



JOB DESCRIPTION

JOB DETAILS:

Job Title	Clerical Officer
Pay Band	2
Hours of Work and Nature of Contract	To be completed on recruitment
Division/Directorate	Diagnostic and Specialist Clinical Support Services
Department	Audiology Department
Base	To be completed on recruitment

ORGANISATIONAL ARRANGEMENTS:

Managerially Accountable to:	Administration Manager
Professionally Responsible to:	Business Manager

Job Summary/Job Purpose:

To provide a comprehensive administration and clerical service for the Audiology Department in support of clinical staff in the coordination, provision and delivery of an effective high quality Audiology service to the Health Board and external contacts whilst using the Audiology Patient Management System (APMS).

DUTIES/RESPONSIBILITIES:

To ensure confidentiality is maintained at all times.

Process referral letters onto the APMS database to include verification of information and appropriateness of referral against service protocols, obtaining advice from clinicians when required. Actively create patient record or update any changes to patient records e.g. surname and addresses. Place patient onto relevant waiting list.

Arrange and send out patient appointments (Adult or Paediatric) ensuring the appointments are

allocated within periods timetabled for the appropriate clinical staff. Include any relevant correspondence. This includes re-arranged appointments at the request of the patients and clinical staff.

Ensure that the case notes are made available as and when required. This includes following the hospital tracking procedures.

Type and prepare reports in support of clinicians, obtaining clinician approval, electronic filing (to the APMS) and dissemination of reports e.g. placing details on a template report.

File documentation relating to patient care in the relevant case notes to ensure information is accurate and up to date for future reference (paper or electronic).

Provide a friendly and comprehensive reception service to all patients and visitors attending the department.

Undertake efficient reception duties e.g. answering the phone, greeting patients and finding out what they require and dealing with them appropriately when they arrive in the department.

To deal efficiently and courteously with patients, relatives and colleagues at all times as per departmental standards.

Deal with telephone calls courteously, enquires and relay messages in an efficient manner as per service standards.

Process and distribute incoming and outgoing mail, e.g. date stamp and distribute accordingly. This includes earmoulds, postal repairs and battery requests.

Assist with general photocopying, scanning and filing wherever necessary to meet departmental standards.

File case notes and documents to ensure effective filing system to locate / retrieve notes.

Apply records retention standards e.g. re-location / assist in destruction of old case notes.

Print off documents from templates for use within the department.

Administer and process earmoulds. To include sorting and packing impression/earmoulds and despatching to manufacturer. Booking returned earmoulds into APMS and identify correct waiting list to put on, working to service protocols.

To assist and undertake any general duties within the department to provide cover in the absence of other colleagues.

Information & technology

Assists in managing filing systems, both manual or electronic and file destruction / transfer.

Inputs data into the computerised health systems / APMS database and that information and reports are retrieved.

Maintain the service APMS database with diary / appointments ensuring patients receive their

appointments at timely intervals.

Print off clinic list for next days clinics for use by practitioners to enable smooth running of clinics.

Input case notes onto the database to ensure all correct details of the patient are on the database to maintain efficient and effective use.

Scan relevant correspondence onto the APMS database to a set standard.

Applies data / password protection on electronic correspondence.

Communication

Line of contact for general clerical enquiries and forwarding any clinical enquiries to the appropriate clinician.

Liaise effectively with staff, outside agencies and the public in order to provide good customer services.

Forward any complaints / complex situations to the team leader / clinician e.g. complaints.

Quality of Service

In line with appropriate governance arrangements maintain service data and files e.g. confidentiality, data protection, GDPR etc.

To comply with Health Board and Department procedures and standards.

Personally maintain confidentiality thus enabling effective principles are applied for client care, oversee that principles of confidentiality are adhered to by the team.

Maintain confidentiality in dealing with calls or patients directly. Dealing with all enquiries as a first point of contact and referring to the appropriate person.

Independently respond effectively to enquiries regarding service issues dealing with varying levels of users from internal and external agencies.

Financial

Charge set fees for adhoc income generation activity and keep a set cash float e.g. patients purchased consumables

Education and Development

Ensure that personal requirements are met for practice and mandatory training.

This job description is intended as a guide to the principal and general duties of the post and may alter from time to time following discussion with the post holder.

GENERAL REQUIREMENTS

Include those relevant to the post requirements

- **Values:** All employees of the Health Board are required to demonstrate and embed the Values and Behaviour Statements in order for them to become an integral part of the post holder's working life and to embed the principles into the culture of the organisation.
- **Registered Health Professional:** All employees who are required to register with a professional body, to enable them to practice within their profession, are required to comply with their code of conduct and requirements of their professional registration.
- **Healthcare Support Workers:** Healthcare Support Workers make a valuable and important contribution to the delivery of high quality healthcare. The national Code of Conduct for NHS Wales describes the standards of conduct, behaviour and attitude required of all Healthcare Support Workers employed within NHS Wales. Health Care Support Workers are responsible, and have a duty of care, to ensure their conduct does not fall below the standards detailed in the Code and that no act or omission on their part harms the safety and wellbeing of service users and the public, whilst in their care.
- **Competence:** At no time should the post holder work outside their defined level of competence. If there are concerns regarding this, the post holder should immediately discuss them with their Manager/Supervisor. Employees have a responsibility to inform their Manager/Supervisor if they doubt their own competence to perform a duty.
- **Learning and Development:** All staff must undertake induction/orientation programmes at Corporate and Departmental level and must ensure that any statutory/mandatory training requirements are current and up to date. Where considered appropriate, staff are required to demonstrate evidence of continuing professional development.
- **Performance Appraisal:** We are committed to developing our staff and you are responsible for participating in an Annual Performance Development Review of the post.
- **Health & Safety:** All employees of the organisation have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. The post holder is required to co-operate with management to enable the organisation to meet its own legal duties and to report any hazardous situations or defective equipment. The post holder must adhere to the organisation's Risk Management, Health and Safety and associate policies.
- **Risk Management:** It is a standard element of the role and responsibility of all staff of the organisation that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.
- **Welsh Language:** All employees must perform their duties in strict compliance with the requirements of their organization's Welsh Language Scheme and take every opportunity to promote the Welsh language in their dealings with the public.
- **Information Governance:** The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will in many cases include access to personal information relating to service users.
- **Data Protection:** The post holder must treat all information, whether corporate, staff or

patient information, in a discreet and confidential manner in accordance with the provisions of the General Data Protection Legislation and Organisational Policy. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and / or prosecution under current statutory legislation and the HB or Trust Disciplinary Policy.

- **Records Management:** As an employee of this organisation, the post holder is legally responsible for all records that they gather, create or use as part of their work within the organisation (including patient health, staff health or injury, financial, personal and administrative), whether paper based or on computer. All such records are considered public records and the post holder has a legal duty of confidence to service users (even after an employee has left the organisation). The post holder should consult their manager if they have any doubt as to the correct management of records with which they work.
- **Equality and Human Rights:** The Public Sector Equality Duty in Wales places a positive duty on the HB/Trust to promote equality for people with protected characteristics, both as an employer and as a provider of public services. There are nine protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex and sexual orientation. The HB/Trust is committed to ensuring that no job applicant or employee receives less favourable treatment on any of the above grounds. To this end, the organisation has an Equality Policy and it is for each employee to contribute to its success.
- **Dignity at Work:** The organisation condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect. All staff are requested to report any form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the HB/Trust Disciplinary Policy.
- **DBS Disclosure Check:** In this role you will have * direct / indirect contact with* patients/service users/ children/vulnerable adults in the course of your normal duties. You will therefore be required to apply for a Criminal Record Bureau *Standard / Enhance Disclosure Check as part of the HB/Trust's pre-employment check procedure. *Delete as appropriate. If the post holder does not require a DBS Disclosure Check, delete as appropriate.
- **Safeguarding Children and Adults at Risk:** The organisation is committed to safeguarding children and adults at risk. All staff must therefore attend Safeguarding Children & Adult training and be aware of their responsibilities under the All Wales Procedures.
- **Infection Control:** The organisation is committed to meet its obligations to minimise infections. All staff are responsible for protecting and safeguarding patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of the content of and consistently observing Health Board/Trust Infection Prevention & Control Policies and Procedures.
- **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all Health Board/Trust sites, including buildings and grounds, are smoke free.

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BCU HB

PERSON SPECIFICATION

Job Title: Clerical Officer

Band: 2

	<p>ESSENTIAL</p> <p>The qualities without which a post holder could not be appointed</p>	<p>DESIRABLE</p> <p>Extra qualities which can be used to choose between candidates who meet all the essential criteria working at full competencies</p>	<p>METHOD OF ASSESSMENT</p>
QUALIFICATIONS	<ul style="list-style-type: none"> Good standard of education - GCSE English and Maths at grade C or above or equivalent. <p>Or,</p> <ul style="list-style-type: none"> NVQ level 2 Customer Service or Business Administration, equivalent knowledge and experience or willing to work towards. 	<ul style="list-style-type: none"> Standard Keyboard Skills Entering patient/client data into a computer. 	Certificates
KNOWLEDGE AND EXPERIENCE	<ul style="list-style-type: none"> Working in office environment Effective communication Microsoft Office IT Systems 	<ul style="list-style-type: none"> Working in an administrative health care setting 	Application Form Interview References
SKILLS including those physical skills necessary for the post.	<ul style="list-style-type: none"> Effective communication skills, both verbal and written. Friendly telephone manner Ability to work to deadlines within a busy office environment Good administrative and clerical skills. Good organisation and time management skills. Act in a confidential manner Work to deadlines 		Application Form Interview References
PERSONAL QUALITIES (Demonstrable)	<ul style="list-style-type: none"> Good communication and interpersonal skills Able to work as part of a team 		Application Form Interview References
OTHER RELEVANT REQUIREMENTS (Please Specify)		<ul style="list-style-type: none"> Speak Welsh 	Application Form Interview Document Check

EFFORT FACTOR INFORMATION TO SUPPORT JOB DESCRIPTIONS

Post Title: Clerical Officer

Department / Ward: Occupational Health & Wellbeing Service

Division/ Directorate / Department: Workforce and Organisational Development

This document should be completed for each job description and submitted together with the agreed job description and person specification. Having studied the information relating to effort factors, give an accurate description of what effort is required in the job role under each of the headings. Please indicate frequency of exposure as follows:

D = Daily W = Weekly M = Monthly A = Once/twice a year

Physical Effort

D: use of display screen equipment

D: filing – bending, crouching, kneeling and stretching to retrieve and file case notes

M: manoeuvre office equipment, deliveries

Mental Effort

D: constant interruption from phone calls, colleagues, patients.

D: concentrate on making appointments / processing key patient data onto the computer

M: data input key information for service reports to set deadlines

Emotional Effort

W: Attend to the urgent requests of pressurised clinical staff.

W: Manage anxious and/or hearing impaired patients and their carers.

Working conditions

M: dealing with upset / aggressive clients

D: Operating APMS for significant proportion of the day

Freedom to act

D: guidance and advice given by team leader / clinician

A: work assessed in personal reviews / audits

Organisational Structure

