

## Job Description

<b>Job title:</b>	Ward Clerk
<b>Band:</b>	Band 3
<b>Reports to:</b>	Team Leader
<b>Accountable to:</b>	Ward Manager

### Job summary

The postholder will provide high quality patient care through dedicated administrative and clerical support to medical and nursing staff at ward level as part of a multi-disciplinary team,.

The post holder will be the point of contact for all administrative and clerical issues relating to patients' pathway of care, tracking and supporting them from admission to treatment &/or discharge, ensuring the best use of resources.

The post holder will ensure high levels of patient care by being an accessible, customer focused and knowledgeable point of contact. Ward Clerks will display sensitivity and tact when dealing with patients and relatives, prioritising tasks with discretion to organise a varied and changing daily workload.

### Main Duties and responsibilities

- To work as part of a clinical team ensuring that patients are admitted efficiently and that investigative treatments, diagnostic procedures and operations take place within national guidelines and in accordance with the trust policy. This includes: NHS Constitution, and the Health and Social Care Bill 2011.
- Provide general reception duties for patients. Be aware of the needs and concerns of patients and provide a friendly, efficient and courteous service to patients, relatives and visitors, providing them with advice and information as appropriate. Inform ward teams of patients' arrival and deal with telephone queries and internal security access.
- To attend ward rounds, white board meetings and/or MDT meetings as appropriate, ensuring that all relevant medical records are available, that treatment plans are documented and that documentation is completed & electronically recorded. Attend regular meetings with consultant teams, clinical staff, clinical directorates /departments and/or senior managers as required.
- To work as part of a multi-disciplinary team maintaining efficient systems and processes relating to patient attendances and admissions. This includes maintaining accurate computerised and manual records, inputting registration and waiting list data onto the Trust's computer systems and ensuring that all patient records are kept up to date with any details relevant to the patient's attendance and/or admission. This may include registering new

patients within a ward setting and checking demographic information during patient encounters.

- To accurately record patient activity on the daily bed return and registration systems, including inpatient, day case and outpatient clinics and keep all relevant clinical systems and ward diaries up to date, as a permanent record of ward admissions.
- To ensure all patients' records are available to clinical staff as required in adherence with the Trust Medical Records Policy. This may include receiving discharge summaries, histology reports etc. and preparing them and patients' records for review by clinicians. Maintain an efficient system for the tracking of healthcare records and X-rays through the use of computer tracking systems, ensuring that any medical notes in your possession are kept in numerical or alphabetical order and that they are kept in a non-public area. Ensure that all patient documentation is filled in patients' notes &/or transferred to appropriate ward, medical records &/or other departments as required
- To provide administrative support to ward managers to enable efficient processes.
- Facilitate discharge processes, including distributing correspondence and liaising with relatives, carers and other involved agencies as agreed with the Ward Manager and/or Discharge Coordinator(s) to ensure integrated approach to patient care.
- As appropriate, to notify GPs via telephone, email and / or fax of admission outcomes and diagnostic results. To liaise with GP practices to ensure that patients have received all appropriate follow-up.
- To liaise with Clinical Site Management Team and ward staff to enable efficient bed management.
- Ensure paperwork is accurately completed including admissions, discharges, transfer of patients and data entry requirements.
- To liaise with clinical staff to ensure that specialist equipment is available, where required, and that clinical teams are aware of admitted patients with specialist needs.
- To liaise with other clinical/ diagnostic teams to ensure all diagnostics tests are carried out within an appropriate timescale.
- Monitor and request stationary in line with local procedures.
- Contribute to quality and cost improvement/ CQUIN initiatives to improve services.
- To arrange translation services, in liaison with the appropriate departmental manager, as required. This may include foreign language &/or sign language translation. Ensure that such services are available for the period of patient attendance &/or admission as appropriate.
- To liaise with Clinical Coding Department to ensure that medical records are accurately and promptly coded following all admissions.
- Be aware of the needs and concerns of patients and to provide a friendly, efficient service to the patients. Use effective listening/communication skills when dealing with potentially distressed or bereaved patients and/or relatives. Use empathetic approach to patients and/or relatives seeking assistance from clinical staff/senior managers as appropriate.
- Promptly answer telephone enquiries, taking and relaying messages in a polite and helpful manner, taking action as appropriate.
- Provide cover for colleagues during periods of planned annual leave and sickness.
- To undertake additional administrative tasks and responsibilities as required.
- Adhere to all Trust policies including Infection Control, Hygiene Code, Data Protection Act, Uniform Policy, taking appropriate account of patients' rights and diversity and ensuring fair access to services.

