

**WALSALL HEALTHCARE NHS TRUST
JOB DESCRIPTION****Post Title** **Clerical Officer****Grade** **Band 2****Reports to** **Health Records Supervisor****Responsible to** **Health Records Manager****Job Summary**

- Work is physically demanding (lifting boxes up to 9 kg) throughout the working day.
- To be an integral member of the Health Records Department Team to provide a first class library and clinic preparation service.
- Plan, organise and prioritise own workload, while accepting direction and delegation from Supervisor, Senior Supervisor, Team Leader and Health Records Manager.
- The Service operates a 365 day, 24/7 service. Staff will be on a rota to work bank holidays

Key Responsibilities

This job description covers the major tasks to be carried out and the level of responsibilities to which the post-holder will work. These may be revised and changed from time to time. Discussions will take place with the post-holder.

Communication

Communication and relationships to the Health Records and to other departments:

- To deal with all enquiries in an efficient, polite and courteous manner providing a caring, compassionate, helpful service to patients, other health care professionals and the general public.
- To provide a professional and courteous service for the Health Records Department in line with the Values of the Organisation as part of a rota working across a variety of Health Records duties.
- Respond to routine external and internal telephone queries from patients and other healthcare professionals giving appropriate non-clinical advice relevant to job role.

- Exercise good judgement, tact and discretion when dealing with patient enquiries, providing non clinical advice to patients and relatives about outpatient appointments in line with Data Protection and Information Governance requirements.
- Receive and handling of internal telephone calls accordingly, actioning appropriately, liaising with other departments and other healthcare professionals across the organisation to support the patient experience.
- Respond back to messages timely ensuring that all actions follow up and/or escalated appropriately to Health Records Senior Supervisor/Team Leader.
- Liaising with GP surgeries and other healthcare professionals as required within remit of job role.

Organisational

Provide administrative and clerical support to complete the following tasks within the service area:

- Ensure that patient's notes are pulled / filed / prepared in line with standard operating procedures to high quality standards, highlighting any problems/issues to Health Records Supervisor / Senior Supervisor
- Ensure that patient's notes are tracked in/out using RFID tracking system within Health Records Department to all areas.
- Locate missing notes and referral letters in preparation for clinics, surgery and/or wards as and when directed.
- To print and scan referrals on our PAS system
- Make up new / temporary sets of patients notes as and when required.
- To facilitate the movement/confidentiality of patient notes between Health Records and Outpatient Clinic areas ensuring that patient confidentiality is maintained.
- To support the process for the archiving of historical patient records including their safe transportation/retrieval to/from off-site storage.
- To support subject to access requests within the tight timescale of compliance by retrieval of notes, copying notes/sections as required.
- To complete quality checks of patient notes, splitting as necessary in line with standard operating procedures.
- To ensure that deceased patient's notes are retrieved, stamped deceased and

sent to off site for storage in line with retention periods.

- Telephone patients (as and when requested).
- Handling of outgoing post.
- Request, order and maintain levels of stock to include completion of requisitions (stock and non-stock) (in absence of Health Records Supervisor) ensuring appropriate authorisation in line with financial standing regulations. Receive deliveries ensure that they are checked, logged and forwarded to the appropriate staff member.
- Photocopying, printing and scanning (as and when requested).
- Accurately maintain routine departmental/service records that may be referenced or audited for purposes of legal record or financial accountability.
- Demonstrate own job role tasks to new staff, bank/agency staff and/or students within Health Records.
- Contribute to an efficient running of all services related to the job ensuring that confidentiality and data protection is adhered to.

IT

- Have a full working knowledge of the Organisations Patient Management System (Careflow) and skills and knowledge maintained to ensure effective service delivery.
- Update/record demographics of patients i.e. address, telephone number of patient (as required) to ensure that all relevant information is up to date and accurate.
- Having a working knowledge of Choose and Book to view/print referral.
- Have a thorough working knowledge of Fusion and any other local IT systems used within the Department.
- Complete on Careflow emergency and GP admissions out of hours only.
- Register patients on Careflow out of hours as and when requested.
- Undertake data quality checks within the Careflow PAS system to avoid duplication.
- Use of email in an effective and professional manner to communicate with departments, clinical and non-clinical colleagues.

