

JOB DESCRIPTION AND PERSON SPECIFICATION FOR AGENDA FOR CHANGE BAND	Ward Clerk 2
HOURS AND DURATION	As specified in the job advertisement and the Contract of Employment
AGENDA FOR CHANGE REFERENCE NUMBER	1707
DBS LEVEL	Standard DBS
REPORTS TO	Ward Manager
ACCOUNTABLE TO	Ward Manager
LOCATION	The post holder will initially be based at the location specified in the job advertisement and the Contract of Employment. However, the Trust reserves the right, with consultation, to relocate post holders to any base within the Trust in line with service requirements.
JOB SUMMARY	
<p>Ward clerks are a vital part of very busy and demanding Inpatient Team.</p> <p>To be highly organised with excellent communication and customer service skills with the ability to multi-task and work on their own initiative or as part of a team, in order to meet the demands of the wards.</p> <p>To be a bright, motivated and flexible staff member with effective communication and interpersonal skills and a positive and pleasant manner. Good keyboard skills and clerical experience are essential in order to provide admin support to the wards.</p> <p>To ensure that standards of the ward are met and act and report on any concerns and/or delays that will affect staff, service, patients or the organisation.</p>	

MAIN DUTIES AND RESPONSIBILITIES:

1. To demonstrate the Trust's values in everything you do in the work environment
2. To be responsible in the use and expenditure of the Trust's resources that you utilise
3. Establishing Effective Leadership and Communication
4. Continuing Education, Professional and Personal Development
 - 4.1. Undertake the Trust's corporate and local induction, and maintain your learning and compliance with training requirements for your role
 - 4.2. Participate in appraisal mechanisms
5. Management and use of Resources and Information
 - 5.1. All records that the role is responsible for or modifies must be kept up to date and maintained in an accurate and diligent manner
6. Operating with Quality in everything you do and Maintaining a Safe Environment

1. COMMUNICATION AND WORKING RELATIONSHIPS

- 1.1 To provide administration support to the ward team, ensuring that administrative systems are in place to enable the smooth running of the ward.
- 1.2 To receive general enquiries and to provide a confident and friendly reception service for the ward, ensuring that helpful and effective assistance is given to all visitors and those making enquiries
- 1.3 To ensure that enquiries to the ward are either answered or passed on to the appropriate individual or agency to deal with.
- 1.4 To answer incoming calls to the ward, relaying queries and messages as appropriate to the nursing staff.
- 1.5 To receive, sort and distribute mail as appropriate.
- 1.6 To ensure that correspondence and documents are effectively typed and dispatched, in accordance with Trust standards and timescales.
- 1.7 To be responsible for maintaining an efficient filing system for correspondence, investigation results, medical and nursing records and ensure that patient notes are kept neat and up to date.
- 1.8 To undertake administrative and clerical work generated by the ward, including dealing with admission and discharge documentation.
- 1.10 To ensure that relevant information and observations are passed onto nursing staff promptly.
- 1.11 To provide information, either verbally or in writing to service users, carers, other professional agencies, other departments within the service or other hospitals, under the guidance of the nursing team.

- 1.12 To liaise regularly with the Inpatient Secretaries and multidisciplinary teams and maintain effective communication.
- 1.13 To make transport bookings as directed by the ward team to enable service user attendance at appointments, and outpatient appointments, enable home leave to be taken and to facilitate discharge process.

2. Responsibilities for Collecting, collating, reporting data and information:

This will include:

- 2.1 Check that all admissions / attendances and discharges are recorded correctly utilising IT as necessary.
- 2.2 Prepare admission notes prior to admission /first attendance of patients to the ward / department.
- 2.3 Prepare admission notes, including foreign notes and investigation reports are filed.
- 2.4 Obtain patient's notes as required from medical records and check all reports are filed.
- 2.5 Maintain patient notes during inpatient stays / attendances to the hospital including obtaining further labels, case sheets etc.
- 2.6 Take bookings for admissions / attendance to the hospital via GP, UHL, District Nurse or Community Psychiatric Nurse in consultation with the nursing staff.
- 2.7 Keep nursing staff up to date with the ward bed state / hospital attendance lists.
- 2.8 Ensure correct information displayed on notes, care plan, ID bracelet etc.
- 2.9 Compile notes, care plans and relevant paperwork on patient's discharge and return to medical records, x-ray etc.
- 2.10 Arrange ambulances for discharge / transfer / attendances / transfers as required.
- 2.11 Liaise with GP surgeries and health care professionals on patients admission / attendance / transfer / death.
- 2.12 Assist in maintaining patients property system, record valuables and take money to hospital cashier for safe keeping if necessary.
- 2.13 Undertake routine administration tasks on behalf of the Ward / Department Manager.
- 2.14 Cover other wards / departments in the temporary absence of their Ward Clerk
- 2.15 Demonstrate the tasks of a ward clerk to a new member of staff.
- 2.16 Attend appropriate meetings