The post holder will undertake any other duties which may be reasonably regarded as within the nature of the duties, responsibilities and grade of the post as defined, subject to the provision that appropriate training is given and that wherever possible significant changes of a permanent nature shall be mutually agreed and incorporated into the job.

### **Equal Opportunities**

The Trust affords its employees equal opportunities in employment, training and development irrespective of sex, sexual orientation, gender reassignment, disability, marital/parental status, race, colour, nationality, ethnic origin, religion, hours of work, political beliefs, TU membership or age.

The Trust has an Equal Opportunities Policy and all employees are expected to be aware of, and adhere to the provisions of this policy and to carry out their duties and responsibilities in accordance with this policy.

### **Conflict of Interest**

The Trust is responsible for ensuring that the services for patients in its care meet the highest standards. Equally, it is responsible for ensuring that staff do not abuse their official position to gain or benefit themselves, their family or friends.

### **Confidentiality and Disclosure of Information**

In the course of your normal employment you may come into the possession of confidential information relating to patients, staff and the Trusts business and commercial information. All employees have a responsibility to ensure the security of information and to comply with the Data Protection Acts, Access to Health Records and Computer Misuse Act. Disclosure of medical, commercial or personal information, systems passwords or other confidential information to any unauthorised person or persons will be considered at gross misconduct and may lead to disciplinary action, which may include dismissal.

### **Health And Safety**

The Trust operates a Health and Safety policy applicable to all employees. Employees must make themselves familiar with this policy and the responsibility placed on them under the Health and Safety at Work Act 1974, to ensure that the agreed safety procedures are carried out to maintain a safe environments for employees, patients and visitors.

### **Infection Control**

The Trust is committed to the prevention and control of infection, and operates an infection control policy. It is the responsibility of all employees to be aware of the infection control policy and procedures and the importance of protecting themselves, patients and visitors.

### **Risk Management**

Risk is everybody's business! All staff have an individual as well as a corporate responsibility for risk.

The outcome of effective risk management is the provision of safe patient care during their episode of illness or treatment and also the provision of a safe Trust environment for patients, staff and the public.

The Trust aims to have 'Just and Fair' culture where there is low blame and wants to encourage staff to report incidents and identify risks. If the latter is carried out then lessons can be learnt and changes in practice will be implemented in order to improve the quality of patient care.

You personally need to be adequately trained in risk management processes and the Trust provides a variety of risk related study days and courses. A list of these can be found in the Trust Training Brochure and it will be important that you take note of the mandatory courses, which you must attend.

### **Working Time Regulations**

The Working Time Regulations 1998 state that employees should not work more than an average of 48 hours per week based on a 26 week period. Employees who wish to exceed this number of hours must obtain Management authorisation and will be required to sign an opt-out agreement which will be placed on file.

### **Improving Working Lives**

In line with the NHS Plan, Epsom and St Helier University Hospitals Trust is making changes to improve the working lives of all staff. By helping staff to achieve good work life balance we can develop higher standards of healthcare and patient choice.

In order to support staff the Trust offers a range of benefits including onsite day nurseries, school holiday clubs, complementary therapies, a cyber café for internet access, a wide range of staff discounts, various recognition schemes and special annual events.

There is a National Audit Instrument for Improving Working Lives, which involves the Trust being assessed against a set of national standards to ensure that it is making real and tangible improvements to the working lives of our staff.

