

JOB DESCRIPTION

1. JOB DETAILS

Job Title: Ward Clerk

Band: 2

Care Group: Urgent Emergency and Trauma

Location: Trauma Unit

At The Royal Cornwall Hospital Staff Trust we promise to put Patients First.

Our commitment to every patient, every day, doing our best to ensure they feel safe, in a clean and comfortable environment with highly professional staff who work together to achieve this.

We want our patients to feel cared for, with a courteous and respectful attitude from kind and helpful staff who have the time to listen and keep them informed at every step. We want them to feel confident that their treatment is provided by skilled and compassionate teams who will involve them in their care and who understand their time is valuable.

The Trust delivers services to patients seven days a week and aims to provide equality of treatment and outcome regardless of the day of the week. To meet these aims and changing service requirements, the Trust may need you either to work temporarily outside of your core hours or to permanently change your core working days and hours. The Trust will give you reasonable notice, where possible, of temporary changes to your days or hours of work and will consult with you and/or your staff representatives about substantial permanent changes, but ultimately, these are changes which may be required of you.

2. JOB PURPOSE

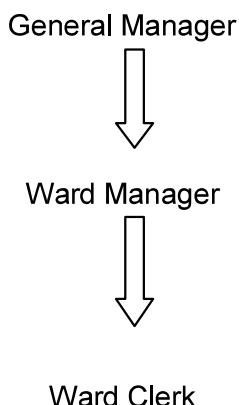
The Ward Clerk will have responsibility for administrative duties within the Ward/Unit. The post holder will be responsible for ensuring an optimum level of efficient clerical support to the nursing and medical staff in a timely and accurate manner. He/she will have contact with patients, carers and all members of the multi professional team, as such he/she will provide front of house services for the Ward/Unit.

3. DIMENSIONS

Scheme of delegation for this post.

Not relevant for this post

4. ORGANISATION CHART



5. KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED

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6. KEY RESULT AREAS

1. Communication & Team Working

1.1. Communicate with patients, relatives, carers and staff using a professional and sensitive manner to respond to a diverse range of enquiries

1.2. Maintain effective communication with Ward staff, external departments within the Trust and key stakeholders outside the Trust e.g. GP practices, utilising telephone and e-mail as appropriate

7. COMMUNICATIONS AND WORKING RELATIONSHIPS

The postholder should:

1.3. Answer the telephone in a polite and courteous manner, dealing with enquiries to a satisfactory conclusion or referring to a trained member of staff where appropriate

1.4. Provide reception duties by welcoming patients and visitors to the ward/unit

1.5. Assist patients and relatives with directions through the hospital and escort to other departments when necessary

1.6. Collect and deliver items within the Trust as requested by clinical staff

1.7. Ensure the site clinical assistants are given accurate information relating to the bed state of the Ward when requested.

2. Planning and Organising

2.1. Maintain accurate data entry including e-Care and tracking and collection of notes

2.2. Request and log work repairs via Smartline to ensure all equipment/facilities are

2.3. Ensure medical notes are filed accurately and are available for staff reference maintained in safe working order.

3.Managing People and Resources

3.1. Maintain a clean and tidy working environment at all times

3.2. Maintain adequate stock levels of all stationery for immediate use and identify any shortfall so orders can be in a timely fashion.

4.Training and Teaching

4.1 Attend mandatory training annually in accordance with Trust Policy

4.2. Develop and maintain accurate, up to date guidelines of general duties for covering bank staff

5. Policy and Service Development

5.1 Participate in the collection of data for clinical audit as required by the Service Manager/Ward Manager.

6. Administrative Duties

6.1 Maintain accurate bed state at all times and update bed board regularly

6.2 Ensure all medical notes are maintained in good order with filing undertaken promptly when signed by a doctor

- 6.3 Ensure all patients are on the E- Care System when admitted, discharged and transferred
- 6.4 Assist nursing staff in the distribution and collation of patient menu cards if required
- 6.5 Arrange hospital transport, as requested, in accordance with the Trust guidelines
- 6.6 Arrange follow up appointments as requested and ensuring that the patient is aware when he/she should next attend if known
- 6.7 Liaise with the General Office with regard to storage of patients property
- 6.8 Provide general clerical support for the Ward and Ward Manager
- 6.9 Ensure patients notes are coded as per Trust policy
- 6.10 Maintain accurate records of Trust Fund donations
- 6.11 Sort and distribute the post within the ward/unit
- 6.12 Archive nursing notes at annual intervals
- 6.13 Carry out photocopying duties as required

