

JOB DESCRIPTION

JOB TITLE:	Ward Clerk
BAND:	Band 2
LOCATION:	Jersey Ward, Alderney Hospital
ACCOUNTABLE TO:	Matron
LINE MANAGER:	Senior Sister
KEY RELATIONSHIPS:	Matron, Ward Sister, Ward Team, Ward Consultant/GP, Hospital Secretary, Admin and Clerical staff, Domestic and Porters, Patients and Visitors.
HOURS OF WORK:	This is a full time post of 37.5 hours per week. The post holder may be required to work flexibly to meet the needs of the service.
JOB PURPOSE:	<ul style="list-style-type: none"> • To provide administrative and clerical support, while contributing to ensure an effective and efficient service. • To act as a first point of contact, on the telephone or face to face, for patients, visitors and other healthcare professionals. • The post will require the utilisation of good clerical, organisational, communication and interpersonal skills.

MAIN DUTIES AND RESPONSIBILITIES:

1. ADMINISTRATIVE

- 1.1 To keep the patient administration system up to date and accurate at all times, including the input of admission/discharge and transfer information, registering new patients, amending patient demographics and tracking all health records to ensure their current location is recorded.
- 1.2 File laboratory and x-ray reports within patient's health records, ensuring that they are maintained to a high standard and are repaired/replaced as necessary.
Other duties will include :
 - Booking of transport for admission/discharge/transfer of patients.
 - Arranging out-patient appointments locally and at other units.
 - Preparing admission packs.
 - Distributing mail to patients.
 - Maintaining training records for ward staff, liaising with main reception.
 - Maintaining an efficient, up-to-date filing system within the ward office.
 - Ensuring adequate staff are available by calling on bank staff as necessary.
 - Answer telephone, and take message as necessary.

- 1.3 To provide a secretarial service to senior ward staff, typing memos, letters and meeting notes as appropriate.

2. **HUMAN RESOURCES/WORKFORCE**

- 2.1 The holder of this post will report on a daily basis directly to the ward Sister but will be line managed by the Senior Sister.
- 2.2 Although the post does not carry any line management responsibilities, the post holder will be required to demonstrate activities to new or less experienced colleagues.

3. **FINANCE/RESOURCES**

- 3.1 The role carries a personal duty of care in relation to equipment and resources utilised by the post holder during the course of their work. May be requested to process petty cash in the absence of a senior admin member of staff.
- 3.2 Monitor and maintain stock levels of stationery and other relevant consumables and complete order forms for sign off by authorised signatory.

4 **RESEARCH & DEVELOPMENT**

- 4.1 To participate in surveys/audits as relevant to role requirement.

5. **POLICY & SERVICE DEVELOPMENT**

- 5.1 The post holder will be required to follow established policies applicable to their own role and to comment on the subsequent improvement and development of office procedures.

6. **INFORMATION / DATA RESPONSIBILITIES**

- 6.1 Assist in audits and the collation of statistics, inputting data into systems as required.
- 6.2 Input information into bed state system.

7. **PROFESSIONAL RESPONSIBILITIES**

- 7.1 The post holder is required to work within standard administrative procedures and to seek guidance from their line manager as appropriate.

8. **GENERAL**

- 8.1 Use photocopier, fax and other equipment as required.
- 8.2 To undertake any other duties commensurate with the grade, that may be deemed appropriate for effective performance of the role.

9. **ENVIRONMENTAL (e.g. C&R, physical/mental/emotional effort/working conditions)**

- 9.1 Frequent requirement for sitting or standing in restricted position. May be required to walk between department/ward environments.
- 9.2 Work pattern will be predictable in nature. Concentration will be needed to ensure tasks are completed and details are accurate.

- 9.3 The degree of emotional effort will depend on the working environment as may be rare or on a daily basis if ward based.
- 9.4 Working conditions may be office based or within ward areas. Requiring the use of display screen equipment.

SECTION B: TERMS AND CONDITIONS OF SERVICE

1. Dorset HealthCare has a range of clinical, operational, financial, health & safety, risk management, human resource, equality & diversity and other policies, procedures and guidance, copies of which can be found on the Trust Intranet or obtained from the line manager or Human Resources Department. The post holder is expected to be aware of all policies, procedures and guidance which applies to them and to observe their provisions at all times.
2. Employment in this post is subject to a Disclosure & Barring Service criminal records Disclosure. The post holder may be required to undertake a Disclosure application at any time during employment.
3. Staff are not permitted to smoke on Dorset HealthCare premises, either inside or outside, or inside Trust vehicles.
4. Staff are expected to undertake all mandatory training and refresher training appropriate to their role. This may include preventative management of violence and aggression (PMVA) and/or breakaway techniques, and cardio-pulmonary resuscitation (CPR). If in doubt as to which mandatory training applies to this post, advice should be sought from the line manager.
5. All staff who are required to handle food and drink other than for their own consumption must comply with the Food Safety and Hygiene (England) Regulations 2013.
6. Dorset HealthCare is committed to promoting the welfare of children and vulnerable adults. Staff are expected to be aware of, and comply, with their roles and responsibilities in relation to safeguarding vulnerable groups.
7. Staff are expected to observe the highest standards of care and conduct and to engage constructively with managers, colleagues, patients/service users/carers and others in the course of their duties.