- Ensure that defective equipment is reported to Health Records Supervisor and maintained in line with Organisational policy.

Other Duties

- To participate in a 365 24 / 7 working day administrative service staffing rota to support clinical service delivery, this includes being rota'd to work some Bank Holidays.
- To provide with reasonable notice, staff cover for other members of the Health Records Team during periods of leave, sickness absence and peaks in service demand as directed by the Health Records Senior Supervisor/Team Leader and/or Health Records Manager.

The information supplied above is intended to summarise the key responsibilities and duties of the role. The post holder may be required from time to time to carry out other reasonable requests and duties as required, consistent with the responsibilities of their Banding and development as agreed between employee and manager.

Confidentiality and Data Protection

All employees who have access to personal data in relation to patients or employees will be aware of their responsibilities under the General Data Protection Regulation (GDPR) (EU) 2016/679. Any breach of the Regulation could result in disciplinary action being taken and criminal charges being brought against the individual who has breached the Regulation.

Health and Safety

Individual employees of Walsall Healthcare Trust and other NHS employees contracted to work on the organisation's premises have an equal responsibility, along with managers and supervisors, for maintaining safe working practices for the health and safety of themselves and other persons who may be affected by their acts or omissions at work.

All employees must adhere to their duties under the Health and Safety at Work Act 1974 and other associated safety legislation, including all new Health & Safety Regulations. In addition employees must comply with all the Trust's policies relating to Health & Safety and Risk Management to secure a safe workplace and will draw management's attention to any deficiencies and/or hazards, which might prove detrimental to themselves or others.

There is a general responsibility for employees to act sensibly and reasonably, and attend mandatory health and safety training sessions.

Clinical Governance

All employees are required to actively contribute towards the organisation's clinical governance systems, taking responsibility as appropriate for quality standards and

work towards the continuous improvement in clinical and service quality.

Safeguarding

Children Walsall Healthcare NHS Trust, working with partner agencies, is committed to safeguarding children and promoting their welfare. All employees have a responsibility to ensure that children and young people are safe from abuse and harm, regardless of their role or where they work. Children include young people up to the age of 18 yrs.

Employees must comply with Walsall Local Safeguarding Board Child Protection Procedures and Trust Child Protection Procedures and recognise the importance of listening to children. All employees must attend child protection training relevant to their role and know how to seek advice or support from their manager or the Safeguarding Children team if required.

Vulnerable Adults

All employees have a responsibility to support the safety and well-being of vulnerable adults and to practice in accordance with legislation. Knowledge, skills and competency are to be maintained according to role and responsibilities in order to fulfil Vulnerable Adults responsibilities. All employees must comply with organisational and Walsall Local Authority Vulnerable Adults policies and procedures.

Equality and Diversity

The Trust is committed to promoting equality opportunities to achieve equity of access, experience and outcomes, and to recognising and valuing people's differences. All employees have an obligation to help achieve this through personal example, open commitment and clear action.

Each individual will take responsibility for promoting inclusive and accessible service provision, employee development and a culture that values and respects difference. All employees should be familiar with, actively promote and work within Equality and Diversity policies at all times ensuring that they do not unlawfully discriminate, either directly or indirectly, on the grounds of race or ethnicity, nationality, religion or belief, sex, marital or civil partnership status, sexual orientation, disability, gender reassignment, age, pregnancy/maternity or any other grounds.

