

## JOB DESCRIPTION

JOB DETAILS	
Job Title	Ward Clerk
Reports to	Administration Line Manager
Band	Band 2
Department/Directorate	Renal Service

**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.

**KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES**

The Ward Clerk will be based on Renals South Devon Satellite Kidney Unit ward in the hospital, which is a busy ward with 24 beds, providing care to 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**

Admitting and discharging patients for their dialysis sessions, booking dialysis patient transport, checking patients details and amending as needed, and clerking in patients for outpatient appointments at the unit. The post holder will greet and typically be the first point of contact for all patients and visitors.

No. of Staff reporting to this role: none.

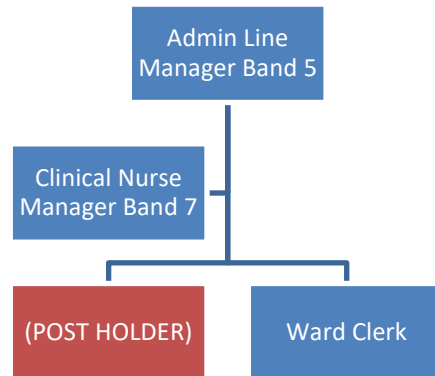
Close communication and team working with Clinical Nurse Managers of the area they are working in.

Official line management is under the Admin Line Manager. However, the Admin Line Manager will not always be on the site the post holder will be working and so, priority and allocation of ad-hoc day to day tasks can be directed by Clinical Nurse Managers in the area the post holder is working.

There are Ward Clerks in Renal across Wonford acute provision and multiple dialysis satellite sites. The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter on a day to day basis. In addition, the post holder will deal with the wider healthcare community, external organisations and the public. This will include verbal, written and electronic media. Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
<ul style="list-style-type: none"> <li>• Administration Line Manager</li> <li>• Clinical Nurse Manager</li> <li>• External Transport Companies</li> </ul>	<ul style="list-style-type: none"> <li>•</li> <li>•</li> <li>•</li> <li>•</li> </ul>

## ORGANISATIONAL CHART



## FREEDOM TO ACT

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.

## COMMUNICATION/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/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.

## 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.

## POLICY/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.

## FINANCIAL/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.

### **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.

### **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.

### **RESEARCH AND DEVELOPMENT**

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

### **PHYSICAL SKILLS**

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

### **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.

### **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.

### **OTHER RESPONSIBILITIES**

Take part in regular performance appraisal.

Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling

Contribute to and work within a safe working environment

You are 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

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.

You must also take responsibility for your workplace health and wellbeing:

- 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.
- Undertake a Display Screen Equipment assessment (DES) if appropriate to role.

## 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, we reserve the right to insist on changes to your job description after consultation with you.

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.

At the Royal Devon, we are committed to reducing our carbon emissions and minimising the impact of healthcare on the environment, as outlined in our Green Plan available on our website. We actively promote sustainable practices and encourage colleagues to explore and implement greener ways of working within their roles.

# PERSON SPECIFICATION

<b>Job Title</b>	Ward Clerk
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Requirements	Essential	Desirable
<b>QUALIFICATION/ SPECIAL TRAINING</b>		
Good Standard of Education	E	
Relevant keyboard qualification i.e. ECDL, RSA II	E	
NVQ 2 Business Administration/Customer Care or equivalent experience	E	
<b>KNOWLEDGE/SKILLS</b>		
Effective interpersonal, organisational and communication skills	E	
IT/Keyboard skills and computer literate	E	
Ability to prioritise and manage own workload within busy environment. Ability to delegate tasks as necessary.	E	
<b>EXPERIENCE</b>		
Proven clerical/administrative experience within customer care environment	E	
Previous NHS/Social Services experience		D
Cash management i.e. petty cash		D
<b>PERSONAL ATTRIBUTES</b>		
Reliability and Flexibility, able to contribute to changing demands of the service.	E	
Willing to undertake training relevant to the post.	E	
Ability to work within a team	E	
Ability to demonstrate a diplomatic caring attitude whilst maintaining confidentiality.	E	
<b>OTHER REQUIREMENTS</b>		
The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.	E	
Willing to travel to / work in other locations as required	E	

WORKING CONDITIONS/HAZARDS		FREQUENCY			
		(Rare/ Occasional/ Moderate/ Frequent)			
		R	O	M	F
<b>Hazards/ Risks requiring Immunisation Screening</b>					
Laboratory specimens	N				
Contact with patients	N				
Exposure Prone Procedures	N				
Blood/body fluids	N				
Laboratory specimens	N				
<b>Hazard/Risks requiring Respiratory Health Surveillance</b>					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	N				
Respiratory sensitisers (e.g isocyanates)	N				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	N				
Animals	N				
Cytotoxic drugs	N				
<b>Risks requiring Other Health Surveillance</b>					
Radiation (>6mSv)	N				
Laser (Class 3R, 3B, 4)	N				
Dusty environment (>4mg/m3)	N				
Noise (over 80dBA)	N				
Hand held vibration tools (=>2.5 m/s2)	N				
<b>Other General Hazards/ Risks</b>					
VDU use (> 1 hour daily)	Y				X
Heavy manual handling (>10kg)	N				
Driving	N				
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	Y				X
Mental Effort	Y		X		
Emotional Effort	Y	X			
Working in isolation	N				
Challenging behaviour	N				