SECTION C: CORE ATTRIBUTES AND BEHAVIOURS

Staff are expected to adhere to and demonstrate Dorset HealthCare's Core values and behaviours at all times.

Values

Our values underpin all that we do and provide a sense of direction to people, teams and the Trust overall.

1. Respect and dignity

We value each person as an individual, respect their aspirations and commitments in life, and seek to understand their priorities, needs, abilities and limits. We take what others have to say seriously. We are honest about our point of view and what we can and cannot do.

2. **Commitment to quality of care**
We earn the trust placed in us by insisting on quality and striving to get the basics right every time: safety, confidentiality, professional and managerial integrity, accountability, dependable service and good communication. We welcome feedback, learn from our mistakes and build on our successes.
3. **Compassion and kindness**
We respond with humanity and kindness to each person's pain, distress, anxiety or need. We search for the things we can do, however small, to give comfort and relieve suffering. We find time for those we serve and work alongside. We do not wait to be asked, because we care.
4. **Improving lives**
We strive to improve health and wellbeing and people's experiences of the NHS. We value excellence and professionalism wherever we find it – in the everyday things that make people's lives better as much as in clinical practice, service improvements and innovation.
5. **Working together for patients**
We put patients first in everything we do, by reaching out to staff, patients, carers, families, communities, and professionals outside the NHS. We put the needs of patients and communities before organisational boundaries.
6. **Everyone counts**
We use our resources for the benefit of the whole community and make sure nobody is excluded or left behind. We accept that some people need more help, that difficult decisions have to be taken – and that when we waste resources we waste others' opportunities. We recognise that we all have a part to play in making ourselves and our communities healthier.

Behaviours

Our behaviours provide a guide to how we can bring our values to life and constantly remind us that how we do things is as important as what we do and achieve.

7. **Positive**
Embracing change and feedback, utilising constructive feedback to make improvements and promoting achievements of the Trust and others.
8. **Proactive**
Challenging unacceptable behaviour, showcasing learning and innovation, actively encouraging ideas and involvement from others.
9. **Supportive**
Being attentive, encouraging and helping others, giving and receiving feedback to enable people, teams and services to develop.
10. **Respectful**
Empowering people to voice their opinion, introducing yourself and ensuring language is professional and inclusive.
11. **Reliable and trustworthy**
Being open and transparent, acknowledging errors, being honest about limitations and not over-promising.

SECTION D: CHANGES

This document represents a description of the job, and the skills, knowledge, experience and attributes required, at the date of issue.

Dorset HealthCare will periodically review this job description and person specification to ensure that it continues to meet service needs and will involve the post holder/s in the review process with the aim of reaching agreement on any reasonable changes which may be required. In the event that agreement is not achieved, Dorset HealthCare reserves the right to insist on reasonable changes following consultation with the post holder.

PERSON SPECIFICATION

WARD CLERK, BAND 2

1. Knowledge, skills and training		Essential	Desirable	Assessment method
1.1	NVQ Level 2 or equivalent level of knowledge of office procedures		Yes	e.g. certification
1.2	RSA Level 2 or equivalent level of IT skill		Yes	e.g. certification
2. Job specific experience		Essential	Desirable	Assessment method
2.1	Previous experience within a comparable role		Yes	e.g. application form/references/interview
2.2	Previous experience of working within a customer focused environment		Yes	e.g. application form/references/interview
3. Information Technology		Essential	Desirable	Assessment method
3.1	Basic IT skills, normally obtained through practice or practical training OR Demonstrable experience of using word processing, spreadsheet, database and or presentation software to RSA II/III or equivalent standard	Yes		e.g. application form/certification
3.2	Ability to achieve a pass mark (75%) in the ICT Basic Skills test.	Yes		e.g. interview
4. Personal qualities/attributes		Essential	Desirable	Assessment method
4.1	Demonstrable ability to prioritise effectively	Yes		e.g. interview
4.2	Ability to use own initiative within sphere of responsibility Note taking skills	Yes		e.g. interview
4.3	Evidence of good communication skills, both verbal and written	Yes		
5. Business travel		Essential	Desirable	Assessment method
5.1	Subject to the provisions of the Equality Act, able to travel using own vehicle on Trust business.	Level 1* or Level 2*	Level 3*	
6. Additional requirements		Essential	Desirable	
6.1	Demonstrable skills in written and spoken English, adequate to enable the post holder to carry out the role effectively	Yes		

***Essential / desirable car user definitions**

Level 1 – (Essential) post holder is required to:

- travel an average of more than 3,500 miles a year;
- or travel an average of at least 1,250 miles a year; and necessarily use their car an average of 3 days a week; or spend an average of at least 50% of their time on such travel; including duties performed during the visits;
- or travel an average of at least 1,000 miles a year and spend an average of 4 days a week on such travel, including the duties performed during the visits.

Level 2 – (Essential) users who use their own vehicles for official journeys other than in the circumstances described under Level 1 above.

Level 3 (Desirable) non- car users who may exceptionally be required to travel on Trust business where such journeys could also be reasonably be made by public transport.