

## **JOB DESCRIPTION**

<b>JOB TITLE:</b>	<b>WARD CLERK</b>
<b>BAND:</b>	<b>Band 3</b>
<b>LOCATION:</b>	St Ann's Hospital
<b>ACCOUNTABLE TO:</b>	Ward Manager
<b>LINE MANAGER:</b>	Ward Manager
<b>KEY RELATIONSHIPS:</b>	Ward Manager Ward Staff Consultants, Medical Secretaries and CMHT Staff Mental Health Legislation Office Other Ward Clerks Hospital Manager
<b>HOURS OF WORK:</b>	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.
<b>JOB PURPOSE:</b>	Under the direction of the Ward Manager provide efficient and organised clerical and administrative support to ensure the day-to-day business of the ward runs smoothly.  To assist the qualified nursing staff in providing high quality nursing care and treatment of patients.

### **MAIN DUTIES AND RESPONSIBILITIES**

#### **1. ADMINISTRATIVE**

- 1.1 To be at all times aware of confidentiality and security with regard to patients health records and treatment.
- 1.2 To update admission/discharge/transfer information on a daily basis using the EPR Ulysses/RiO system. To record and update patient details and ensure all paperwork and results from investigations are appropriately scanned and uploaded to RiO and made available to the team.
- 1.3 To ensure that all Mental Health Act paperwork and CPA documentation is filed correctly.

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- 1.4 To have good communication skills and deal with telephone calls, emails and written correspondence.
- 1.5 To request information and notes are available for newly admitted patients.
- 1.7 To ensure that adequate address and graph labels are available.
- 1.8 To ensure relevant administrative information in relation to the discharge is completed.

## 2. **WARD SUPPORT**

- 2.1 To regularly check the ward environment and be responsible for sending maintenance requisitions and monitoring completion of jobs.
- 2.2 To assist with ordering and re-stocking the ward with stationery/CSSD supplies
- 2.3 Participate in providing adequate staffing levels by liaising with the Trust Bank.
- 2.4 To plan and arrange Patient Transport and to provide assistance with escorting patients off ward, off site and to public places.
- 2.5 To provide assistance in situation where Prevention and Management of Violence of Aggression (PMVA) is required.
- 2.6 To carry response bleep as part of the ward team
- 2.7 To provide information/guidance to patients and carers/relatives.
- 2.8 To assist the nursing staff in delivering quality nursing care and standards
- 2.11 To assist, when required, with serving meals in the patients' dining rooms.
- 2.12 To provide assistance with patient observations on the ward
- 2.13 To assist in other general nursing duties, i.e. bed changing.
- 2.14 To assist and participate in further development of the service.
- 2.15 Contribute to maintaining good relationships with other staff of all disciplines to ensure the smooth running of services for patients, particularly concerning the admission, transfer and discharge of patients, ensuring all enquiries are answered promptly and appropriately.
- 2.16 To provide IT skills, as required, and assisting other ward staff with computer related issues
- 2.17 To delivery, collect and disseminate ward mail
- 2.18 To assist and direct visitors to the ward, as required.

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- 2.19 Establish, develop and maintain an effective filing system within the ward office.

### **3. HUMAN RESOURCES/WORKFORCE**

- 3.1 To complete staff sickness/absence monitoring forms and send them to Payroll.
- 3.2 To provide assistance to the Ward Managers in managing staff records.

### **4. FINANCE/RESOURCES**

- 4.1 To act as authorised signatory for withdrawing patients' cash up to £20 from the Patients Bank at St Ann's, and depositing patients' money and/or valuables.

### **5. POLICY & SERVICE DEVELOPMENT**

- 5.1 In line with Clinical Governance, be aware of own responsibility within, and comply with the Dorset HealthCare NHS Trust policies and procedures. Follow policies in own role and update policy files.
- 5.2 Contribute towards Health and Safety of oneself, colleagues, patients and visitors. Report accidents, document faults and defects, reporting to the Nurse in Charge, as necessary

### **6. INFORMATION / DATA RESPONSIBILITIES**

- 6.1 Report to the Senior Nurse on duty any complaints or comments and compliments as well as any requests for information by patients or their visitors.
- 6.2 Brief the Ward Manager on emergent and sensitive issues to ensure that they are aware of any areas of potential concern.

### **7. GENERAL**

- 7.1 To make notes at meetings as required, e.g. ward meetings.
- 7.2 To complete a range of work procedures which require job training and induction – knowledge of patient administrative system (computerised on RiO)
- 7.3 To assist with any other duties appropriate to grade as agreed between the post-holder and manager.
- 7.4 To attend and successfully complete all mandatory training, including PMVA updates.
- 7.5 Adhere to the Trust guidelines on dealing with the media.

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- 7.6 Attend meetings with the ward manager, as agreed, for clinical and management supervision.

## 8. ENVIRONMENTAL

- 8.1 Following training, the post holder will be required to participate in the PMVA of patients.
- 8.2 Requirement for moderate physical effort, ie lifting and handling, moving beds/mattresses in emergency situations, moving patient files.
- 8.3 Frequent exposure to unpleasant working conditions, ie exposure to verbal and physical aggression/abuse.

## 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.

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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 3 ST ANN'S HOSPITAL

<b>1. Knowledge, skills and training</b>		<b>Essential</b>	<b>Desirable</b>	<b>Assessment method</b>
1.1	Educated to GCSE level incl. English and Mathematics	Yes		Certification
1.2	OCR Word Processing/Typing Skills	Yes		Certification
1.3	Willing to undertake further training	Yes		Certification
<b>2. Job specific experience</b>		<b>Essential</b>	<b>Desirable</b>	<b>Assessment method</b>
2.1	Good Organisational skills	Yes		Application form/interview
2.2	Experience of working in an administration role	Yes		Application form/interview
2.3	Experience of working within a Mental Health setting		Yes	Application form/interview
2.4	Ability to set up and maintain systems	Yes		Application form/interview
<b>3. Information Technology</b>		<b>Essential</b>	<b>Desirable</b>	<b>Assessment method</b>
3.1	Basic IT skills, normally obtained through practice or practical training.	Yes		Application form/interview
<b>4. Personal qualities/attributes</b>		<b>Essential</b>	<b>Desirable</b>	<b>Assessment method</b>
4.1	Good verbal/non-verbal communication skills	Yes		Interview
4.2	Ability to prioritise	Yes		Application form/interview
4.3	Ability to work as part of a team	Yes		Application form/interview
4.4	Ability to maintain and deal with issues of confidentiality	Yes		Application form/interview
4.5	Self -motivated	Yes		Application form/interview
4.6	Ability to work in a stressful/busy environment	Yes		Application form/interview
<b>8. Additional requirements</b>		<b>Essential</b>	<b>Desirable</b>	<b>Assessment method</b>
8.1	Demonstrable skills in written and spoken English, adequate to enable the post holder to carry out the role effectively	Yes		Application form/interview
8.2	A level of fitness and ability to participate and complete PMVA and Breakaway training	Yes		Application form/interview