3 Patient Care and Information Resources

- 3.1 To ensure that data is entered onto the Trust database in a timely, accurate and efficient manner.
- 3.2 To safely distribute documents or convey medical notes to medical records dept, secretaries and pharmacy departments as and when necessary.
- 3.3 To be regularly responsible for the handling and accurate documentation of service users monies. When necessary to collect monies from the on-site patients bank on behalf of service users, including the completion of receipt books and records in accordance with Policy and Standing Financial Instructions.
- 3.4 To liaise with hotel services and departments as appropriate to ensure that adequate services are provided to the ward.
- 3.5 To liaise with the Site Services Administrator / Estates Dept to make adequate arrangements for a high standard of maintenance and repair in the ward environment which complies with Health and safety requirements.
- 3.6 To maintain an adequate supply of medical, surgical and non-clinical supplies on the ward in liaison with the Ward Manager.

4. Policy and Procedure

- 4.1 To work in line with Trust policy and to take an active role in maintaining and revising standard operating procedures for this role and the team to ensure consistent and effective working practices in line with policy and service need.
- 4.2 To comment on and propose changes to policy, standard operating procedures, and proposals to ensure that these are practical and operable.

5. Responsibilities for resources:

This will include:

- 5.1 Use resources with due regard for efficiency and effectiveness to avoid waste.
- 5.2 Following direction from the nurses, to locate loaned equipment and return it to the ward.
- 5.3 Fax pharmacy orders as required in a timely fashion.
- 5.4 Maintain ward / department post and distribute accordingly
- 5.5 Order and maintain supplies of ward / department stationary.

6. Responsibilities for personal development:

This will include:

- 6.1 To be responsible for identifying own personal and work related development via the PDR process and actively meeting the training needs identified.
- 6.2 Participate in the PDR process.
- 6.3 To attend all statutory study sessions co-ordinated by the Ward Manager and update your training record.

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7. Other

7.1. To undertake any other duties required by a manager appropriate to the banding and relevant to the role.

There are a range of Services in LPT and in specific areas there may be requirements for additional responsibility.

KEY RESULTS AREAS:

1. To develop and maintain effective working relationships with colleagues to ensure an effective administration service is provided, which supports team working and the delivery of clinical activities.
2. As part of a team, organise and supervise own work within a fast paced working environment to ensure efficient delivery of administrative service support that contributes to the overall effectiveness and efficiency of the organisation.
3. Responsible for creation and running of office systems that support maintenance of staff and patient records, rotas, diaries, and appointment ledgers that optimise administrative cover, clinical time and resources.
4. Ensuring high levels of data quality and information that support service delivery, key performance indicators and standard operating procedures
5. To ensure that workflow is monitored and is dealt with based on priorities and deadlines to ensure agreed standards are achieved.

ENVIRONMENTAL FACTORS

6 Physical Effort

- 6.1. Sitting in a restricted position-inputting into a computer
- 6.2. Lifting equipment, manual files, boxes of papers and using a foot stool and step ladder to retrieve/return documents and files
- 6.3. Driving to venues may be required to support the work of the service area and cover of administration in the absence of colleagues

7. Mental Effort

- 7.1. Unpredictable, busy work environment, prioritising work load will be essential

8. Emotional Effort

- 8.1. Exposure to distressing or emotional circumstances may occur indirectly

9. Working Conditions

- 9.1 Office based with a need for flexibility to travel to different sites across Leicester, Leicestershire and Rutland. Regular VDU use is required

The job description is not exhaustive and will be reviewed in the light of changing needs and organisational development. Any changes will be discussed with the post holder who may be required to carry out the duties appropriate to the grade and scope of the post.

ADDITIONAL INFORMATION

The NHS is in a period of continuing change due to developments and rationalisation of services. This will lead to a modification of structures and job descriptions. The post holder will be expected to co-operate with changes, subject to consultation, at any time throughout the duration of their contract.

MOBILITY

The person specification for the role will detail the mobility requirements of the post. However, employees may be required to work at any of the other sites within the organisation subject to consultation.

