

JOB DESCRIPTION

This post has been identified as involving access to vulnerable adults and/or children and in line with Trust policy successful applicants will be required to undertake an Enhanced Disclosure Check.

The Trust is committed to recruiting and supporting a diverse workforce and so we welcome applications from all sections of the community, regardless of age, disability, gender, race, religion, sexual orientation, maternity/pregnancy, marriage/civil partnership or transgender status. The Trust expects all staff to behave in a way which recognises and respects this diversity, in line with the appropriate standards.

1. JOB DETAILS

Job Title: **Ward Clerk**

Band: **2**

Reports to: **Admin Team Leader/Admin Line Manager**

Department / Directorate: **Acute Medical Unit**
Medical Triage Unit
Medical Directorate

2. JOB PURPOSE

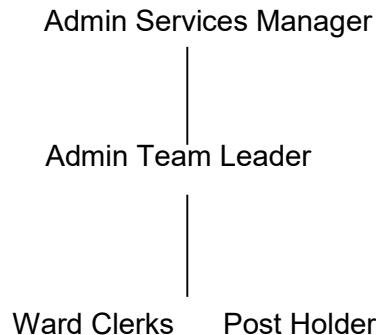
- To provide a timely and efficient service to a busy Acute Medical Unit.
- Working as a member of the team in the **Acute Medical Unit (AMU), Medical Triage Unit (MTU) and Same Day Emergency Care Unit (SDEC)**, collaborating with key teams/department to ensure the smooth flow of patients through the Unit
- To work specifically within the three locations on the Unit and to operate and maintain, with minimum supervision, a range of clerical and administrative duties, providing a first point of contact for Trust staff and visitors reporting to the AMU and MTU
- To track patient progress through the Unit
- To maintain the crucial link between the Emergency Department PFC and Reception/AMU Ward Clerk
- Please note that the workstation for this position is in a front-line clinical area and therefore the post holder will be exposed to patients who may present to AMU/MTU/SDEC in an aggressive, distressed or severely ill state
- Please note that this position requires a relatively high level of physical activity (i.e. walking)
- Working to a four-week fixed rolling rota
- The post holder will be required to undertake additional hours to cover for colleagues during periods of annual/sick leave/bank holidays

3. DIMENSIONS/ KEY WORKING RELATIONS

Senior Matron
Matrons
Clinical services manager
Administration Services Manager
Administration Team Leader
Administration coordinator
Multi-professional teams
Nursing staff
Doctors/Consultants
Patients/relatives

Other clerical & Admin staff
 Medical secretaries
 Operation support staff
 Health records
 Diagnostic services

4. ORGANISATIONAL CHART:



Key: Denotes line management accountability
 ----- Denotes a reporting relationship

5. KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES:

Communication

- Provide a proactive welcoming reception service to the unit
- To receive telephone calls from:
 1. Internal Trust Speciality Staff regarding expected emergency admissions, ensuring that an accurate record is kept and all appropriate documentation/case notes are retrieved;
 2. Answer all enquires by phone or in person in a courteous, tactful, timely manner, whilst adhering to the Trust's Confidentiality Policy;
 3. GP's
- Liaise closely with clinical staff, in particular the Clinical Lead for AMU, Patient Flow Coordinator (ED).
- When requested support the medical staff or pharmacist in contacting GPs or Community Hospitals to obtain information on the patient's current medication
- To monitor the Front door services email inbox

Analysis, Judgement and Planning

- To liaise with the Clinical Lead in order to pull patients from ED/MTU within 4 hours of arrival

Information

- Ensure patient information is complete and accurate
- Register patients on My Care and highlight confused/duplicate records for merging.
- To monitor My Care for Medical/ACE arrivals in MTU.
- Make sure that all Emergency Department referrals have a breach time recorded and that this is monitored by the Clinical Lead/Operational manager (Acute & Emergency Medicine).

- Produce labels for patient/documentation.
- Record the scores on the ward Safety Barometer hourly
- Resolve basic IT problems within the unit and or report to IT help desk as necessary and ensure they are investigated timely.
- Prioritise and order supplies as appropriate.
- Ensure that deaths are notified within 24 hours to the Devon Doctors on call team timely.

