive definition of your duties. You shall undertake such additional or other duties as may reasonably be required by FIG commensurate with your role and grade.

Criminal Record Checks – This post is regarded as a sensitive post

All applicants for Government posts will be asked to disclose convictions upon application. Criminal records will only be considered for recruitment purposes when the conviction record is relevant. Having an 'unspent' conviction will not necessarily bar a candidate from employment. This will depend on the circumstances and background to the offence(s).

Any information given will be completely treated as confidential and will be considered only in relation to the post to which the application refers.

Failure by a candidate to reveal information that is directly relevant to the post applied for could lead to the withdrawal of an offer of employment.



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Person Specification:	Medical Secretary		
Criteria	Essential	Desirable	Assessment Method
Education and Training:			
GCSE (or equivalent) – Grade C or above in Mathematics and English	✓		A
NVQ Level 2 (or equivalent) in Business Administration or Customer Care		✓	A
ECDL		✓	A
Knowledge, Skills & Experience:			
At least 2 years secretarial/administrative experience	✓		A/I
Excellent Touch and Audio typing skills	✓		A/I
Computer literate competent in using Microsoft Word, Excel and Data base management	✓		A/I
Excellent communication skills both written and verbal	✓		A/I
Excellent interpersonal skills – ability to deal with sensitive situations	✓		A/I/R
Excellent organisational skills – ability to prioritise work load to meet deadlines	✓		A/I/R
Ability to maintain absolute confidentiality and cooperate with relevant professionals	✓		I
Familiarity with FIG systems and procedures		✓	A/I
Familiarity with computerised medical record and other systems		✓	A/I
Previous experience of working in a healthcare setting		✓	A/I/R
Personal Attributes:			
Ability to work unsupervised	✓		I/R
Strong team player with a flexible approach to working to meet operational requirements	✓		I/R
Methodical approach with careful attention to detail	✓		I/R
Ability to deal with difficult situations calmly	✓		I/R



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Person Specification:	Medical Secretary		
Criteria	Essential	Desirable	Assessment Method
Personal Attributes: <i>(continued)</i>			
Willingness to cover other team members during absence	✓		I
Willingness to undertake training and development opportunities as agreed	✓		I
Willingness to work some weekends to meet demands	✓		I

Method of assessment:

A - Application Form

I - Selection Interview

R - Reference