

JOB DESCRIPTION

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| **JOB DETAILS**  |
| **Job Title**  | Ward Clerk |
| **Reports to**  | Admin Team Leader  |
| **Band**  | Band 2 |
| **Department/Directorate**  | Medicine |

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| **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 frontline clinical area and therefore the post holder will be exposed to patients who may present to AMU/MTU/SDEC in an a 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 4-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
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| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| * 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 patients’ current medication
* To monitor the Front door services email inbox
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| **KEY WORKING RELATIONSHIPS**  |
| Areas of Responsibility: * 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

 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:

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| **Internal to the Trust**  | **External to the Trust**  |
| * Emergency Department
 | * GPs
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| * Speciality wards
 | * Care providers
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| * Housekeeping
* Domestic Services
 | * Transport
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| **ORGANISATIONAL CHART**  |
| Line denotes a reporting relationship |
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| **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 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. |
| **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. |
| **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. 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, 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, alongside moving around the department in order to gain information. |
| **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.  |
| **EMOTIONAL EFFORT** |
| Exposure to distressing or emotional circumstances. Deal with difficult psychiatry patients.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 HandlingContribute 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 infectionAs 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.
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| **DISCLOSURE AND BARRING SERVICE CHECKS**  |
| 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 a Disclosure & Barring Service Disclosure Check. |
| **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. Northern Devon Healthcare NHS Trust and the Royal Devon and Exeter NHS Foundation Trust continue to develop our long standing partnership with a view to becoming a single integrated organisation across Eastern and Northern Devon. Working together gives us the opportunity to offer unique and varied careers across our services combining the RD&E’s track record of excellence in research, teaching and links to the university with NDHT’s innovation and adaptability.T*his is*  |

PERSON SPECIFICATION

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| **Job Title** | Ward Clerk  |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING**NVQ III in Customer Care or equivalent experience 3 x GCSE grades A-CECDL or equivalent experienceMedical Terminology | E | DDD |
| **KNOWLEDGE/SKILLS**Basic computer skills Excellent telephone mannerKeyboard skillsExtracting information/listening skillsMotivation/negotiation skillsMy Care | EEEEE | D |
| **EXPERIENCE** Working with the publicPrevious proven Clerical/Admin/ReceptionPrevious NHS experienceWorking in a busy acute environment | EE | DD |
| **PERSONAL ATTRIBUTES** Excellent communication skillsExcellent organisational skillsAbility to work in a multi-disciplinary teamAble to use own initiative and work with minimal supervisionAbility to remain calm and work in a busy environmentAbility to prioritise workload and multi-taskFlexible to meet needs of serviceSelf-confidentApproachableWillingness to learn new skillsSmart appearanceProfessional approachCaring disposition  | EEEEEEEEEEEEE |  |
| **OTHER REQUIREMENTS** Able to work to rota requirements including Bank HolidaysExcellent attendance recordTo work additional hours to cover annual leave/sicknessAbility to maintain high levels of physical activity | EEEE |  |

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|  | **FREQUENCY****(Rare/ Occasional/ Moderate/ Frequent)** |
| **WORKING CONDITIONS/HAZARDS** | **R** | **O** | **M** | **F** |
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| **Hazards/ Risks requiring Immunisation Screening** |  |  |  |  |
| Laboratory specimens | Y |  |  |  |  |
| Contact with patients | Y/N |  |  |  |  |
| Exposure Prone Procedures | N |  |  |  |  |
| Blood/body fluids | Y |  |  |  |  |
| Laboratory specimens | N |  |  |  |  |
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| **Hazard/Risks requiring Respiratory Health Surveillance** |  |  |  |  |  |
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| 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 |  |  |  |  |
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| **Risks requiring Other Health Surveillance** |  |  |  |  |
| 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 |  |  |  |  |
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| **Other General Hazards/ Risks** |  |  |  |  |
| VDU use ( > 1 hour daily) | Y |  |  |  |  |
| Heavy manual handling (>10kg) | N |  |  |  |  |
| Driving | N |  |  |  |  |
| Food handling | N |  |  |  |  |
| Night working | N |  |  |  |  |
| Electrical work | N |  |  |  |  |
| Physical Effort  | Y |  |  |  |  |
| Mental Effort  | Y |  |  |  |  |
| Emotional Effort  | Y |  |  |  |  |
| Working in isolation | N |  |  |  |  |
| Challenging behaviour | Y |  |  |  |  |