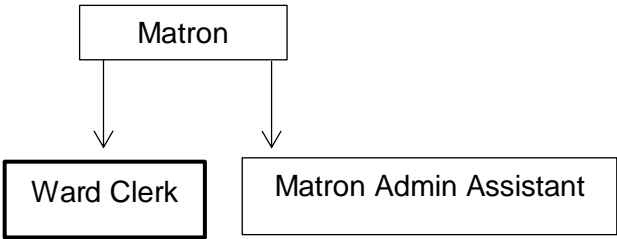


### Job Description

Job Ref:	21-132
Job Title:	Ward Clerk
AfC Pay Band:	Band 2
Number of hours:	As per contract
Clinical Unit / Division	
Department:	
Location:	As per contract
Accountable to:	Clinical Matron
Reports to:	Ward Manager

### Job dimensions & responsibility for resources

Budgetary & Purchasing, Income generation	<p>Budget / Delegated Budget managed : £ n/a            Authorised signatory for: £ n/a</p> <p>Other financial responsibility: Post holder will be required to monitor stock and may handle patient property. Careful use of Trust resources.</p>
Staff	No staff report to this post holder.
Information Systems	<p>Precise and timely use and upkeep of manual and electronic Trust systems to ensure accuracy of data. Store and share information in accordance with department protocols, Trust Information Governance Policy and Data Protection Legislation</p> <p>Use of specialist systems, including:            PAS, Nervecentre, Oasis, eSeacher, Integra, EIS, Patient Tracking System (PTS), ePMA, Healthroster, Evolve</p>

<b>Job purpose</b>	<p>The post holder's primary focus will be the timely handling of reception duties and interaction with members of the public and colleagues. Responding to and taking action to resolve queries with pace and tact. Responsible for ensuring patient records are available and electronic patient tracking systems are kept up to date in line with Trust policy.</p> <p>As a core member of the team the post holder will provide a comprehensive and quality administrative and clerical function to support the smooth day to day running of the clinical area.</p> <p>The post holder will be conscientious and work calmly under pressure with a flexible approach. Using initiative to prioritise workload with efficiency, accuracy and care. The post holder will be polite and caring with strong interpersonal skills to manage situations including those of a challenging nature.</p>
<b>Department Structure</b>  <pre>graph TD; Matron[Matron] --&gt; WardClerk[Ward Clerk]; Matron --&gt; MatronAdminAssistant[Matron Admin Assistant];</pre>	

<b>Communications and Working Relationships</b>		
With Whom:	Frequency	Purpose
Patients Carers/Visitors and Colleagues	Daily/As required	Communicate effectively to help and assist as necessary
Manager/ Supervisor/Matron	Daily/As required	Work planning, advice and support
Ward Team	Daily/As required	To support the care of the patients by communicating and liaising with staff
Other Trust Departments	Daily/As required	To share, update, monitor and request information.
IT & Digital Teams	As required	Report faults, raise requests, seek assistance.
External Agencies	As required	To liaise as requested

### **Key duties and responsibilities**

#### **Receptionist Function**

1. Act as the ward receptionist in a patient facing environment. This may involve interaction with individuals in a difficult or distressing situation when acting with tact and sympathy is essential.
2. Meet and greet those attending or visiting the ward/area, personally or by phone in accordance with the Trust's values, beliefs and behaviours. Provide accurate directions as appropriate.
3. Manage incoming communications, relay messages with accuracy, refer queries for resolve and take action without delay to follow through to resolution.
4. Ensure the reception area/Nurses station is presentable and well ordered.
5. To ensure patients have adequate transport to and from hospital in line with Trust policy, arranging ambulance transport, if necessary.

#### **Patient Flow**

1. To be responsible for providing appropriate clerical support during admission, transfer and discharge of patients and where required to arrange for follow-up appointments.

2. Ensure PAS/Nervecentre are monitored and updated to reflect a live bed state with accuracy and without delay. This will include assisting medical and nursing staff with the completion of data capture, booking patients in/out, updating the bed states, checking the accuracy of PAS information, tracking patient and maintaining patient notes and medical records.
3. Support with patient discharge:  
To file all nursing and medical documentation in patients notes in the correct order on discharge. Including filing of any laboratory results in case notes after being checked and signed by Doctors. Ensure that discharge summaries (written by Doctors) are completed in full and patient documents are ready for collection. Forward copies of the discharge letter as required, for example to the patients GP. Discharge patients on electronic systems.

### **Patient Property, Information & Medical Records**

1. To retrieve and manage patient notes and associated documents, in preparation for and throughout the stay in hospital. Including the preparation of notes for transfer/discharge.
2. To keep all medical records in an orderly and presentable form.
3. Enter accurate and timely patient information on electronic systems ensuring entry aligns with correct clinical coding procedures.
4. To escort patients/transfer equipment and information to other departments as required/instructed by Nurse in charge
5. To deal with patient property in accordance with Trust procedure.

### **Administrative/Clerical**

1. Liaise with other Ward Clerks to ensure a continuity of service. To cross cover annual leave/sickness on other wards/departments as required.
2. To support colleagues in familiarisation and induction.
3. To undertake any relevant training and to be active in developing knowledge.
4. Ordering and monitoring of stock ensure availability of stationery supplies and core items as instructed.
5. To attend meetings as required ensuring information pertinent to the role is shared and acted upon.
6. Ensure data is accurately collected and entered onto electronic recording and reporting systems, in accordance with required time frames.
7. Assist in monitoring the ward environment and request necessary action e.g. via Property or IT Helpdesk.

**Core Values**

1. To communicate effectively, accurately and with discretion to all patients, visitors, Trust staff and various external agencies.
2. To protect and maintain patient confidentiality at all times.
3. To uphold security and dignity of patients
4. To use initiative to participate as a member of the multi-disciplinary team, encouraging positive behaviours for team working and harmonious working relationships with all colleagues to provide the highest standard of patient care.
5. Introduce innovative ways of communicating and working and be open to improvement change

**To carry out all duties in a professional manner, adhering to the policies and procedures of the Trust and conforming and reporting in line with current legislation.**

**General Duties & Responsibilities applicable to all job descriptions**

- To be familiar with and adhere to the policies and procedures of the Trust.
- Behave and act at all times in accordance with the Trust Values, of Working Together, Respect and Compassion, Engagement and Involvement and Improvement and Development
- To achieve and demonstrate agreed standards of personal and professional development within agreed timescales.
- To participate fully in the performance and development review (appraisal) process and undertake Continuing Professional Development as required.
- To participate in surveys and audits as necessary in order to enable the Trust to meet its statutory requirements.
- To be aware of the Trust's emergency planning processes and follow such processes as necessary, in the event of an unexpected incident.
- This job description is not exhaustive. Staff may be required to undertake any other duties at the request of the line manager, which are commensurate with the band, including project work, internal job rotation and absence cover.

<b>Working Environment:</b>					
Driving		Lifting		Verbal aggression	✓
Use of PC/VDU	✓	Physical support of patients		Physical aggression	
Bending/kneeling		Outdoor working		Breaking unwelcome news to others	
Pushing/pulling		Lone working		Providing <b>professional</b> emotional support	
Climbing/heights		Chemicals/fumes		Dealing with traumatic situations	
Repetitive movement	✓	Contact with bodily fluids		Involvement with abuse cases	
Prolonged walking/running		Infectious materials		Care of the terminally ill	
Controlled restraint		Noise/smells	✓	Care of mentally ill & challenging patients	
Manual labour		Waste/dirt		Long periods of concentration i.e. hours	✓
Food handling		Night working		Working in confined spaces (eg roof spaces)	

### Statement

1. This job description will be agreed between the jobholder and the manager to whom he/she is accountable. It may be reviewed in light of experience, changes and developments.
2. The information being handled by employees of East Sussex Healthcare NHS Trust is strictly confidential. Failure to respect the confidential nature of this information will be regarded as a serious breach of regulations, which will result in action under the Disciplinary Procedure, including possible dismissal. This includes holding discussions with colleagues concerning patients in situations where the conversation may be overheard. It is the employee's personal responsibility to comply with the Data Protection Act.
3. It is the employee's responsibility to ensure all records (computerised or manual) are accurate and up to date, and that errors are corrected or notified as appropriate.
4. It is the manager's role to monitor and assure the quality of any data collected or recorded by or in his/her area of responsibility.
5. Employees must take reasonable care, and be aware of the responsibilities placed on them under the Health & Safety at Work etc. Act (1974) and to ensure that agreed safety procedures are carried out to maintain a safe environment for employees, patients and visitors.
6. All staff have a responsibility to ensure that infection control policies, procedures and guidelines are adhered to, in addition to supporting the trusts commitment to preventing and controlling healthcare associated infections (HAI).

7. All members of staff must be aware of their responsibilities under the Freedom of Information Act 2000.
8. In addition to any specific responsibility for risk management outlined in the main body of this job description, all employees must ensure they are aware of the key responsibilities applicable in relation to risk management as identified in the Trust's Risk Management Strategy.
9. All staff will note the Trust's responsibilities under the Civil Contingencies Act 2004, and NHS Major Incident Plans Guidance (DoH 1998 and 2004)
10. All employees are responsible for ensuring they attend the relevant mandatory training as identified in the Trust's Education Strategy and as agreed with their manager/supervisor.
11. It is the employee's responsibility to ensure they follow the latest version of all policies and procedures which apply to them.
12. For posts which involve contact with patients, it is required that the postholder receives satisfactory clearance from the Disclosure and Barring Service.



### Person Specification

Job Title: Ward Clerk		Grade: Band 2	
Department:		Date: May 2021	
*Assessed by: A= Application I= Interview R= References T= Testing C = Certificate			
Minimum Criteria	*	Desirable Criteria	*
Qualifications			
Good general education including English and Maths GCSE grade C or above, or equivalent level of knowledge and experience	A	Evidence of personal development  Recognised relevant qualification such as: customer service, administration, secretarial, IT (e.g. ECDL)	A  A
Experience			
Previous clerical/administration experience in a busy environment	A/I	Previous experience of working in the NHS or other healthcare setting	A
Experience of keeping accurate record keeping and filing systems	A/I		
Customer care/service	A/I		
Skills / Knowledge / Abilities			
Ability to work to own initiative and as part of a team.	AIR	Familiarity with relevant NHS terminology and systems.	A/I
Accurate and methodical, able to prioritise and adapt to change	AIR	Hospital computer systems such as Nervecentre, PAS	A/I
Work calmly under pressure	AIR		
Strong interpersonal skills. Acting with patience and tact.	AIR		
Effective communicator with patients, relatives, carers, the general public and colleagues.	AIR		
Competent IT literacy with ability to learn new systems and processes	AIR		



Confident telephone manner	AIR		
Able to manage difficult situations and cope with exposure to potentially emotional situations	AIR		
Ability to maintain strict confidentiality	AIR		
<b>Other</b>			
Reliable work record	AIR		
DBS clearance	T		
Evidence that personal behaviour reflects Trust Values	AIR		
Willingness to undertake additional departmental and Trust training	I		
Smart appearance in adherence with Trust uniform policy	I		

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Managers Signature

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Date

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Postholder's signature

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Date