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***“Our vision is to provide safe, high quality seamless service delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust Values”***

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| **JOB DETAILS** | |
| **Job Title** | Ward Clerk |
| **Reports to** | Kate McBay |
| **Band** | Band 2 |
| **Department/Directorate** | Acute Medical Unit, Medicine Division |

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| **JOB PURPOSE** | |
| * Provide a proactive and professional welcome to the ward reception, acting as the public face for the RD&E NHS 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 | |
| **KEY WORKING RELATIONSHIPS** |  |
| * 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 | |

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| **ORGANISATIONAL CHART** | |
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| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** | |
| * Ensure Bed State is accurate and updated within 10 minutes of any changes * Ensure patient information is complete and accurate on EPIC and all relevant paperwork to meet the Data Quality IG Toolkit standards * Register patients on EPIC and highlight any duplicate records for merging * Printing wrist bands for patients. * File information promptly and accurately within EPIC * Make follow-up appointments where necessary this would be done on the Snapboard in EPIC when a doctor requests this. * Arrange patient transport where necessary in line with Trust procedure * Use multiple computer systems, as required, within the department such as EPIC, MobiMed. , * Ensure accurate and up-to-date patient details are maintained on patient information within EPIC systems in line with Trust Information Governance policy * Respond to complaints, where appropriate, escalating to Line Manager if unable to resolve * Scanning documents in to patients notes which are received From GP’s | |
| **COMMUNICATION/RELATIONSHIP SKILLS** | |
| * 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 add them to EPIC for documentation * 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 | |
| **POLICY/SERVICE DEVELOPMENT** | |
| * 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 | |
| **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. | |
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| **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 | |
| **OTHER 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 * The post holder will be part of a Trust Administration team. This post may involve some evening/weekend working as required * 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 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 reserve 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. | |
| **POST** | Ward Clerk |
| **BAND** | 2 |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING**  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** |
| **KNOWLEDGE/SKILLS**  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  Able to work independently, with minimum supervision | **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E** | **D**  **D**  **D**  **D**  **D**  **D**  **D** |
| **EXPERIENCE**  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** |
| **PERSONAL ATTRIBUTES**  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 unsupervised  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 include relevant new systems, policies and procedures  Adheres to relevant Trust policies & procedures  Adheres to confidentiality & data protection requirements | **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E** | **D**  **D**  **D**  **D** |

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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 | N |  |  |  |  |
| Contact with patients | N |  |  |  |  |
| Exposure Prone Procedures | N |  |  |  |  |
| Blood/body fluids | N |  |  |  |  |
| Laboratory specimens | N |  |  |  |  |
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| **Hazard/Risks requiring Respiratory Health Surveillance** |  |  |  |  |  |
| 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) | Y |  |  |  |  |
| Driving | N |  |  |  |  |
| Food handling | N |  |  |  |  |
| Night working | N |  |  |  |  |
| Electrical work | N |  |  |  |  |
| Physical Effort | N |  |  |  |  |
| Mental Effort | N |  |  |  |  |
| Emotional Effort | N |  |  |  |  |
| Working in isolation | N |  |  |  |  |
| Challenging behaviour | Y |  |  |  |  |