

JOB DESCRIPTION

1. JOB DETAILS

Job Title: Ward Coordinator/Ward Clerk

Band: Band 3

Responsible To: Senior Matron

Accountable To: Senior Matron

Department / Directorate:

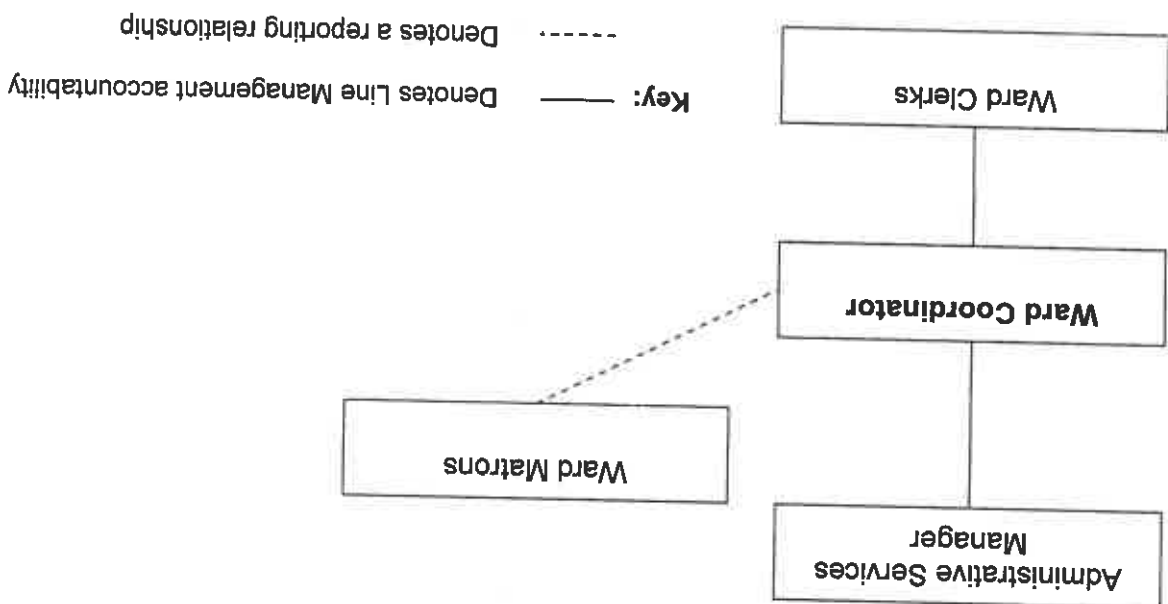
2. JOB PURPOSE

- To provide administrative and non-clinical management support to the clinical teams in the delivery of excellent patient care.
- To facilitate the smooth flow of patients through the department by implementing administrative systems to expedite admission and discharge processes
- To improve channels of communication between different clinical professions, patients and relatives in order to enhance patients experience.

3. DIMENSIONS/ KEY WORKING RELATIONS

- Senior Matron
- Matrons
- Administration Manager
- Nursing Staff
- Ward Clerks
- Consultants
- Other Medical Staff
- Operations Support Team
- Medical Secretaries
- Health Records Staff
- Patients and their relatives
- Clerical and other secretarial staff
- Specialist nurses
- Other members of the multi-professional team
- Other Hospitals
- PALS
- Clinical Services Manager
- Diagnostic Services

4. ORGANISATIONAL CHART



5. KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES:

- To monitor the timeliness of accurate and complete patient information and health records standards on each ward ensuring that notes are traced efficiently and the security of personal and other confidential information is adhered to as per Trust Policy
- To manage the provision of an accurate and effective administrative service to clinical areas.
- Answer all enquiries either by telephone or in person, in a courteous, tactful and timely manner and act as a point of reference for colleagues when handling difficult or complex issues.
- Day-to-day management of the Ward Clerk teams including annual leave and sickness absence, ensuring wards have sufficient cover, personally providing cover if necessary; prioritising work accordingly.
- Providing support and supervision to the staff encouraging a positive attitude which is conducive to effective team working.
- By the monitoring of performance ensuring that all work undertaken by administrative staff meets specified standards.
- To ensure standards of data quality are met and maintained by way of regular audit
- To ensure that the administrative systems and processes in place are efficient and robust; in partnership with the Matron to implement changes/ improvement as necessary.
- To liaise with staff, patients and clinicians, both within and outside the Trust, acting appropriately and seeking advice as necessary.
- To attend departmental and/or trust-wide meetings as necessary.
- By taking action, with advice from the Matron as necessary ensuring that work is undertaken in a manner which will maximise the Divisions income.
- To co-ordinate and manage orders via EROS.
- Supervision of ward budgets in respect of stationery supplies and other office consumables.

