

JOB DESCRIPTION

1. JOB DETAILS

Job Title: Ward Clerk

Band: 2

Day to day responsible to: Matron

Professionally accountable to: Administrative Line Manager/Department Line Manager

Department/Division: Renal Service

2. JOB PURPOSE

- Provide a proactive and professional welcome to the ward reception, acting as the public face for the Trust
- Deliver an efficient administrative and clerical service to the Ward Team
- Maintain effective communication to both patients, relatives and staff in order to ensure the smooth running of the ward; enhancing patient care
- Ensure all information is secure and confidentiality of information is maintained at all times
- Provide excellent customer care which may include communication with distressed and anxious patients and relatives, treating them with tact and empathy
- Ensure the professional image of the Trust is maintained at all times

3. KEY WORKING RELATIONS

- Administrative Services Manager/Administrative Line Manager
- Consultants and other members of the medical team
- Patients and their relatives
- GPs
- Divisional Management team
- Senior Nursing staff and other ward staff
- Other members of the multi-professional clinical team
- Health Records & IM&T Departments
- Administration and secretarial teams across the Trust
- Central Support Team

4. DIMENSIONS

- Multi Professional teams
 - Ward Manager / Lead Nurse
 - Nurses
 - Doctors
 - Patients
 - Visitors
 - Ward Clerks
 - Secretaries
- The post holder will be part of a Trust Administration team. This post may involve some evening/weekend working as required.

5. ORGANISATIONAL CHART

- **Clinical Nurse Manager**
- **Accountable to Administration Manager**

6. KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES:

Administrative functions

- Ensure Bed State is accurate and updated within 10 minutes of any changes
- Ensure patient information is complete and accurate on PAS and all relevant paperwork to meet the Data Quality IG Toolkit standards
- Register patients on PAS and highlight any duplicate records for merging
- Produce labels for patients/documentation
- Ensure the electronic ward whiteboard is updated with the appropriate scores if required
- Ensure discharge summaries are sent within 24 hours
- Ensure Health Records are available and traced promptly and accurately
- File information promptly and accurately within the Health Record
- Make follow-up appointments where necessary
- Open and deal with post, ensuring any urgent and/or important communications are actioned efficiently
- Arrange patient transport where necessary in line with Trust procedure
- Use multiple computer systems as required within the department such as PAS, NHS E-referrals, CRIS
- Ensure accurate and up-to-date patient details are maintained on patient information systems such as PAS in line with Trust Information Governance policy
- Maintain health records and patient files in line with Trust Health Records Policy
- Respond to complaints where appropriate, escalating to Line Manager if unable to resolve

Communication

- Ensure key non-clinical information is provided to relatives
- Communicate regularly with the ward team, to ensure information is shared appropriately
- Make and receive telephone calls both external and internal according to Trust standards
- Take messages, ensuring they are actioned and/or received by the correct recipient
- Communicate effectively including discussion and written communication
- Proactively manage email communication in line with the RD&E's Email Best Practice guidance
- Provide excellent customer care, in a calm and professional manner – some situations may be challenging
- Organise and/or support meetings through effective communication

Service delivery/improvement

- Contribute to the NHS service improvement/modernisation agenda e.g. service redesign
- Work as part of the team in developing processes within the department to meet the demands of a growing service
- Participate in team and directorate meetings as required
- Contribute to audits regarding departmental procedures
- Have a flexible approach to working hours to meet the demands of the service
- Adhere to the Trust Access Policy and Health Records Policy and appropriate standard operating procedures, Key Performance Indicators, government targets and standard operational policies

Governance

- Undertake training as required to maintain competency/comply with trust policies
- Work within Trust policies – including those for confidentiality, data protection, health and safety fire protection, and annual appraisal

- Adhere to the Trust Access Policy, Key Performance Indicators, government targets and standard operational policies and procedures

Resource Management

- Provide cover in periods of absence as directed by department manager, this may involve moving to other areas
- Monitor use of supplies and stationery and ensure this is done efficiently and cost effectively in line with the needs of the service

Additional Responsibilities

- The post holder will be expected to carry out any other duties as required, commensurate with their pay band
- The post holder will be required to facilitate and support new starters to carry out their role
- The post holder will understand the limitations of the role and how to access support

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.

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.

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**POST: Ward Clerk****BAND: 2**

REQUIREMENTS	Essential / Desirable at:	
	Recruitment	1st PDR or (award of) increment
<u>QUALIFICATIONS / TRAINING:</u> Minimum of 3 qualifications to include GCSE grade A-C/4-9 or equivalent in Maths and English Clinical Document Management (CDM) Patient Administration System (PAS) Level 3 inpatients Patient Administration System (PAS) Level 3 outpatients	E D D D	E E E E
<u>KNOWLEDGE / SKILLS:</u> Excellent planning & organisational skills Ability to prioritise workload to respond to changing demand Ability to liaise and communicate with staff at all levels Excellent interpersonal & communication skills inc. demonstrating empathy & sensitivity to patients and relatives Ability to promote good working liaisons (staff, patients, relatives) Extracting information / Listening Skills Ability to handle complex enquiries - distressed & anxious patients Ability to deal with challenging behaviour Ability to provide excellent customer care Knowledge of IT databases and computer systems Comprehensive PC skills - databases, word-processing, email, Excel Understanding of hospital IT systems Knowledge of PAS or equivalent information system Analytical skills & ability to problem solve Proven strong administration skills Accurate data entry Excellent telephone manner Knowledge of Trust procedures	D D E E E E E E E E D D D D E E E D	E E E E E E E E E E E E E E E E E E
<u>EXPERIENCE:</u> Previous clerical experience Working in an NHS/clinical environment e.g. hospital, GP surgery, CCG Previous reception experience or dealing with the general public	D D D	E E E
<u>PERSONAL ATTRIBUTES:</u> Enthusiastic highly motivated & committed to delivering a service Understand team work and work within a team Able to plan and organise workload Able to prioritise own work load and meet deadlines Ability to work un-supervised Can remain calm and professional in a busy environment Empathetic, but able to understand professional boundaries Smart appearance, adhering to the Uniform Policy Welcoming friendly and approachable manner An adaptable approach to work Flexible approach to working hours Commitment to continual development to inc. relevant new systems, policies and procedures Adheres to relevant Trust policies & procedures Adheres to confidentiality & data protection requirements	E E D D D E E E E E D E E E	E E E E E E E E E E E E E E

Hazards within the role, used by Occupational Health for risk assessment					
Laboratory specimens		Clinical contact with patients		Dealing with violence & aggression of patients/relatives	
Blood / Body Fluids		Dusty environment		VDU Use	✓
Radiation / Lasers		Challenging behaviour	✓	Manual Handling	✓
Solvents		Driving		Noise / Vibration	
Respiratory sensitisers		Food Handling		Working in isolation	
Cytotoxic drugs		Electrical work		Night working	