

# Job Description

<b>Job title</b>	Ward Clerk/Receptionist
<b>Grade</b>	<b>Band 2</b>
<b>Reports to</b>	Senior Chemotherapy Sister
<b>Accountable to</b>	Lead Cancer Nurse
<b>Directorate</b>	Urgent and Integrated Care- Division A
<b>Department</b>	<b>Fortuneswell Chemotherapy Unit</b>

## **JOB PURPOSE**

Acts as a point of contact for patients, providing information on systems and processes within the hospital in order to satisfactorily resolve queries. This will include establishing and improving communication networks within the team and with all other appropriate health care professionals across secondary and primary care.

Update PAS system and work with other admin support in order to assist in the smooth, efficient and effective running of the service.

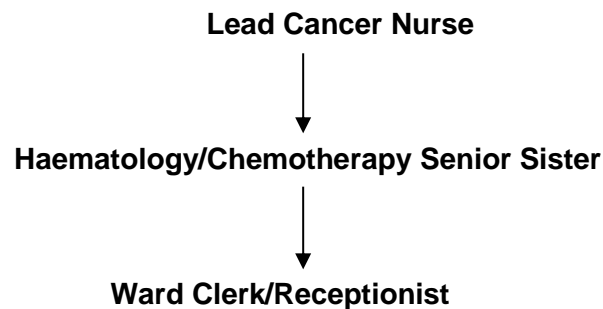
### **1      DIMENSIONS:**

- To ensure the smooth running of the administration support to the department.
- The post requires receptionist, clerical, organisational, communication and interpersonal skills to deliver a high quality service.
- The ability to prioritise workload, work independently and under pressure is essential.

## **FREEDOM TO ACT**

- There are clearly defined occupational policies; the post holder is required to manage their own workload and will be required to act independently and with empathy at all times.

### **2      ORGANISATION CHART**



### **3 COMMUNICATION AND WORKING RELATIONSHIPS**

- Staff working at all levels across the Trust
- Patients and their friends/relatives
- The general public
- Outside agencies

The post holder will provide and receive routine information to inform work colleagues, patients, staff from other departments and external contacts. Information will frequently be of a sensitive nature and confidentiality must be ensured at all times. Any telephone and face-to-face enquiries will be dealt with efficiently and with understanding and action taken as appropriate.

### **4 KEY RESULT AREAS**

#### **Responsibility for Patients**

- Contact with patients will be direct.
- Meet and greet.

#### **Responsibility for Policy and Service Development**

- The post-holder works with other members of the team to maintain and support departmental/Trust practice and procedures.
- The post holder will be required to follow all relevant Trust policies and adhere to department guidelines at all times. The post holder may be asked to comment on local policies and procedures where they relate to receptionist or clerical issues

#### **Responsibility for Financial and Physical Resources**

- Where designated by line manager ensure that adequate stationery stocks are available and other ordering where requested.

#### **Responsibility for Staff**

- The post holder may be required to demonstrate duties to new starters or other staff members if required.

#### **Responsibility for Information Resources**

- Efficient and effective use is made of the various computer systems to ensure the accurate recording of patient information and record-keeping functions.
- Filing and documentation is maintained using established Trust/departmental systems.
- Clerical systems are developed and maintained appropriately.
- Clerical tasks are completed to required standards and within specified timescales.
- Attend and participate at meetings as required.

- Faxing and photocopying as required.
- Sort and distribute post.
- Assist any new or established staff in IT training – updates or changes that effect department.
- Extract information from PAS//ICE/EPR//PACS/MOSAIQ
- Book follow up appointments where necessary.
- Prepare and maintain patient case notes appropriately for clinics.

### **Responsibility for Research and Development**

- The post holder may be required to participate in department audits, or Trust surveys, for example, the staff survey.

### **Additional Key Result Areas**

- Telephone and face-to-face enquiries from patients, relatives and staff are dealt with efficiently and with understanding and action taken as appropriate in consultation with clinical staff.
- To attend and participate at meetings as appropriate.
- The post holder works as part of a team to ensure that an element of cross cover is provided.
- All tasks are organised and produced to required standards and time managed to ensure completion of tasks in a timely manner.
- Faxing, photocopying when requested to.
- To be an active member of the team.
- Other duties commensurate with the grade and as requested by the line manager.

## **5 ENVIRONMENT AND EFFORT**

### **Physical Effort**

- The post holder will be required to use a VDU/Word Processor for a large proportion of their shift, that is around 60-80%% of the time. There may be some lifting of patient notes and stationery supplies.
- Walking to and from pharmacy collecting drugs.
- Walking to other areas for errands.

### **Mental Effort**

- Concentration will be required for inputting data and completing administrative tasks.

### **Emotional Effort**

- The post holder will have some exposure to distressing or emotional circumstances, when working on wards or reception areas.





### Working Conditions

- The post holder will also spend around 60-80% of their time using a VDU.

<b>6 OCCUPATIONAL HEALTH HAZARD EXPOSURE ASSOCIATED TO THE POST</b> (Please tick as appropriate)				
Patient contact	<input checked="" type="checkbox"/>	Lone working	Working in isolation	
Passenger / Client Transport		Exposure prone procedures	Patient Handling	
Strenuous Physical Activity		DSE user (defined in DSERegs)	Confined Spaces	
Night working		Food Handling / Preparation	Working at heights	
Working with vibratory tools		Noisy Environment Working	Safety Critical Work	
Working with respiratory irritants (including latex)			Please specify Gloves	
Working with substances hazardous to health			Please specify COSHH	
Other			Please specify	

### **7 HEALTH AND SAFETY**

Under the Health and Safety at Work Act 1974, as an employee, you must take reasonable care for the health and safety of yourself and for other persons who may be affected by your acts or omissions at work. The Act also states that you must not intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare.

You are also required to make yourself aware of the Trust's health and safety policies and to report any accidents/incidents.

### **8 EQUAL OPPORTUNITIES**

Dorset County Hospital NHS Foundation Trust is committed to the development of positive policies to promote equal opportunity in employment. All employees have a responsibility to ensure that they understand the standards expected and that they promote and adhere to the equal opportunity measures adopted by the Trust.

### **9 CONFIDENTIALITY**

Confidential and personal information related to staff, patients and Dorset County Hospital NHS Foundation Trust must not be disclosed within or outside the place of work, except in the proper discharge of duties.