Patient Contact

- Based in a front line clinical area the post holder may frequently be exposed to patients who present to the Acute Medical Unit in an aggressive, distressed or severely ill state.
- To deal with bereaved/difficult/distressed patients, relatives and visitors face to face with tact and sympathy.
- To direct patients/visitors to other departments and wards, where appropriate organising assistance from Porters.
- To assist with maintaining the security and dignity of patients in the Acute Medical Unit, liaising with nurses, using discretion when talking to relatives when discussing a patient, helping out confused patients if seen wandering off the unit.
- Comply with Infection control.

Freedom to act

- Admin team leader/Service Manager available in normal working hours, post holder to report to Clinical lead nurse out of hours.
- To work in line with Trusts Operational Policy.

Responsibility for other staff

- Actively contribute to the smooth running of the service by ensuring harmonious working relationships with all colleagues.
- Assist with on the job training of new staff.

Other

- Any other duties appropriate to the band.
- Provide tidy, professional clerical back up for nurses and other health professionals.
- To undergo any training as required maintaining competency, including mandatory training.
- To contribute to a safe working environment.
- Photocopying documents for patients transferring to other hospitals.
- Scanning of agreed documentation on EPIC.

Other Responsibilities:

To take part in regular performance appraisal.

To undertake any training required in order to maintain competency including mandatory training, i.e. Fire, Manual Handling.

To contribute to and work within a safe working environment.

The post holder is expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection.

THE TRUST - PURPOSE AND VALUES

We are committed to serving our community by being a high quality specialist Hospital with consultant-led services. We aim to co-ordinate our services with primary and community care, and to develop a limited number as Sub-Regional Referral Centres with appropriate levels of research, development and educational involvement. Where appropriate, and consistent with our services, we may provide services aimed at preventing disease and debilitation.

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.

We are committed to equal opportunity for all and encourage flexible working arrangements including job sharing.

The Trust is committed to recruiting and supporting a diverse workforce and so we welcome applications from all sections of the community, regardless of age, disability, sex, race, religion, sexual orientation, maternity/pregnancy, marriage/civil partnership or transgender status. The Trust expects all staff to behave in a way which recognises and respects this diversity, in line with the appropriate standards.

GENERAL

This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the Manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, the Trust reserves the right to insist on changes to your job description after consultation with you.

The RD&E is a totally smoke-free Trust. Smoking is not permitted anywhere on Trust property, including all buildings, grounds and car parks. For help to quit call 01392 207462.

As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust's disciplinary policy) up to and including dismissal.

The post holder is expected to comply with Trust Infection Control Policies and conduct him/her at all times in such a manner as to minimise the risk of healthcare associated infection.

PERSON SPECIFICATION

POST: WARD CLERK

BAND: 2

REQUIREMENTS	At Recruitment	At 2 nd KSF Gateway
QUALIFICATIONS / TRAINING		
NVQ III in Customer Care or equivalent relevant experience	D	D
GCSE or equivalent English	D	D
ECDL or equivalent experience	D	D
Medical Terminology	D	D
KNOWLEDGE / SKILLS		
Basic computer skills	D	E
Excellent telephone manner	E	E
Keyboard Skills	D	E
Extracting information/listening skills	E	E
Motivation/negotiation skills	D	E
My Care	D	E
EXPERIENCE		
Working with the public	E	E
Previous proven Clerical/Admin/Reception	E	E
Previous NHS experience	D	E
Working in a busy, acute environment	D	E
PERSONAL ATTRIBUTES		
Excellent communication skills	E	E
Excellent organisational skills	E	E
Ability to work in a multi-disciplinary team	E	E
Able to use own initiative and work with minimal supervision	E	E
Ability to remain calm and work in a busy environment	E	E
Ability to prioritise workload and multi-task	E	E
Flexible to meet needs of service	E	E
Self confident	E	E
Approachable	E	E
Willingness to learn new skills	E	E
Smart appearance	E	E
Professional approach	E	E
Caring disposition	E	E
OTHER REQUIREMENTS		
Able to work to rota requirements including Bank Holidays	E	E
Excellent attendance record	E	E
To work additional hours to cover annual leave/sickness	E	E
Ability to maintain high levels of physical activity	E	E

* Essential/Desirable

HAZARDS IDENTIFIED (tick as appropriate):					
Laboratory specimens		Clinical contact with patients		Performing Exposure Prone Invasive Procedures	
Proteinaceous Dusts					
Blood / Body Fluids		Dusty environment		VDU use	✓
Radiation		Challenging Behaviour	✓	Manual handling	✓
Solvents		Driving		Noise	

Respiratory Sensitisers		Food handling		Working in isolation	
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