

We care
We respect
We listen



Stockport
NHS Foundation Trust

A background image showing three NHS staff members walking towards the camera. They are wearing blue uniforms and have ID badges. The image is overlaid with a semi-transparent blue filter. The text 'We care', 'We respect', and 'We listen' is in the top left. The NHS logo and 'Stockport NHS Foundation Trust' are in the top right. The main title is in the center, and the footer is at the bottom.

Stockport NHS Foundation Trust
**Job description and person
specification**
Ward Clerk

Making a difference every day

www.stockport.nhs.uk

Job Title: Ward Clerk		AfC Reference No:	
Business Group: Surgery		Band: 2	
Staff Group <i>Please indicate ✓</i> <u>This section must be completed</u>	<ul style="list-style-type: none"> • Administrative Services ✓ • Allied Health Professionals • Health Science Services 	<ul style="list-style-type: none"> • Nursing and Midwifery • Support Services 	
Hours or Programmed Activities: Monday to Friday 24.00 hours per week	Base: Stepping Hill Hospital		
Accountable to: Ward Manager			
Responsible for: n/a			
Professionally Accountable to: Divisional Nurse Director			
Job Summary: To undertake a range of duties, both administrative and reception, assisting and supporting staff within the ward and to help maintain the efficient running of the ward.			
Organisation Chart <div style="text-align: center;"> <pre> graph TD WM[Ward Manager] --> WC[Ward Clerk] </pre> </div>			

JOB DESCRIPTION

Main Duties and Responsibilities

- Filing - tracking and ordering of medical case notes
- Answering queries not only over the phone but in person as well
- Helping the multidisciplinary team with information they require.
- Booking of transport; in a timely manner for appointments or discharge
- Chasing urgent scans or appointments that will support with earlier discharges.
- Excellent IT skills
- Able to use own initiative.
- Able to organise and prioritise workload.
- Ordering of office supplies and ward supplies

General Duties for all employees

Hand Hygiene

To assist the Trust in reducing healthcare acquired infections (HCAI's) all staff should be familiar with all the Trust's Infection Prevention policies which are appropriate to their role. You are required to attend mandatory training in Infection Prevention and be compliant with all measures known to be effective in reducing HCAI's"

Safeguarding

All Stockport Foundation Trust employees are required to act in such a way that at all times safeguards and promotes the health and well-being of children, young people and vulnerable adults. Familiarisation with and adherence to the policies and procedures relating to child protection and safeguarding of children, young people and vulnerable adults are adhered to. It is the responsibility of all staff to report any concerns and they must therefore be aware of child and adult safeguarding procedures and who to contact within the Trust for further help and guidance. It is an essential requirement of all employees as is participation in mandatory safeguarding training in accordance with the employees roles and responsibilities.

Prevention

To actively work with patients/clients/service users to identify appropriate opportunities in Making Every Contact Count for preventative interventions which may reduce the risk of future harm to health and wellbeing and to provide brief advice and refer or signpost to sources of further information and support which may include advice on lifestyle behaviour and social care needs as well as safety and management of long term conditions.

Data Protection, Confidentiality and Information Governance

The post holder must abide by all relevant Trust and departmental policies including information governance, confidentiality and data protection and, undertake the annual data security awareness mandatory training. The post holder is reminded that any breach of the Trust's information governance and security policies and procedures, including data protection legislation, will result in disciplinary action.

Data Protection Legislation – the post holder is required to process all personal data relating to patients and staff, whether in paper, electronic or other media, in accordance with the Data Protection Act 2018 and the General Data Protection Regulations (GDPR), ensuring the security and confidentiality of data at all times.

The post holder must not for their own benefit or gain, or to divulge to any persons, firm or other organisation whatsoever, any confidential information belonging to the Trust or relating to the Trust's affairs or dealings which may come to their knowledge during employment.

Health & Safety

Under the Health and Safety at Work Act 1974, the Trust has a statutory responsibility to provide and maintain a healthy and safe environment for its staff to work in. Equally the post holder is required to work within the Trust Health & Safety Policy and fulfil a proactive role towards the management and control of risk. This entails the identification, assessment and the immediate reporting, using the Trust Incident Reporting System, any incident, accident, hazard or near miss involving patients, service users, carers, staff, contractors or members of the public.

The Post holder has a personal responsibility to adhere to a statutory and departmental duty of care for their own personal safety and that of others who may be affected by their acts or omissions at work

Harassment & Bullying

As a member of staff you have a personal responsibility to ensure you do not discriminate, harass or bully or contribute to the discrimination, harassment or bullying of any colleague(s) or visitors or condone discrimination, harassment or bullying by others.

Dignity & Respect

All employees have a duty to promote a harmonious working environment in which all persons are treated with dignity and respect, whilst fulfilling our legal obligations under equality legislation and associated codes of practice.

The Trust takes the right of the patient/service user to be treated with dignity and respect seriously. We will treat every patient/service user and carer as a valued individual, with respect for his/ her dignity and privacy. Our aim is to give each patient/service user the care we would want for our families and ourselves.

Quality Improvement

Our mission is to make a difference every day helping people to live their best lives. We have a trust wide approach to quality improvement and we expect everyone to contribute to improving our services by always learning and continually improving our services. For all staff, it is about learning from what has worked well as well as what has not, being open to change and improvement and working in smarter and more focused ways to improve our services. The Trust encourages and provides opportunities for staff at all levels to engage in the Trust's approach to quality through quality improvement projects, clinical audit, innovation and quality assurance.

No Smoking Policy

The Trust operates a No Smoking Policy which states that smoking is prohibited within all Trust premises and on the site. This includes entrances, exits, cars, lease cars, car parks, pavements and walkways, areas hidden from general view and residences. As an employee of the Trust you are expected to comply with this policy, failure to do so may result in disciplinary action being taken under the Trust's Disciplinary Policy & Procedure.

To undertake any other duties which is deemed appropriate to the band when requested by Senior Staff.

The above indicates the main duties of the post which may be reviewed in the light of experience and development within the service. Any review will be undertaken in conjunction with the postholder

Date:

Manager's Signature: _____

Postholder's Signature: _____

PERSON SPECIFICATION

The person specification sets out the essential qualifications, experience, skills, knowledge, personal attributes and other requirements which the post holder requires to perform the job to a satisfactory level. Without these qualities applicant cannot be appointed to the post.

Post: Ward Clerk

Band: 2

Requirements	Essential (E) / Desirable (D)	Assessment Method – Application Form (AF) / Assessment Centre (AC) / Interview (I) / References (R)
<u>Education & Qualifications</u>		
Good general education or equivalent experience	E	AF/I
<u>Knowledge</u>		
IT systems	E	AF/I
<u>Experience</u>		
Experience in customer relations.	D	AF/I
Administration experience.	D	AF/I
Experience of working on a reception.	D	AF/I
<u>Skills & Abilities</u>		
Good team player.	E	AF/I
Excellent communication skills.	E	AF/I
Able to manage & prioritise workload.	E	AF/I
Able to use own initiative.	E	AF/I
IT skills.	E	AF/I
<u>Work Related Circumstances</u>		
Occupational Health Clearance		