

## **JOB DESCRIPTION**

**Job Title:** Outpatients Clerk

**Job Summary:** Under the direct supervision of the Outpatients Co-ordinator and in line with relevant policies, procedures, protocols and guidelines, to be a member of the team providing clerical support and a reception service to the outpatients' clinic areas

**Accountable to:** Operations Manager

### **Duties and Responsibilities**

#### **1 Core Duties**

##### **1.1 Reception duties**

- Greet people attending the reception area, ascertaining their requirements and respond to those requirements accordingly.
- Assist in maintaining the reception area at all times in an orderly state.
- Clarify demographics for every patient contact face to face and via telephone and ensure systems are updated regularly.
- Provide a telephone service answering all incoming calls to the clinic area, relaying queries and messages as necessary and liaising with other departments where appropriate
- Enter clinic attendances and outcomes onto Hive in the identified timescales and to the identified standards.
- Arrange and respond to patient transport requests as directed
- Maintain the confidentiality, safety and security of the reception area reporting any adverse matters to senior staff and or the security office
- To work flexibly across the service as required.
- Book appointments, update attendances and action referrals.

##### **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. stationery, clinical stock etc.
- Check at regular intervals for any outstanding items
- Store away in relevant areas all goods delivered to the clinics

## **2 Departmental Duties**

- Receive and distribute incoming mail / deliveries to appropriate members of the team
- Liase with the medical and nursing team within the clinic as appropriate
- Provide upon request case notes for collecting data for audit, monitoring, research or similar purposes
- Filing, scanning and photocopying duties as required.

## **3 Supervision and Accountability**

- Supervised by the Outpatients Co-ordinator or in their absence, the senior nurse in charge of the clinic
- Daily contact with the supervisor and access at all times throughout working hours
- Six monthly review assessment / appraisal

### **SUMMARY**

This job description is an outline of the key responsibilities of the Outpatients Clerk role and is not intended as an exhaustive list. The job may change over time to reflect the changing needs of the Trust and its services, as well as the personal development needs of the post holder.

## **PERSON SPECIFICATION**

### **Essential Criteria**

- Good verbal and written communication skills
- Good basic numeracy and literacy skills
- Organisational / Prioritisation skills
- Willingness to be trained
- Previous recent clerical experience
- Experience of reception duties / customer relations
- Experience of working in a team environment
- Computer literate / IT trained

### **Desirable Criteria**

- Previous care environment experience
- Evidence of liaising with more than one discipline
- Knowledge of hospital environment / routines
- Knowledge of requirements of patients

### **Recommended Training**

- Customer Care
- PAS
- Data Protection
- Case-note tracking and retrieval
- Access to Health Records
- Health and Safety procedures
- Basic induction training into hospital, general practice and community procedures
- NVQ level 2 in related subject e.g. healthcare administration