7. MOST CHALLENGING PART OF THE JOB

- 7.1 Concentrating for long periods of time with a high level of accuracy and attention to detail during frequent interruptions.
- 7.2 Ability to deal with staff/patients/visitors in a professional manner when put into a stressful situation
- 7.3 Maintain a smooth running reception area while dealing with the multitude of tasks expected of a ward clerk.
- 7.4 Occasionally exposed to and involved in distressing situations
- 7.5 Ability to deal with patients/carers with diplomacy and empathy

8. Other

- 8.1 The post-holder must comply with all RCHT Policies and Procedures.
- 8.2 The post-holder must work within infection control guidelines to ensure that work methods do not constitute a risk of infection either to the health care professional, to the client or to any persons working/visiting in RCHT premises.

8.3 This job description is subject to the Terms and Conditions of service of Royal Cornwall Hospitals NHS Trust, and the post holder will undertake any other duties which may be required from time to time.

THIS JOB DESCRIPTION IS SUBJECT TO REVIEW IN CONSULTATION WITH THE POST HOLDER

9. JOB DESCRIPTION AGREEMENT

Job holder's Signature:

Date:

Head of
Department Signature:

Date:

Title:

Please note:
Rehabilitation of Offenders Act

This post is exempt from the Rehabilitation of Offenders Act 1974. A provisional offer of employment will be subject to a criminal record check from the Disclosure and Barring Service before the appointment is confirmed. This will include details of cautions, reprimands, final warnings, as well as convictions.

The Royal Cornwall Hospitals Trust is a non-smoking organisation. Smoking will not be permitted on any of the sites by staff in trust uniform and/or wearing a trust identification badge in any location, in vehicles owned or leased by the Trust or in the homes (including gardens) of any patients visited at home.

Person Specification For The Post Of:

All requirements listed in this specification must be (a) essential to the post and (b) assessable within the selection process.

ATTRIBUTES	REQUIREMENTS		METHOD OF ASSESSMENT
	ESSENTIAL	DESIRABLE	
QUALIFICATIONS	GCSE English or Maths or equivalent at pass grade	RSA 1 or equivalent	Application Form, Certificates at Interview
EXPERIENCE	Awareness of Data Protection Act Computer Literate	Experience as a Ward Clerk within the NHS Knowledge of NHS administrative procedures	Application Form, Interview, References
PRACTICAL AND INTELLECTUAL SKILLS (INCLUDING ANY SPECIAL KNOWLEDGE)	Keen to put patient care at the heart of work to improve outcomes and service delivery Motivated to deliver the highest possible standards and quality outcomes Willing to “be the best you can be”, continually looking for ways to improve and develop in order to reach full potential Confident to encourage others to develop themselves and the service through improvement, innovation and continuous development		

	Able to work effectively in conjunction with others (patients, colleagues, families) to contribute to the delivery of high quality healthcare		
DISPOSITION / ADJUSTMENT/ ATTITUDE	<p>Willing to start every interaction with “Hello, my name is...” in order to build good working relationships and communication links with colleagues, patients and their families</p> <p>Build positive working relationships, respecting and valuing the contributions made by others and acting in a considerate, helpful and inclusive manner at all times</p>		
TRAINING	<p>Mandatory training</p> <p>PAS Registration</p> <p>PAS Inpatient</p> <p>PAS Tracer and Casenote</p> <p>PAS Outpatients</p> <p>Maxims</p>	Previous experience of using these systems	

ADDITIONAL CIRCUMSTANCES	<p>A Disclosure and Barring Service check satisfactory to the organisation.</p> <p>OH clearance</p> <p>Ability to undertake duties.</p> <p>Post-holder must comply with professional code of conduct and / or code of conduct for NHS managers where applicable.</p>		
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