

JOB DESCRIPTION

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| **JOB DETAILS** | |
| **Job Title** | Ward Clerk |
| **Reports to** | Ward Manager |
| **Band** | Band 3 |
| **Department/Directorate** | King George V ward |

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| **JOB PURPOSE** |
| The post holder is responsible for organising their own workload and managing all administrative tasks associated with the Surgical Emergency Clinic (SEC), Ambulatory Assessment Area (AAA) and inpatients on KGV  The coordination, daily organisation and administration for all inpatient activities and ward attenders for AAA and KGV  The coordination, daily organisation and administration for all outpatient SEC appointments and follow ups  To undertake reception duties as the first face and voice of the ward/Organisation and demonstrate professionalism and compassion whilst adhering to Trust confidentiality policy  To signpost patients, public, all MDT members and provide non-medical information and advice  To manage the ward environment around the three areas, KGV, SEC and AAA to provide a calm and peaceful environment, with a high flow of patients/staff  The post holder may not receive daily supervision and should be able to take some responsibility for their work and that of others  To work within the MDT, in the absence of the Discharge Coordinator to progress the planned discharge pathways of patients, in liaison with MDT  To be responsible for the management of ward resources in the most effective and efficient way, under the Trust Financial SFI, against the ward budget  Will supervise and allocate work to staff in lower bands and be responsible for the day to day management of those staff and provide appropriate training and support to those as required  Involved in the development of administrative systems to support new ways of working and improve patient flow and outcomes |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| The Ward Clerk will be based on King George Vth ward in the acute hospital, which is a busy ward with 20 inpatient beds, an Ambulatory Assessment area and an outpatient Surgical Emergency Clinic.  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.    Speciality Specific Information:   * Responsibility for outpatient clinic (SEC) and the (AAA) * To work autonomously to achieve all administrative needs of ward without direct supervision |
| **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** |
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| **FREEDOM TO ACT** |
| To work within trust policies and procedures, use initiative to deal with routine matters and complex queries deciding when it is necessary to refer to the available line manager. Work in managed rather than supervised and the post holder will organise own workload on a day to day basis |
| **COMMUNICATION/RELATIONSHIP SKILLS** |
| The post holder will be required to adhere to the organisations standards of customer care when welcoming visitors and communicating with a range of clients on a range of matters. For example, receiving enquires by telephone, or face to face, taking messages and ensuring that these are promptly dealt with or passed on to the appropriate person. To deal with staff, clients and partner agency staff in a confidential and sensitive manner. This could be face to face or over the phone. The post holder may also be required to diffuse potential aggression from members of the public.  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** |
| Make judgements on facts and situations, some of which require analysis, such as scheduling of clinics or resolving administrative errors from the MDT team, for example, inaccuracies in discharge summaries. Communicate general issues and those of concern to a senior member of staff and use initiative to escalate or resolve straight forward issues on a daily basis |
| **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 and that of lower banded ward support staff.  Exercise excellent time management, punctuality and consistent reliable attendance |
| **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 monitor stock levels of stationary, receive deliveries and report maintenance faults. To monitor the efficient and effective use of ward resources used within the course of one’s own duties and that of the MDT based on the ward.  The post holder may be required to conduct some personal and financial tasks, i.e processing of petty cash and handling patient’s property.  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** |
| Will supervise and allocate work to staff in lower bands and be responsible for the day to day supervision of those staff. Will provide appropriate training and support to those as required.  Maintain and update own training relevant to post  Be prepared to share knowledge and experience both formally & informally  Participate in supervision and appraisal process identifying own areas of develop and undertaking relevant activities to meet objectives set in personal development plan.  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 IT programmes relevant to the department to process and store information  Responsible for maintaining staff and/or patient data.  Contribute to the collection maintenance and dissemination of information (written & electronic).  Maintain accurate and complete patient records.  Support the roll out of new IT systems within the Trust in the ward environment |
| **RESEARCH AND DEVELOPMENT** |
| Comply with Trust requirements and undertake surveys as necessary to own work |
| **PHYSICAL SKILLS** |
| Use advanced keyboard skills to operate Trust computer systems. |
| **PHYSICAL EFFORT** |
| Frequent requirement to sit in a restricted position at display screen equipment for the majority of the working day.  The post holder may be required to exert light physical effort (loads of not more than 5kg.) on a frequent daily basis for several short periods during the shift.  Demonstrate dexterity and co-ordination skills for manual handling equipment, notes etc. |
| **MENTAL EFFORT** |
| The work pattern will be unpredictable with frequent interruptions. There will be a daily requirement for concentration for data entry, which would be variable in the amount depending on the daily workload and necessity.  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** |
| Regularly manage difficult situations which may arise with patients with mental health problems or challenging behaviour or abusive clients and telephone callers.  Exposure to distressing or emotional circumstances on a daily basis and asked questions that come from family and patients following difficult news.. 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. |
| **WORKING CONDITIONS** |
| Use display screen equipment for substantial proportion of working day. There will be regular 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.  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. |