### **Smoking**

The Trust operates a strict no-smoking policy and employees are therefore not permitted to smoke on-site.

### **Alcohol and Drugs**

The consumption of alcohol or drugs is strictly prohibited whilst on duty. The Trust operates a substance abuse policy which employees should make themselves familiar with.

### **Security**

All employees are required to wear name badges whilst on Trust premises and are responsible for ensuring they understand their security responsibilities Whilst on Trust property. Any security incidents should immediately be reported to the security office.

### **Clinical Governance**

Staff are expected to provide patients with timely and effective care. Treatment and direct / indirect support must be based on best practice. Everyone is responsible for this and his/her job in the Trust is important in achieving this.

### **Customer Care**

The aim of the hospital is to provide patients and clients with the best possible care and services. In order to meet this aim, all our staff are required at all times to put the patient and client first and do their utmost to meet their requests and needs courteously and efficiently. In order that staff understand the principles of customer care and the effects on their particular post and service, full training will be given.

### **Knowledge and Skills Framework (KSF)**

All staff excluding Doctors and Dentists are required to participate in The NHS Knowledge and Skills Framework. This is an annual appraisal process linking career and pay progression. All staff will be required to attend mandatory training on the Knowledge and Skills Framework before they can embark on the appraisal process.

**Further information and copies of the Trusts Policies and Procedures can be found on the Trust's Intranet, Via Departmental Managers or within the Human Resources Department.**

## Person Specification

**Job title:** Ward Clerk

	Essential	Desirable	Method of Assessment
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>Good general education with GCSE or equivalent in English at grade C or above.</li> </ul>	<ul style="list-style-type: none"> <li>ECDL.</li> <li>NVQ level 2 in Business Administration or Customer Care or equivalent.</li> </ul>	<ul style="list-style-type: none"> <li>Application &amp; qualification checks</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>Experience of using a full range of IT/patient administration systems</li> <li>Experience of patient administration work in a healthcare setting.</li> </ul>	<ul style="list-style-type: none"> <li>Experience of face-to-face customer contact.</li> </ul>	<ul style="list-style-type: none"> <li>Application &amp; interview</li> </ul>
<b>Knowledge and Skills</b>	<ul style="list-style-type: none"> <li>Excellent interpersonal and customer care skills and dealing with complaints.</li> <li>Ability to recognise when to escalate problems/complaints.</li> <li>The ability to prioritise tasks effectively and work without direct supervision.</li> <li>Computer literate, with experience of using a keyboard.</li> <li>Knowledge of NHS service provision including the pathway of care</li> <li>Knowledge of healthcare administrative systems and processes</li> <li>Understanding of medical terminology</li> <li>Knowledge of databases, spreadsheets e.g. PAS, Excel or similar applications</li> <li>Knowledge of confidentiality and data protection principles</li> <li>Knowledge of health and safety</li> </ul>		<ul style="list-style-type: none"> <li>Application &amp; interview</li> </ul>

	<ul style="list-style-type: none"> <li>• Equality and diversity.</li> </ul>		
<b>Personal Attributes</b>	<ul style="list-style-type: none"> <li>• Demonstrates good verbal, written and communication skills.</li> <li>• Proactive, takes own initiative</li> <li>• Willing to take ownership and accountability.</li> <li>• To be able to make/receive telephone calls in a polite and helpful manner.</li> <li>• Team player with collegial working style and willingness to share responsibility</li> <li>• Flexible, responsive approach to work.</li> <li>• Committed to a "Patient/Client First" philosophy.</li> <li>• Able to deal very sensitively and non-confrontationally with colleagues, patients and relatives.</li> <li>• Confident to work assertively with multi-disciplinary team.</li> </ul>		<ul style="list-style-type: none"> <li>• Application &amp; interview</li> </ul>
<b>Other relevant requirements</b>	<ul style="list-style-type: none"> <li>• Willingness to work flexible hours to meet the needs of the service.</li> </ul>		<ul style="list-style-type: none"> <li>• Application &amp; interview</li> </ul>