POLICIES AND PROCEDURES

All staff should comply with the Trust's Policies and Procedures. It is the employee's responsibility to ensure that they are aware of the relevant Policies and Procedures for their area of work. Key Policies and Procedures will be explained as part of local induction arrangements

SAFEGUARDING CHILDREN AND ADULTS

The Trust takes the issues of Safeguarding Children and Adults, and addressing domestic violence very seriously. All employees have a responsibility to support the Trust in its duties by adhering to all relevant national and local policies, procedures, practice guidance and professional codes; promptly reporting any concerns to the appropriate authority in line with safeguarding policy and guidance; attending mandatory training on Safeguarding children and adults; being familiar with individual and the Trust's requirements under relevant legislation.

MENTAL CAPACITY ACT

All clinical staff will be aware of their responsibilities under the Mental capacity Act and will

ensure that assessment for Deprivation of Liberty Safeguards is in place for any patient that is deemed to lack capacity to consent to their care and treatment.

MAKING EVERY CONTACT COUNT

All staff are positively encouraged to contribute to improving health for themselves, their patients, service users and colleagues. This happens when, in everyday contact, the opportunity is taken to raise the subject of choosing better health by stopping smoking, reducing alcohol intake, eating more healthily and becoming more active. The Trust's Making Every Contact Count programme has further information.

HEALTH AND SAFETY

It is the duty of all employees of the Trust to ensure that a safe working environment and safe working practices are maintained at all times. Any specific duties you are required to fulfil as part of the job you are employed to undertake will be detailed as part of your job description. All employees must comply with the duties imposed on them by the Health and Safety at Work Act 1974, i.e.

- To take responsibility for the Health and Safety of themselves and of other persons who may be affected by their acts or omissions at work.
- To co-operate with their employer as far as is necessary to meet the requirement of the legislation.
- Not to intentionally or recklessly interfere with or misuse anything provided in the interest of health and safety or welfare

These duties apply to all staff whenever and wherever they are engaged on Trust business.

DATA PROTECTION

In line with national legislation, and the Trust's policies, you must process all personal data fairly and lawfully, for the specific purpose(s) it was obtained and not disclosed in any way incompatible with such purpose(s) or to any unauthorised persons or organisations, unless a lawful exemption applies.

The post holder must be familiar with and comply with the all Trust Policies on Data Protection, Confidentiality and Information Security and requests for personal information.

The post holder must be familiar with and comply with the Eight Data Protection Principles contained within the Data Protection Act 1998.

Personal Data must be:

- Processed fairly and lawfully
- Processed for specified purposes
- Adequate, relevant and not excessive
- Accurate and kept up-to-date
- Not kept for longer than necessary
- Processed in accordance with the rights of data subjects
- Protected by appropriate security
- Not transferred outside the EEA without adequate protection

CONFIDENTIALITY

The Trust attaches the greatest importance to patient confidentiality and to the confidentiality of personal health data, personal data and other data held and processed by the Trust. All data should be treated as confidential and should only be disclosed on a need-to-know basis. Some data may be especially sensitive and is the subject of a specific organisation policy, including information relating to the diagnosis, treatment and/or care of patients and service users, as well as individual staff records. Under no circumstances should any data be

divulged or passed on to any third party who is not specifically authorised to receive such data. In addition, staff must not access personal information unless authorised to do so as part of their role.

Due to the importance that the organisation attaches to confidentiality, disciplinary action will be considered for any breach of confidentiality. All members of staff are expected to comply with national legislation and local policy in respect of confidentiality and data protection.

With the increased use of information technology and e-communications, staff should also be aware that safe guards are in place to protect the privacy of individuals when using these mechanism, both inside and outside of work. This includes the use of social media i.e. Facebook, Twitter, Snapchat etc. Where privacy is breached disciplinary action will be considered.

All employees should be mindful of the seven Caldicott principles when dealing with person identifiable information.

1. Justify the purposes of using confidential information
2. Only use it when absolutely necessary
3. Use the minimum that is required
4. Access should be on a strict need to know basis
5. Everyone must understand his or her responsibilities
6. Understand and comply with the law
7. The duty to share information can be as important as the duty to protect patient confidentiality

If there is any doubt whether or not someone has legitimate access to information, always check before you disclose.