PERSON SPECIFICATION

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| **Job Title** | Ward Clerk, Band 3 |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING**  Good standard of Education  Relevant Keyboard qualifications i.e. ECDL, RSA II or equivalent  NVQ 3 Business Administration/Customer Care or equivalent experience | 🗸  🗸  🗸 |  |
| **KNOWLEDGE/SKILLS**  Effective interpersonal organisational and communication skills  Advanced IT/Keyboard skills and computer literate  Ability to prioritise and manage own workload within busy environment, ability to delegate tasks as necessary and supervise others  Understand the need for professional conduct  Competent Listening and Observation skills | 🗸  🗸  🗸  🗸  🗸 |  |
| **EXPERIENCE**  Proven clerical/administrative experience with customer care environment  Excellent administration skills  Previous NHS/Social Services experience  Cash management i.e. petty cash | 🗸  🗸 | 🗸  🗸 |
| **PERSONAL ATTRIBUTES**  Reliability and flexibility, able to contribute to changing demands of the service  Willing to undertake training relevant to the post  Ability to work within a team or independently and to delegate tasks to and supervise lower bands  Ability to demonstrate a diplomatic caring attitude whilst maintaining confidentiality | 🗸  🗸  🗸  🗸 |  |
| **OTHER REQUIREMENTS**  The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust | 🗸 |  |

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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/N |  |  |  |  |
| Contact with patients | Y/N |  |  |  |  |
| Exposure Prone Procedures | Y/N |  |  |  |  |
| Blood/body fluids | Y/N |  |  |  |  |
| Laboratory specimens | Y/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) | Y/N |  |  |  |  |
| Respiratory sensitisers (e.g isocyanates) | Y/N |  |  |  |  |
| Chlorine based cleaning solutions  (e.g. Chlorclean, Actichlor, Tristel) | Y/N |  |  |  |  |
| Animals | Y/N |  |  |  |  |
| Cytotoxic drugs | Y/N |  |  |  |  |
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| **Risks requiring Other Health Surveillance** | |  |  |  |  |
| Radiation (>6mSv) | Y/N |  |  |  |  |
| Laser (Class 3R, 3B, 4) | Y/N |  |  |  |  |
| Dusty environment (>4mg/m3) | Y/N |  |  |  |  |
| Noise (over 80dBA) | Y/N |  |  |  |  |
| Hand held vibration tools (=>2.5 m/s2) | Y/N |  |  |  |  |
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| **Other General Hazards/ Risks** | |  |  |  |  |
| VDU use ( > 1 hour daily) | Y/N |  |  |  | Y |
| Heavy manual handling (>10kg) | Y/N |  |  |  |  |
| Driving | Y/N |  |  |  |  |
| Food handling | Y/N |  |  |  |  |
| Night working | Y/N |  |  |  |  |
| Electrical work | Y/N |  |  |  |  |
| Physical Effort | Y/N |  |  | Y |  |
| Mental Effort | Y/N |  |  |  |  |
| Emotional Effort | Y/N |  |  |  |  |
| Working in isolation | Y/N |  |  |  |  |
| Challenging behaviour | Y/N |  |  | Y |  |