

SHEFFIELD CHILDREN'S NHS FOUNDATION TRUST

JOB DESCRIPTION

1. JOB IDENTIFICATION

Job Title: Outpatient Clerk

Department: Outpatient Administration

Responsible to: Outpatient Supervisor

Accountable to: Outpatient Service Co-ordinator

Band: 2

2. JOB PURPOSE

To contribute to the provision of a professional clerical/administration and reception service to Outpatient clinics and all its users including patients, relatives and colleagues.

Ensure booking of appointments are in line with the Trust's out-patient waiting times standards and the Trust's Patient Access Policy.

3. MAIN DUTIES/RESPONSIBILITIES

- Apply appropriate communication methods using a range of verbal and non-verbal skills effectively. Professionally welcoming and treating everyone in a friendly and courteous manner presenting a good image of yourself through attitude, behaviour and appearance.
- Plan and organise a range of straightforward tasks to set timescales to ensure the provision of a professional clerical/administration service as requested by your manager and others, i.e., patients relatives, colleagues and Trust staff.
- Produce work of the quality and quantity as required ensuring expected Trust and departmental standards, key performance indicators and deadlines are met.
- Contribute to ensuring that the working environment is safe and of a professional appearance reporting any problems as appropriate and maintain efficient and effective use of resources.
- Work effectively and efficiently recommending better ways of working, sharing ideas with others to improve service delivery.
- Cover other positions within work areas during times of absence.

OP Administration Duties

- Receipt and filing of all referrals including those received from Electronic Booking Service and nhs.net account
- Request and sending of Partial Booking Review List letters to patients
- Filling of vacant slots
- Sorting of incoming post and faxes
- Scanning of referrals onto eDMS (when required)

OP Call Centre Duties

- Receive and respond to telephone calls received via the Outpatient Appointment Line
- Booking of Interpreters as required
- Booking of Transport as required
- Filling of vacant slots
- Printing and sending out spooled appointment letters

OP Main Reception/OP Staff Base Duties – all locations

- Greet visitors face-to-face and respond to requests for basic information as they present at the reception desk and assist accordingly in relation to directions and/or instructions specific to their request overcoming barriers of communication.
- Receive and respond to e-mails received in the generic Outpatient Appointment e-mail group
- Receive, sign and inform relevant department of arrival of samples and packages as required.
- Daily reconciliation of all patients booked to clinic managing those who Do Not Attend (DNA) in line with Trust Policy.
- Filling of vacant slots (Evening & Weekend)
- Booking of Interpreters as required
- Booking of Transport as required

General Compliance

- Comply with all Trust Policies and Procedures with particular regard to Data Quality, Information Governance and Freedom of Information.
- To uphold the Trust Values at all times.
- Comply with requirements of the Data Protection Act 1998 and the common law on confidentiality.
- Be helpful, kind and courteous to patients, visitors and each other.

4. SCOPE AND RANGE

- On average 1300 patients per week attend clinics
- On average 450 Referrals are received per week
- On average 2300 calls per week are received by the Outpatient Call Centre

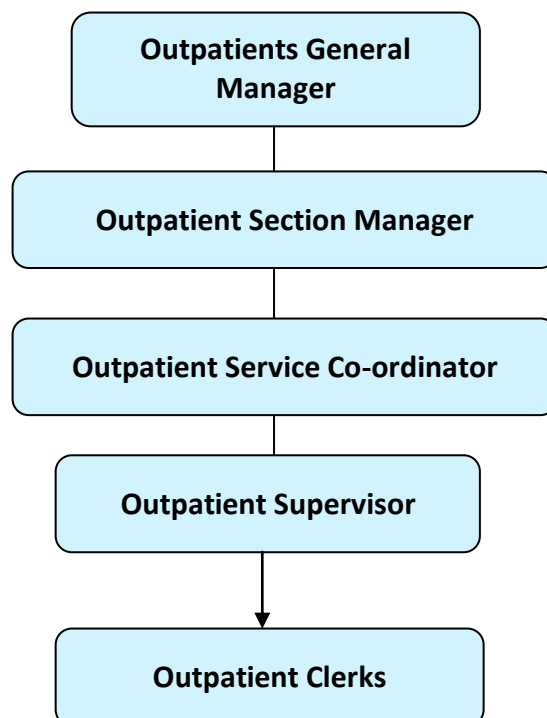
Internal Relationships

Clinical and Nursing Staff
Allied Health Professionals
Division Management Team
General Services Management Team

External Relationships

Parent/Guardians
General Practitioners
School Nurses
Educational Psychologists
Administration teams and clinicians at other Hospitals

5. ORGANISATIONAL POSITION



6. JOB DESCRIPTION AGREEMENT

Job Holder's Signature:

Manager's Signature:

Date:

Date:

TRUST VALUES

Our Values express what it is like to work in our organisation and our employees should make these a part of everything we do.

Keeping children, young people and families at the heart of what we do

Compassion

- We are led by kindness for all – for our patients, their families and our colleagues
- We will show empathy and understanding, treating everyone with dignity and courtesy
- We will respect each other and those we care for

Accountability

- We always strive to do the right thing
- We own responsibility for our successes, failures and understand where we need to improve
- We will create a supportive working environment where everyone takes responsibility for their own actions

Respect

- We value differences and treat everyone fairly and consistently
- We will actively tackle inequality and will foster a culture of inclusion

Excellence

- We will seek to improve the way we work and deliver a high quality standard of care
- We will be open to new ideas, through innovation, partnership, research and education locally, nationally and internationally

Together we care

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PERSON SPECIFICATION – Outpatient Clerk

Assessment Criteria	Essential	Desirable	How assessed
Qualifications and Training	<ul style="list-style-type: none"> Numerate and literate Educated to GCSE standard or equivalent 	<ul style="list-style-type: none"> GCSE in Mathematics/English Language NVQ Level 2 – Customer Care NVQ Level 2 – Administration or equivalent acquired experience 	AF
Experience	<ul style="list-style-type: none"> Clerical and or reception work experience gained from working within a public facing environment Experience of dealing with the general public. Experience of working in a team environment. 	<ul style="list-style-type: none"> 6 months clerical and or reception experience gained within the NHS. In particular, a patient administration department within a hospital setting. Previous experience of In-patient, Out-patient or Waiting list management. Experience of working with medical, nursing and medical secretarial staff 	AF/Int
Knowledge and Skills	<ul style="list-style-type: none"> Good keyboard or computer skills Ability to work under pressure. Ability to use own initiative and work as part of a team. 	<ul style="list-style-type: none"> Experience of using modules of the Patient Administrative System, in particular the outpatient module. Working knowledge of hospital administrative processes and practices. 	AF/Int
Personal Attributes	<ul style="list-style-type: none"> Pleasant, tactful and understanding manner. Ability to communicate sensitively with children, young people and their families. Excellent communication skills Attention to detail 		Int
Demonstrates Trust Values	Compassion, Accountability, Respect and Excellence.		In/REF

HR Use only
AFC code:

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Key for How Assessed: AF = Application form, In = Interview, P = Presentation, T = Test, REF= Reference