Supporting the Matrons in the running of the Wards

- Under the direction of the Matrons manage the process of booking bank staff and calling in additional staff to cover sickness.
- As agreed with individual ward matrons, accurately record time and attendance on rosterpro
- Build/help build ward roster.
- Input data into the roster analysis toolkit
- Support the Senior Matron and Matrons in monitoring the ward budgets to identify and/or investigate anomalies.

Improving the flow of patients through the department.

- Support the Senior Matron and Matrons in improving patient flows through participation in service redesign initiatives.
- To ensure that ward notes are organised and contain the relevant information accurately filled in order that ward rounds run efficiently.
- Liaise with the junior doctors/secretaries to ensure that discharge summaries are completed on the day of discharge. Complete any outstanding discharge summaries for the junior doctors.
- To be responsible for the day to day non-clinical management of the wards, ensuring in particular that the patients and visitors are made to feel welcome upon their arrival to the ward.
- Ensure the ward whiteboard and bed states are updated in a timely manner in the absence of the Ward Clerk
- Make follow up appointments and book patient transport in the absence of the Ward Clerk

Patient & public involvement

- Support the Senior Matron in developing and implementing a PPI strategy for patients & carers, which may include setting up patient groups, organising questionnaires to be filled in etc.
- Support the Senior Matrons in ensuring that complaints are responded to in a timely manner through immediately acquiring notes and other material necessary to investigate claims.
- Be available and willing to speak to patients and their relatives to gain their views on ways to improve the service and the patient experience.

Governance

- To maintain patient confidentiality at all times in accordance with the Trust policy.
- To undertake training as required maintaining competency / complying with Trust policies/personal development.
- Work within Trust policies, including the Health Records Policy, Information Governance Policy, health and safety fire protection and annual appraisal.

Other Responsibilities:

To take part in regular performance appraisal
To undertake any training required in order to maintain competency including mandatory training, e.g. 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

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.

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

THE TRUST – Vision and Values

Our vision is to provide safe, high quality seamless services delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust values. Our Trust values are:

Honesty, Openness & Integrity
Fairness,
Inclusion & Collaboration
Respect & Dignity

We recruit competent staff that 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.

We are committed to recruiting and supporting a diverse workforce and 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. We expect 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, we 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.

PERSON SPECIFICATION

POSITION: Ward Co-ordinator/Ward Clerk

BAND: 3

REQUIREMENTS		
At PDR	At Recruitment	QUALIFICATION Education to 'A' level standard or equivalent including GCSE Maths & English ECDL, CLAIT or equivalent qualification NVQ III Administration or Customer Service IHRIM certificate
		KNOWLEDGE/SKILLS: Understanding of the importance of Health Records and Data Meticulous and accurate work Excellent interpersonal and communication skills Proven ability to motivate staff and encourage teamwork Excellent organisational skills Ability to prioritise workload to respond to the changing demands Comprehensive PC skills including databases, word-processing and email, including Microsoft Excel Understanding of basic finance and health and safety
EXPERIENCE:		
Experience in managing a change process Experience of staff rostering Previous admin and clerical experience Previous Health Records experience or experience of work using confidential files Previous experience in a clinical setting Previous experience supervising and the development of staff		
PERSONAL REQUIREMENTS:		
Ability to work under minimal supervision Ability to work in a multi-disciplinary team Good attendance record		
OTHER REQUIREMENTS:		
Flexibility Committed to further development		
* Essential/Desirable		

HAZARDS:- Updated 31 st May 2013				
Laboratory Specimens		Clinical contact with Patients		Dealing with violence & aggression of patients/relatives
Blood / Body Fluids		Dusty Environment		VDU Use (occasional)
Radiation / Lasers		Challenging Behaviour	X	Manual Handling
Solvents		Driving		Noise / Vibration
Respiratory Sensitisers		Food Handling		Working in isolation
Cytotoxic Drugs		Electrical work		Night Working