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| **JOB DETAILS** | |
| **Job Title** | **Ward Secretary** |
| **Reports to** | Clinical Nurse Manager |
| **Band** | 3 |
| **Department/Directorate** | Clyst ward/Medical division |

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| **JOB PURPOSE** | | |
| * To provide administrative and non clinical management support to the clinical teams in the delivery of excellent patient care. * To improve channels of communication between different clinical professions, patients and relatives in order to enhance patient experience. | | |
| **KEY WORKING RELATIONSHIPS** | |  |
| * Consultants and other members of the medical team * Senior nursing staff and other ward staff. * Stroke Nurse Practitioners * Therapy teams * Administration and secretarial teams across the Trust * External NHS organisations * External organisations/providers * Patients, Carers and Families * Patient and Liaison Service * Site Management team | | |
| **ORGANISATIONAL CHART** | | |
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| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** | | |
| * Providing support to the rest of the team whilst maintaining a positive attitude which is conducive to team working. * To ensure that the administrative systems and processes in place are efficient and robust in partnership with the Clinical Nurse Manager to implement changes as necessary. * To attend departmental or trust wide meetings as required. * To co-ordinate and manage orders via Eros. * Under the direction of the Clinical Nurse Manager build the rosters and request bank staff as required. * Monitor the annual leave requirements in line with the trust processes. * Finalise all shifts at the end of every month to ensure accuracy. * Monitor Sickness and organise meetings as required. * Ordering of ward equipment on EROS. * Organise the ward meetings and create the agenda and send out the minutes. * Work alongside the complaints team with regards to complaints involving the ward. | | |
| **COMMUNICATION/RELATIONSHIP SKILLS** | | |
| * To communicate with staff, external organisations and colleagues in a courteous, professional and timely manner at all times. * The post holder will be responsible for receiving and compiling complex information which may be of a sensitive and confidential nature. * To contact staff when meetings need to be rescheduled. * Make and receive telephone calls both external and internal according to Trust standards. * 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. | | |
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| **PHYSICAL SKILLS** | | |
| * Skills required for communication. * Ability to use telephone and computers with reasonable adaption, if required. * Standard keyboard skills are essential. | | |
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| **POLICY/SERVICE DEVELOPMENT** | | |
| * To work with the team to ensure adequate cover is in place during periods of leave.  1. Contribute to the NHS service improvement/modernisation agenda e.g. service redesign. 2. Work as part of the team in developing processes within the department to meet the demands of a growing service. 3. Participate in team and directorate meetings as required. 4. Undertake training as required to maintain competency/comply with trust policies. 5. Work within Trust policies – including those for confidentiality, data protection, health and safety fire protection and annual appraisal. 6. Adhere to the Trust Access Policy, Key Performance Indicators, government targets and standard Operational Policies and Procedures. | | |
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| **HUMAN RESOURCES** | | |
| * The post holder will be responsible for providing training to less experienced colleagues. | | |
| **RESEARCH AND DEVELOPMENT** | | |
| * Participate in staff surveys as necessary. | | |
| **FREEDOM TO ACT** | | |
| * Work in accordance with policies of procedure escalations matters the Clinical Nurse Manager, Consultant and Site Management. | | |
| **OTHER RESPONSIBILITIES** | | |
| * To take part in regular supervision and performance appraisal. * To undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling, Information Governance * To contribute to and work within a safe working environment * The post holder is expected to comply with Trust Infection Control Policies and conduct themselves 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 to meet the needs of the stroke service. 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 Secretary | |
| **BAND** | **Band 3** | |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATIONS / TRAINING:**  Education to A Level standard or equivalent. Including GCSE Maths and English.  NVQ level 3 Administration or equivalent experience of role requirements  Competent in using epic for administrative taks | **E**  **E**  **D**  **D** | **E**  **E**  **E**  **E** |
| **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  Motivation and negotiation skills  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  Decision making skills  Understanding of hospital IT systems  Knowledge of PAS or equivalent information system  Basic computer skills  Proven strong administration skills  Excellent telephone manner | **D**  **D**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **D** | **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E** |
| **EXPERIENCE:**  In Managing a Change Process.  Experience in Staff rostering.  Previous Admin and Clerical Experience.  Previous experience in supervising other members of staff. | **E**  **D**  **E**  **D** | **E**  **E**  **E**  **E** |
| **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 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 including 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**  **E**  **E**  **E** | **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E** |

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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 | R |  |  |  |
| Contact with patients | Y |  |  |  | F |
| Exposure Prone Procedures | N |  |  |  |  |
| Blood/body fluids | Y | R |  |  |  |
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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 |  |  |  |  |
|  | | | | | |
| **Other General Hazards/ Risks** | |  |  |  |  |
| VDU use ( > 1 hour daily) | Y |  |  |  | F |
| Heavy manual handling (>10kg) | N |  |  |  |  |
| Driving | N |  |  |  |  |
| Food handling | N |  |  |  |  |
| Night working | N |  |  |  |  |
| Electrical work | N |  |  |  |  |
| Physical Effort | Y |  |  | M |  |
| Mental Effort | Y |  |  | M |  |
| Emotional Effort | Y |  | O |  |  |
| Working in isolation | N |  |  |  |  |
| Challenging behaviour | Y |  |  | M |  |