

JOB DESCRIPTION

Job Title: Ward Clerk / Receptionist

Grade: Band 2

Directorate: Obstetrics, St Mary's @ Wythenshawe Hospital

Accountable To: Deputy Directorate Manager

Reports To: Inpatient Administration Manager

Main Organisational Relationships

Working alongside medical, midwifery/nursing and administrative colleagues to provide a range of clerical and reception support to the ward/clinical staff in accordance with relevant policies, procedures, protocols and guidelines.

The post holder may be required to work within other areas, doing a similar role on occasion to cover for colleagues within the Obstetric department on the Wythenshawe site or Oxford Road site.

Main Duties and Responsibilities:

1. Core Duties

Reception Duties

Admit patient into the unit using patient administration system

Print patient document, ie. wristbands, front sheet, locate and retrieve medical notes.
Create a new set if patient is new to the hospital.

Answer and take note of all incoming calls to the ward/clinical area, relaying queries, and messages as appropriate to the clinical staff.

Discharge duties to appropriate teams to enable community visits

Receive, distribute, and action mail.

Provide appropriate reception service, greeting patients, staff, and visitors, and ensuring their customer service needs are provided.

1.2 Supplies and Stock control duties

Advise of requirements by preparing on a regular basis a list of stock and non-stock requirements, e.g. catering, stationery, clinical stock, etc.

Submit approved requisitions to supplies or other providers.

Verify goods received upon delivery with requisition sheets reporting any anomalies to the line manager.

Check at regular intervals for any outstanding items.

Store away in relevant areas all goods delivered to the ward.

1.3 Patient record duties

At all times, use the appropriate tracking system for patient records and update as required

Take responsibility for the maintenance of the patients' record folders whilst they remain on the ward, arranging for renewal if required

File/photocopy documents, once signed by the doctor, nurse or other health professional

Request any missing notes from appropriate locations, liaising with departments as required.

Ensure that patients' notes, x-rays and other reports are complete and available when required.

1.4 Clerical duties

Where appropriate, ensure that letters are available to patients.

Provide, upon request, statistical data for audit and research or similar purposes

Maintain supplies of patient information literature

1.5 Data entry duties

Undertake data input to clinical and corporate systems i.e. Patient administration system dependant to each Hospital site, ensuring that timely updates are made.

INFECTION CONTROL

It is a requirement for all staff to comply with all infection control policies and procedures as set out in the Trust's Infection Control manual. The postholder is also responsible for ensuring all their staff attends mandatory training, including infection control and to provide support to the Director of Infection Control.

PATIENT SAFETY

The postholder as a senior member of the Trust is accountable for patient safety ensuring compliance with the Health Act, Annual Health Check and related health policies

HEALTH AND SAFETY

The postholder must not wilfully put him/herself or others at risk while at work. Safe working practices and safety precautions must be adhered to, protective clothing and equipment must be used where provided.

All accidents must be reported to a member of management who has to participate in accident prevention by reporting all potential hazards.

EQUAL OPPORTUNITIES AND FAIR TREATMENT

The postholder will immediately report to their line manager any breach or suspected breach of both equal opportunities and fair treatment guidelines

SECURITY

The post holder has a responsibility to ensure the preservation of NHS property and resources.

CONFIDENTIALITY

The post holder is always required to maintain confidentiality in all aspects of the work.

TEAM BRIEFING

The Trust operates a system of Team Briefing, which is based on the principles that people will be more committed to their work if they fully understand the reason behind what is happening in their organisation and how it is performing.

It is expected that all employees will attend the monthly briefing sessions.

No Smoking Policy

The Trust had adopted a smoking control policy, which applies to all staff, patients and visitors and extends to the hospital grounds as well as internal areas. Staff appointed will agree not to smoke on hospital premises.

This job description indicates the main functions of the post holder and may be subject to regular review and amendment in the light of service development. Any review will be undertaken in conjunction with the post holder and in line with Trust policy.



Manchester University
NHS Foundation Trust

Signed:

Date:

Review Date:

Manager:

Date: