

## JOB DESCRIPTION

1. Job Details	
<b>Job Title:</b>	Clerical Officer
<b>Band:</b>	2
<b>Salary:</b>	£18,005 - £19,337
<b>Reports to (Title):</b>	Radiology Office Manager
<b>Directorate:</b>	Radiology
<b>Department/Ward:</b>	Radiology
<b>JD Number:</b>	1614
	<p style="text-align: center;"><b><u>Our Vision</u></b></p> <p>An NHS organisation that continually strives to improve patients' experiences and outcomes.</p> <p style="text-align: center;"><b><u>Our Values</u></b></p> <div style="display: flex; justify-content: space-around;"> <div style="background-color: #0056b3; color: white; padding: 5px; text-align: center;"> <b>Safe &amp; effective</b>  <small>We will work collaboratively to prioritise the safety of all within our care environment.</small> </div> <div style="background-color: #800080; color: white; padding: 5px; text-align: center;"> <b>Kind &amp; caring</b>  <small>We will act in the best interest of others at all times.</small> </div> <div style="background-color: #008000; color: white; padding: 5px; text-align: center;"> <b>Exceeding expectations</b>  <small>We always aim for excellence.</small> </div> </div> <p style="text-align: center;"><b><u>Strategic Objectives</u></b></p> <ul style="list-style-type: none"> <li>❖ Create a culture of compassion, safety and quality</li> <li>❖ Be in the top quartile for all performance indicators</li> <li>❖ Proactively seek opportunities to develop our services</li> <li>❖ To have an effective and well integrated organisation that operates efficiently</li> <li>❖ Maintain financial health – appropriate investment enhancement to patient services</li> <li>❖ Attract, retain and develop our staff &amp; improve employee engagement</li> </ul>
2. Job Summary	
<ul style="list-style-type: none"> <li>To undertake a full range of reception/clerical/administrative responsibilities in relation to Radiology appointments using the Radiology Information System and the Trust Patient Administration System.</li> <li>To provide reception services on a rotational basis within the Radiology Department</li> <li>Good communications skills are essential as the post holder will need to liaise directly with patients, consultants and other hospital staff.</li> <li>Ensure that patient confidentiality is observed at all times.</li> </ul>	

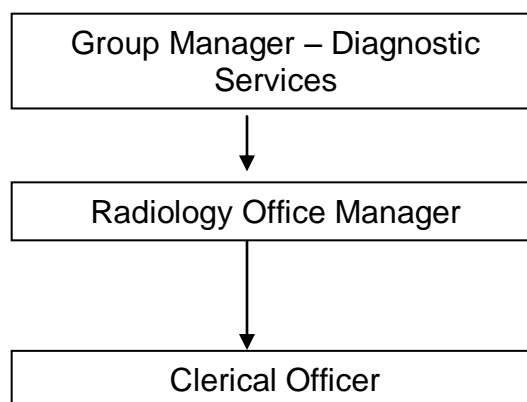
### 3. Main Duties & Responsibilities

1. To provide an efficient, welcoming and helpful reception service for patients attending the department.
2. Demonstrate an efficient and pleasant telephone manner when dealing with patients, staff and clinician enquiries. Take accurate details and recording the information within the patient record on Soliton.
3. Monitor, schedule and amend patient appointments using the Radiology Information System (Soliton) following the guidelines provided and adhering to the Trust's Patient Access Policy. Appointments to be made for both New Cross and Cannock Chase Hospitals.
4. Contact patient by phone or agree short notice appointments, e.g. when additional clinics are arranged, ensuring patient confidentiality is maintained at all times.
5. Communicate and explain scan/preparation to patients, both verbally and in written format.
6. Produce patient correspondence using Soliton, including appointment letters, DNA letters and returning requests to referring clinicians when patients fail to attend for their appointments.
7. Liaise with Cancer Services Team regarding urgent/priority referrals.
8. To provide first line assistance in the event of a patient's query or complaint and passing the matter to a more senior member of staff where appropriate. This will at times require a high level of communication skills to diffuse confrontational situations. The post holder is required to have knowledge of the Trust's Complaints Procedure.
9. When working on reception, to adhere at all times to the Identification Policy for patients.
10. To deal with patient and medical staff telephone enquiries conforming at all times to the rules of confidentiality regarding the release of information. May also be required to accurately read radiology reports to GP's and medical staff as necessary. To adhere at all times to the procedures for the use of facsimile machines to transmit patient information.
11. To be courteous and helpful towards patients, visitors, staff and referring clinicians/GPs and to offer a high quality service at all times.
12. To be actively involved in the use of the Computerised Radiology Management System and the Trust wide Patient Administration System.
13. To liaise with Consultant/Medical staff and Senior Radiographers with regard to the

- urgency of some patients.
14. To process enquiries/requests for information received from other hospitals, DSS, Solicitors and other agencies.
  15. To collect relevant statistical and audit information related to patient activity.
  16. To ensure an efficient service is maintained in the absence of colleagues, providing cover as necessary.
  17. To be familiar with and comply with all appropriate Trust and Radiology Policies, Procedures and Practices.
  18. To attend mandatory training sessions, lectures and any other training as deemed appropriate by Managers.
  19. To ensure personal knowledge of and adherence to the Risk Management Policy, Health and Safety at Work, COSHH and Ionising Radiation Regulations, including the local rules, and to report accidents/untooward incidents/hazards to the Office Manager or Superintendent Radiographer as soon as it is practicable.
  20. To participate in the department process for appraisal and personal development.
  21. To assist with other clerical duties, commensurate with the grade, across the Department as required.
  22. To assist with in the induction and training of new clerical staff.
  23. To undertake any training as necessary and embrace new working practices/technology.
  24. Continually seek more effective and efficient ways of working and encourage adoption of time saving methods using electronic solutions where necessary.
  25. Ensure that patient confidentiality is observed at all times and abide by the Data Protection Act and GDPR.
  26. To log incidents as required.
  27. Report all equipment and computer faults to Service IT.
  28. Reporting working/environmental concerns and faults to PFI partner or Trust's Estates Helpline as appropriate.
  29. To ensure the safe disposal of confidential waste.
  30. All employees of the Trust have a responsibility for their own health and wellbeing, to inform their manager and seek timely support via the Trust's Occupational Health and Wellbeing department.

31. All employees of the Trust have a responsibility to comply with the Trusts Infection Prevention policies and procedures at all times. Strict adherence to effective hand hygiene is essential.
32. Adhere to the Trust values: Safe & Effective, Kind & Caring and Exceeding Expectations.
33. Maintain a neat appearance on duty, wearing the appropriate uniform, identity and name badge as per the Trust's policy.

#### 4. Organisational Chart



This job description is not intended to be an exhaustive list of duties and it may be reviewed and altered in the light of changed service needs and developments after discussion with the post holder.

#### **Infection Prevention**

Maintain a current knowledge of infection prevention and control practices and policies through annual mandatory updates and role specific training.

Demonstrate a current knowledge of infection prevention and control practices through the delivery of clinical care and maintenance of a safe environment in accordance with infection prevention and control practices and policies. Take part in infection prevention initiatives in the local area. Challenge infection prevention practices, reporting breaches using relevant Trust policies as appropriate (e.g. incident reporting policy).

#### **Equal Opportunities Policy**

It is the aim of the Trust to ensure that no job application or employee receives less favourable treatment on grounds of sex, disability, age sexual orientation, race, colour, nationality or ethnic or national origins or is not placed at disadvantage by conditions or requirements which cannot be shown to be justifiable. To this end, the Trust has an Equal Opportunity Policy and it is for each employee to comply with and contribute to its success.

#### **Health and Safety**

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974), and associated legislation, to maintain a safe working environment for both staff and visitors, to observe obligations under organisational and departmental Health and Safety Policies, maintaining awareness of safe practices and assessment of risk.

### **Data Protection**

If required to do so, to obtain, process and/or use information held on computerised or manual records in a fair and lawful way in line with the Data Protection Act 2000. To hold data only for specific purpose and not use or disclose it in any way incompatible with such purpose. To disclose data only to authorised persons or organisations, as instructed.

### **Customer Care**

It is the aim of the hospital to provide patients and other service users 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 other service users 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.

### **Safeguarding**

All employees have a responsibility to support the safety and well-being of children, young people and adults at risk of harm and to practice in accordance with legislation. Knowledge, skills and competency are to be maintained according to role and responsibilities in order to fulfil Safeguarding Children and Adults at Risk responsibilities. All employees are expected to comply with existing local Safeguarding policies and procedures, and Trust and Wolverhampton Safeguarding Children Board and Safeguarding Adults at Risk requirements.

### **Smoking Policy**

The Trust provides a smoke-free work environment.

### **Confidentiality**

The Trust is fully committed to encouraging its staff to freely contribute views on all aspects of health service activities, especially those on delivery of care and services to patients. However, you shall not, either during or after the end of your employment (however it is terminated), divulge to any unauthorised person confidential information relating to the Trust. This includes, but is not limited to, information covering patients, individual staff records, industrial relations, financial affairs, contract terms and prices or business forecasts.

Your obligations of confidentiality under this clause shall not prevent you from raising genuine concerns about healthcare, or a belief that criminal conduct, breach of a legal obligation, health and safety breaches or damage to the environment has been, is being, or is likely to be committed, or any information tending to show any of the above has been, is being, or is likely to be, deliberately concealed, provided that such disclosure is made in good faith and in accordance with the provisions of the Public Interest Disclosure Act 1998 and the Trust's Policy on Raising Concerns at Work-Whistle Blowing Policy, a copy of which is available from the Human Resources Department.

### **Development**

The Trust is committed to supporting the development of all staff. All employees have a responsibility to participate in regular appraisal with their manager and identify performance standards for the post. As part of the appraisal process employees have a joint responsibility with their line manager to identify any learning and development needs in order to meet the agreed performance standards required of the post holder.

### **NHS Constitution**

The Constitution establishes the principles and values of the NHS in England. It sets out rights to which patients, public and staff are entitled, and the pledges which the NHS is committed to achieve, together with responsibilities which the public, patients and staff owe to one another.

All NHS Bodies private and third sector providers supplying NHS services are required by law to take account of this Constitution in their decisions and actions.

A handbook accompanying the constitution may be found by going to [NHS Constitution for England - Publications - GOV.UK](#) that essentially provides further and more detailed explanation of each of the rights and pledges.

### **Criminal Records**

This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service (DBS) to check for any previous criminal convictions.

### **AfC PERSON SPECIFICATION**

*This document describes the qualities required for a post-holder that are not captured by the JD.*

<b>SPECIFICATION</b>	<b>DESCRIPTION</b>
<b>Qualifications</b> <i>(This must include the level required to appoint to the post. Any requirement for registration should also be recorded here.)</i>	<p>Educated to GCSE or equivalent attaining a minimum of four subjects, including English Language.</p> <p>NVQ Level 2 or equivalent in Business Administration.</p> <p>ECDL or equivalent</p>
<b>Experience/Skills</b> <i>(Type and level of experience required to fulfil duties)</i>	<p>The ability to prioritise workload on own initiative and work unsupervised.</p> <p>The ability to communicate and liaise with colleagues at all levels.</p> <p>Computer literate with a working knowledge of Microsoft Office Software, including Word and Excel and good e-mail skills.</p> <p>Ability to set up and maintain both paper and electronic filing system &amp; diaries.</p> <p>Previous experience of working in a similar environment.</p> <p>Knowledge of the NHS environment.</p> <p>Ability to work flexibly and under pressure.</p> <p>Excellent interpersonal skills.</p> <p>Excellent organisational skills.</p> <p>Accuracy and attention to detail.</p>
<b>Communication</b>	<p>Excellent verbal and written communication skills.</p> <p>Good verbal communication skills in order to deal face to face with patients in reception areas and also on the telephone. This may be stressful and confrontational requiring tact or persuasive skills.</p> <p>Face to face communication with colleagues - consultants, junior doctors, radiographers, secretarial and other clerical staff.</p> <p>Some contact with GP's, consultants, secretaries and nursing staff from other specialties – requiring tact under provocation on some occasions.</p>
<b>Working Environment &amp; conditions</b>	<p>Office conditions – sitting.</p> <p>Use of general office equipment, eg computer, printer, document scanner, photocopier, etc.</p> <p>Use of VDU equipment.</p> <p>Work on a Reception area</p> <p>Answering the telephone on a reception area and in an appointments office environment.</p> <p>In contact with patients both face to face and on the telephone which may be stressful.</p>

Flexibility	<p>Willingness to undertake further training and personal development.</p> <p>Willingness to work as part of a team and support colleagues.</p> <p>Must be flexible and be willing and able to take part in a Bank Holiday Rota. To cover the duties of colleagues during sickness absence or annual leave. Needs to be flexible to the changing needs of the Radiology Service due to future developments.</p>
<b>Other</b> <i>(Any other key issues not recorded elsewhere in JD or person spec.)</i>	<p>Key member of the Team to ensure the patient's journey is as smooth and efficient as possible through the Department and on to other Departments within the Trust.</p>

I understand and accept my accountabilities and responsibilities as outlined in this job description, person specification and KSF outline.

	Designation	Name	Signature	Date
Post Holder				