



**Royal Devon
University Healthcare**
NHS Foundation Trust

JOB DESCRIPTION

Job Title: Ward Clerk
Band: 2
Responsible To: Gemma Hayes
Accountable To: Gemma Hayes
Section/Department/Directorate: Caroline Thorpe ward

Job Purpose:

The post holder is responsible for organising their own workload and will fulfil all administrative and clerical tasks associated with the smooth running of the ward. This will include taking telephone calls, having personal contact with patient/clients and dealing with their medical records. The post holder will be responsible for providing administrative support to the ward based clinical staff ensuring that patient information is accurate and updated in a timely manner.

As a key member of the Ward Clerk team, you will provide a comprehensive clerical and support service to the ward. Ward Clerks are a key component to the wards, who excel in providing efficient support to each other, the staff on the ward and the service. Communication and sharing knowledge with each other helps to improve the team's efficiency and quality of work, together with the respect and support given to each other to achieve a common goal.

You will be able to work as part of a busy team, work independently, work to unpredictable working patterns, and be able to work to conflicting and challenging deadlines

Context:

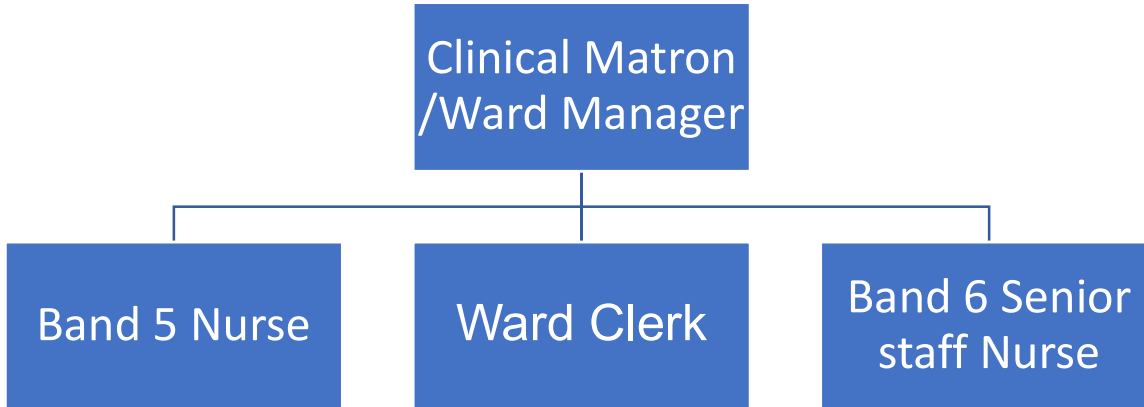
The Ward Clerk will be based on Caroline Thorpe Ward ward in the acute hospital, which is a busy ward with 18 beds, providing care to 18 patients.

The post holder will fulfil all administration tasks and work as part of a team. To meet the needs of the service, the post holder may be required to work on other wards as appropriate as directed by the Ward/Senior Manager on duty.

Key Working Relationships:

The post holder is required to deal effectively with staff of all levels throughout the Trust, the wider Healthcare community, external organisations and the public. This will include verbal, written and electronic media.

Organisational Chart:



Key Result Areas/Principal Duties and Responsibilities:

Communication and Relationship skills

The post holder will be required to adhere to the organisations standards of customer care when communicating with a range of clients on day to day matters. The post holder is responsible for distributing and re-directing mail, receiving enquiries and taking messages via email, over the phone or face to face from staff and patients and ensuring that these are dealt with efficiently and passed onto the appropriate person.

The post holder will be expected to behave in accordance with the Trust's values of demonstrating compassion, striving for excellence, respecting diversity, acting with integrity and to listen and support others.

Analytical & Judgemental skills

To assist as far as possible in non medical enquiries ensuring that all non routine and medical enquiries are referred to the appropriate person. Assess and prioritise verbal, electronic and written information from clients and resolve problems i.e. locating medical records.

Planning and Organisational Skills

The ability to work using own initiative and manage time effectively to meet deadlines. Organise own day to day activities and tasks relevant to own workload, this will include organising patient transport.