EQUALITY AND DIVERSITY

We aim to design and provide services and employment practices that meet the diverse needs of our service users and staff, ensuring that none are placed at a disadvantage over others. You will be expected to take into account the provisions of the Equality Act 2010 to advancing equal opportunity. You must to act in your role to ensure that no one receives less favourable treatment due to their protected characteristics i.e. age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex (gender) or sexual orientation.

In carrying out its functions, you must have due regard to the different needs of different protected equality groups in their area.

INFECTION CONTROL

All employees have a responsibility to protect from infection themselves and other people, whether they be patients, other staff or visitors, as well as making all reasonable effort to reduce or prevent the risk of infection in their working environment. All staff have a duty to make themselves familiar with and comply with Infection Prevention and Control Policies and Procedures, carry out duties required by legislation such as the Health and social care Act 2008 (updated 2015) (and subsequent legislation), and to attend mandatory training relating to infection prevention and control.

COUNTER FRAUD

Staff are expected to report any incidences of potential fraud to the Counter Fraud Helpline on 0800 028 40 60.

SMOKING AT WORK

The Trust has a “Smoke Free Policy”, which applies to:

- All persons present in or on any of the Trust grounds and premises
- All persons travelling in Trust owned vehicles (including lease cars) whilst on official business.
- Privately owned vehicles parked on Trust grounds or when transporting Service Users, Visitors on official Trust business.
- When wearing an NHS uniform.

ELECTRONIC ROSTERING

‘Our Electronic Rostering system is key to ensuring staff are in the right place with the right skills at the right time, to ensure we carry out this responsibility effectively; all LPT staff must adhere to the rostering standards and guidelines set out in the Electronic Rostering Policy, pertaining to their role’.

PERSON SPECIFICATION

JOB TITLE: Ward Clerk

Person Specification Selection Criteria:	3. Essential/ Minimum 1. Desirable	Stage measured at. You must demonstrate the required criteria at all stages indicated			
		Applica- tion form	Intervi- ew	Test	Prese- ntation
Demonstrates a commitment to the Trust's Values 1.1 Compassion 1.2 Trust 1.3 Respect 1.4 Integrity	3 3 3 3		X X X X		
Qualifications (Equivalent qualifications will be considered where their equivalency can be demonstrated) 2.1 GCSE English Grade C or above (or equivalent) 2.2 Good general education	3 3	X X			

Person Specification Selection Criteria:	3. Essential/ Minimum 1. Desirable	Stage measured at. You must demonstrate the required criteria at all stages indicated			
		Application form	Interview	Test	Presentation
Knowledge and Skills					
3.1 Evidence of excellent oral & written communication skills	3	X	X		
3.2 Understands the role of the Ward Clerk	3	X	X		
3.3 Excellent telephone manner	3	X	X		
3.4 Excellent liaison skills	3	X	X		
3.5 Alertness & ability to respond quickly & appropriately to enquiries	3	X	X		
3.6 Excellent organisational skills	3	X	X		
3.7 Ability to prioritise own workload	3				
3.8 Excellent time management skills	3	X	X		
3.9 Good keyboard skills	3	X	X		
Experience (both work and 'life' related)					
4.1 General office experience	3	X	X		
4.2 Experience of dealing with the public	3	X	X		
4.3 Experience of Microsoft Packages, e.g. Word, Excel	3	X	X		
4.4. Previous experience of working in an inpatient hospital or similar environment	1	X	X		
Personal Attributes					
5.1 Understanding of the importance of team working	3		X		
5.2 Confident and able to work on own initiative	3		X		
5.3 Willing to learn new skills	3		X		
5.4 Smart general appearance	3		X		
5.6 Sympathetic to those with mental health problems	1		X		
5.7 Willing to demonstrate skills to others	3	X	X		
5.8 Ability to work flexibly to ensure delivery of service	3		X		

Person Specification Selection Criteria:	3. Essential/ Minimum 1. Desirable	Stage measured at. You must demonstrate the required criteria at all stages indicated			
		Application form	Interview	Test	Presentation
Standard Requirements					
Commitment to Equality & Valuing Diversity Principles	3	X	X		
Understanding of Confidentiality & Data Protection	3	X	X		
Understanding of the service users of the Trust (which could include lived experience of conditions the Trust deals with or of receiving services relevant to those the Trust provides)	3	X	X		
Mobility This will either be not applicable or own transport or suitable alternative. Dependence on public transport is not suitable for this role		You must demonstrate how you would meet the stated mobility requirement on your application form			

Once you have a finalised job description/person specification you will need to turn it into a PDF document so that you can attach it to NHS Jobs as the word document will be too big to upload