This applies to all activities as a service provider and as an employer. All employees must adhere to the Equality Act 2010

Patient Experience and Public Involvement (PEPI)

The Trust is committed to gaining feedback from all patients using a variety of

methods including electronic, paper based and verbal. Within this Trust that feedback is monitored by the patient experience group and used to ensure that future services meet the needs of the patients and demonstrate continuous improvement. Volunteer, staff and families participate in the collection of this data

Customer Care

The aim of the organisation is to provide patients and other service users with the best possible care and service, therefore all our staff are required at all times to put the patient and our service user first and to do their utmost to meet their requests and needs courteously and efficiently.

Infection Control

Employees will work to minimise any risk to clients, the public and other employees from Healthcare Associated Infection including MRSA and *C. difficile* by ensuring that they are compliant with the Health and Social Care Act 2008 – Code of Practice (and as amended from time to time) for the prevention and control of Healthcare Associated Infections (The Hygiene Code); and by ensuring that they are familiar with the organisations Infection Control policies located on the Intranet.

Further responsibilities involve employees in ensuring that service users and members of the public are actively engaged (using a variety of methods) in appropriate service delivery, service development and decision making within their service area and the wider organisation. Determination of these responsibilities should be in conjunction with your line manager and delivered accordingly.

Smoking

The organisation operates a No Smoking policy.

Duty of Candour

There is also a contractual duty of candour imposed on all NHS and non-NHS providers of services to NHS patients in the UK to 'provide to the service user and any other relevant person all necessary support and all relevant information' in the event that a 'reportable patient safety incident' occurs.

The Duty of Candour is a legal duty on hospital, community and mental health trusts to inform and apologise to patients if there have been mistakes in their care that have led to significant harm

Duty of Candour aims to help patients receive accurate, truthful information from health providers

The NHS LA's duty of candour guidance seeks to demystify how health providers can deliver on candour, achieving a wholly transparent culture in health provision – being open when errors are made and harm caused

All NHS provider bodies registered with the Care Quality Commission (CQC) have to

comply with a new Statutory Duty of Candour

Policies and Procedures

All employees need to be aware of the organisations policies, procedures and protocols relating to their service and work within the guidelines at all times.

Employees have a major role in suggesting and implementing improvement to services and in exercising professional responsibility for both themselves and their peers within an open 'no-blame' culture.

General Medical Council (GMC) Revalidation (Medical and Dental Staff only)

Revalidation is the process by which all licensed doctors are required to demonstrate on a regular basis that they are up to date and fit to practise in their chosen field and able to provide a good level of care. This means that holding a licence to practise is becoming an indicator that the doctor continues to meet the professional standards set by the GMC.

Licensed doctors have to revalidate usually every five years, by having annual appraisal based on our core guidance for doctors, Good medical practice. This needs to be adhered to as per Trust Policies and Procedures. Failure to comply will result in being withdrawn from Medical practice.

Personal Development Review (PDR) (Medical and Dental Staff only)

A part of the revalidation process, all Medical and Dental Staff are required to have an effective IPDR every 12 months. This is a requirement for all staff and will need to be arranged by the individual.

PDR (All Staff)

The NHS Constitution requires organisations to provide staff with clear roles and responsibilities, personal development and line management, to support them to succeed.

An organisation-wide appraisal process that focuses on performance and personal development helps deliver this.

It is required for staff to have a yearly effective and meaningful appraisal with their Manager

Nursing and Midwifery Council (NMC) Revalidation (Nursing and Midwifery Staff only)

Revalidation is the process that all nurses and midwives in the UK will need to follow to maintain their registration with the NMC. Failure to revalidate will result in withdrawal from practice

Revalidation will help you as a nurse or midwife demonstrates that you practice safely and effectively. It will encourage you to reflect on the role of the Code in your practice and demonstrate that you are 'living' the standards set out within it.

Major Incident Planning and Business Continuity

Managerial post-holders, will be responsible for the development and delivery of major incident planning, business continuity and resilience. This will include ensuring there are effective and up to date plans that comply with legislation and guidance that meet the requirements of the Civil Contingency Act (CCA) for their area of responsibility