Physical skills

Use standard keyboard skills for inputting patient records on a regular basis.

Responsibility for Patient/Client Care

The post holder is required to put the patient, as the first priority, at the centre of all activities. The post holder will have regular contact with patients/clients by phone or face to face and will provide non-medical information and advice to patients' and carers.

Responsibility for Policy and Service Development

To adhere to Trust policies and contribute to the continuous improvement in the efficiency and effectiveness of the service provided to clients by attending and participating in meetings as necessary.

Responsibility for Financial and Physical resources

To co-ordinate the appropriate storage of patient property in accordance with Trust policy. To deal with requests from patients for sundry items which will involve handling money e.g. newspaper and hairdressing.

Order and maintain stock levels for the ward and ensure the efficient and effective use of all resources used within the course of one's own duties, maintaining an awareness of the financial impact of inappropriate use.

Responsibility for Human Resources

Provide on the job training for new staff and work experience students, taking an active part in the development review of own work, suggesting areas for learning and development in the coming year.

Responsibility for Information Resources

Daily use of relevant IT programmes related to department activity including inputting data relating to patient administration and ensuring that patient information is up to date and accurate.

Responsibility for Research and Development

Comply with Trust requirements and undertake surveys as necessary to own work.

Decision Making

The post holder is guided by Standard Operational Procedures and will organise own workload on a day to day basis and work within Trust policies and procedures. Use initiative to deal with routine matters and refer more complex queries to a supervisor or other appropriate colleague.

Physical Effort

Frequent requirement to sit in a restricted position at display screen equipment for the majority of the working day.

The post holder will undertake filing on a daily basis and complete photocopying, as and when required.

The post holder may be required to exert light physical effort (loads of not more than 5kg.) on a frequent OR occasional basis for several short periods OR several long periods during the shift. |

Mental Effort

The work pattern will be unpredictable with frequent interruptions. There will be an occasional requirement for concentration for data entry.

The post holder will be expected to provide cover for other administration and clerical staff during busy periods, including cover due to sickness absence and annual leave. This may require the post holder to involve travelling and working in other areas within the Trust.

Emotional Effort

Exposure to distressing or emotional circumstances is rare. The post holder may be required to liaise with relatives of deceased patients in order to complete paperwork, as well as liaise with funeral directors as necessary.

The post holder will be able to diffuse potential aggression from clients.

Working Conditions

Use display screen equipment for substantial proportion of working day. There will be occasional exposure to unpleasant odours.

GENERAL

This is a description of the job as it is at present constituted. It is the practice of this organisation periodically to examine employees' job descriptions and to update them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by each manager in consultation with those working directly to him or her. You will, therefore, be expected to participate fully in such discussions. It is the organisations' aim to reach agreement to reasonable changes, but if agreement is not possible management reserves the right to insist on changes to your job description after consultation with you.

We are committed to serving our community. We aim to co-ordinate our services with secondary and acute care.

We aim to make all our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so. We will share our knowledge with neighbouring healthcare agencies and professionals.

We recruit competent staff whom we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will pay staff fairly and recognise the whole staff's commitment to meeting the needs of our patients.

The Trust operates a 'non smoking' policy. Employees are not able to smoke anywhere within the premises of the Trust or when outside on official business.

All employees must demonstrate a positive attitude to Trust equality policies and Equality Scheme. Employees must not discriminate on the grounds of sex, colour, race, ethnic or national beliefs, marital status, age, disability, sexual orientation, religion or belief and will treat patients, colleagues and members of the public with dignity and respect.

If the post holder is required to travel to meet the needs of the job, we will make reasonable adjustments, if required, as defined by the Equality Act 2010.

SAFEGUARDING

To be fully aware of and understand the duties and responsibilities arising from the Children's Act 2004 and Working Together in relation to child protection and safeguarding children and young people as this applies to the worker's role within the organisation.

To also be fully aware of the principles of safeguarding as they apply to vulnerable adults in relation to the worker's role, which will include recognising the types and signs of abuse and neglect and ensuring that the worker's line manager is made aware and kept fully informed of any concerns which the worker may have in relation to safeguarding adults and/or child protection.

Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.

STAFF HEALTH AND WELLBEING

JE ref: A&C generic 3.

Band 2 Ward Clerk Job Description
February 2014 v2 Updated Nov 18

You must take responsibility for your workplace health and wellbeing:

- Be physically active at work (i.e. take breaks away from your desk, taking the stairs where possible)
- When required, gain support from Occupational Health, Human Resources or other sources.
- Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health.
- Follow the Trust's health and wellbeing vision of healthy body, healthy mind, healthy you.

If you are a line manager, in addition to the above, it is expected you will:

- Champion health and wellbeing.
- Encourage and support staff engagement in delivery of the service.
- Encourage staff to comment on development and delivery of the service.
- Ensure during 1:1's / supervision with employees you always check how they are.

HEALTH AND SAFETY AT WORK

The employer will take all reasonably practical steps to ensure your health, safety and welfare while at work. You must familiarise yourself with the employer's Health & Safety policy, and its safety and fire rules. It is your legal duty to take care for your own health and safety as well as that of your colleagues.

INFECTION CONTROL - ROLE OF ALL STAFF

It is the responsibility of all members of staff to provide a high standard of care to patients they are involved with. This includes good infection prevention practice.

All staff have a responsibility to comply with Infection Prevention and Control policies and procedures, this includes:

- Attending mandatory and role specific infection prevention education and training.
- Challenging poor infection prevention and control practices.
- Ensuring their own compliance with Trust Infection Prevention and Control policies and procedures for example, standard precautions, hand hygiene, prevention & management of inoculation incidents

CONFIDENTIALITY

You may not disclose any information of a confidential nature relating to the employer or in respect of which the employer has an obligation of confidence to any third party other than where you are obliged to disclose such information in the proper course of your employment or as required by law. Any failure to comply with this term of your employment will be treated as an act of misconduct under the employer's disciplinary procedure.

JOB DESCRIPTION AGREEMENT

Job holder's Signature:

Date:

Manager's Signature:

Date:

PERSON SPECIFICATION

POST : Ward Clerk

REQUIREMENTS	E/ D*	HOW TESTED? Application Form/Interview/ Reference/Test	INTERVIEW COMMENTS	SCORE (1 Low – 10 High)
<u>QUALIFICATIONS/SPECIAL TRAINING :</u>				
Good Standard of Education	E	Application Form		
Relevant keyboard qualification i.e. ECDL, RSA II	E	Application Form/Skills Test		
NVQ 2 Business Administration/Customer Care or equivalent experience	E	Application Form		
<u>KNOWLEDGE/SKILLS:</u>				
Effective interpersonal, organisational and communication skills	E	Interview		
IT/Keyboard skills and computer literate	E	Skills Test		
Ability to prioritise and manage own workload within busy environment. Ability to delegate tasks as necessary.	E	Interview		
<u>EXPERIENCE:</u>				
Proven clerical/administrative experience within customer care environment	E	Application Form/Interview		
Previous NHS/Social Services experience	D	Application Form		
Cash management i.e. petty cash	D	Application Form		
<u>PERSONAL REQUIREMENTS:</u>				
Reliability and flexibility, able to contribute to changing demands of the service.	E	Interview		
Willing to undertake training relevant to the post.	E	Interview		
Ability to work within a team	E	Interview		

Ability to demonstrate a diplomatic caring attitude whilst maintaining confidentiality.	E	Interview		
<u>OTHER REQUIREMENTS:</u>				
The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.	E	Interview		
Willing to travel to / work in other locations as required	E	Interview		

* Essential/Desirable

HAZARDS :					
Laboratory Specimens		Clinical contact with patients		Performing Exposure Prone Invasive Procedures	
Proteinacious Dusts					
Blood/Body Fluids		Dusty Environment		VDU Use	X
Radiation		Challenging Behaviour	X	Manual Handling	X
Solvents		Driving		Noise	
Respiratory Sensitisers		Food Handling		Working in Isolation	
Cytotoxic drugs		Night working			