

### JOB DESCRIPTION

<b>Job Title</b>	<b>Clerk / Receptionist</b>
<b>Band/ Grade</b>	<b>Apprentice</b>
<b>Directorate</b>	<b>Integrated Care Services</b>
<b>Professionally Accountable to</b>	<b>Associate General Manager</b>
<b>Responsible to</b>	<b>Administration Lead</b>

#### **Our Vision**

To improve the health and well-being of the people we serve in Herefordshire and the surrounding areas.

#### **Our Mission**

To provide a quality of care we would want for ourselves, our families and friends. Which means: Right care, right place, right time, every time.

#### **Our Values**

Compassion, Accountability, Respect and Excellence.

- **Compassion** – we will support patients and ensure that they are cared for with compassion
- **Accountability** – we will act with integrity, assuming responsibility for our actions and decisions
- **Respect** – we will treat every individual in a non-judgemental manner, ensuring privacy, fairness and confidentiality
- **Excellence** – we will challenge ourselves to do better and strive for excellence

#### **JOB SUMMARY**

To provide professional and comprehensive administration support to the administration team, including letters, reports, data entry, preparation of meetings, dealing with telephone calls and email queries. The post holder will be responsible for accurate and timely data entry on to Electronic Patient Record System (EPR), ensuring all patients' records are accurate and up to date across the notes and EPR systems.

**ORGANISATION CHART - See Appendix (if applicable)**



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**MAIN FUNCTIONS OF THE JOB**

- To deal with incoming correspondence, telephone calls and emails, and reply directly on routine matters, or filter enquiries to appropriate staff members.
- To provide IT, administrative and organisation support to the Ward and Reception team.
- Maintain integrity when dealing with both verbal and written confidential information, acting appropriately.
- To use computer programmes such as INTEGRA for placing orders and receipting of goods in accordance with the Trust's financial framework, Electronic Patient Record (EPR) and Microsoft programmes.
- To organise meetings and agendas, take, transcribe and circulate minutes, some may contain confidential or sensitive information.
- To work quickly and efficiently, ensuring all deadlines are met, appropriately prioritising workload and understanding urgent matters.
- To maintain and organise computer files and paperwork, where appropriate, maintain a file management system.
- To carry out any other duties that may be required by the Community Hospital Sister or Administration Lead.
- Maintain confidentiality at all times.

**Training & Development:**

- To actively participate in appropriate training provided by the Trust.
- To actively participate in the apprenticeship, submitting work to agreed deadlines and attending regular meetings with training provider.
- To complete the mandatory requirement of 20% (6 hours per week minimum) "off the-job" learning.
- To participate in the appraisal process.
- To ensure own personal and professional knowledge and skills meet the requirements of the post.

- Contribute to the yearly setting of team and personal objectives reflecting personal development needs and those of the department and Trust.

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## **General Information**

This job description is not intended to be an exhaustive list of duties, but merely to highlight the current main responsibilities of the post. The Trust reserves the right to change terms from time to time. Along with your main duties; you will also be expected to carry out any other duties that are reasonably asked of you. It may be reviewed from time to time in agreement with the post holder and line manager. The post holder will be required to comply with all policies and procedures issued by and on behalf of Wye Valley NHS Trust.

## **Safeguarding Vulnerable Adults & Children**

Wye Valley NHS Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all employees, volunteers and contractors to share this commitment.

All staff have a duty to safeguard and promote the welfare of patients, their families and carers. This includes practitioners who do not have a specific role in relation to safeguarding children or adults, you have a duty to ensure you are:-

Familiar with the Trusts safeguarding policies. Attend appropriate training for safeguarding. Know who to contact if you have concerns about an adult or child's welfare.

## **Health and Safety**

The post holder is required to conform to the Trust's Policies on Health and Safety and Fire Prevention, and to attend related training sessions as required.

## **Confidentiality**

To maintain confidentiality at all times. In the course of their duties employees will have access to confidential material about patients, members of staff and other Health Service business. On no account must information relating to identifiable patients be divulged to anyone other than authorised persons, for example, medical, nursing or other professional staff, as appropriate, who are concerned directly with the care, diagnosis and/or treatment of the patient. If there is any doubt whatsoever, as to the authority of a person or body asking for information of this nature, advice must be sought from a superior officer. Similarly, no information of a personal or confidential nature concerning individual members of staff should be divulged to anyone without the proper authority having first been given. Failure to observe these rules will be regarded as serious misconduct, which could result in serious disciplinary action being taken including dismissal.

## **Policies and Procedures**

The post holder will be required to comply with all policies and procedures issued by and on behalf of Wye Valley NHS Trust, which the Trust may amend from time to time.

## **Infection Control**

It is a requirement for all Trust staff to comply with all trust infection control policies and procedures. All Trust staff should ensure that they fulfil their responsibilities for infection prevention and control, that they provide leadership where appropriate in infection control matters and that they challenge poor infection control practice in their workplace. All staff should have infection control training at induction and annual infection control updates via the Department of Health e-learning package, via the local infection control CD-Rom training tool or by attendance at an annual Health and Safety refresher. All clinical staff will have annual infection control objectives set and these will be reviewed at appraisal. **No Smoking**

## **Policy**

In recognition of the Trust's commitment to health promotion and its health and safety responsibility, the Trust has a no smoking policy that prevents all staff from smoking whilst on duty.

## **Equal Opportunities**

The Trust is an Equal Opportunities employer and the post holder is expected to promote this in all aspects of his / her work. The Trust's duty is to ensure that no existing or potential employees receive less favourable treatment on the grounds of sex, sexual orientation, race, colour, nationality, ethnic origin, religion, marital status, age or disability, or are disadvantaged by conditions or requirements that cannot be shown to be justifiable. This also applies to patients – the Trust has a duty to ensure patients have the right to equal access, care and treatment. All employees are expected to comply with this policy. **Financial**

To order and receipt goods in accordance with the Trust's financial framework. To comply with standing financial instructions. **Data Quality**

The information that you record as part of your duties at the Trust must be 'fit for purpose', reliable and easily accessed by appropriate/authorised personnel. To achieve this standard the information must be: Accurate, Legible (if hand written), Recorded in a timely manner, Kept up-to-date, appropriately filed. All staff must monitor and take responsibility for data quality throughout the areas of the system used locally, all users maintain timely input, and ensuring that data is checked with the patient, and staff (in relation to their staff record), whenever possible, and to support initiatives to improve data quality.

N.B. Recorded information includes: patient information entered in case notes and entered on any computerised care records system, financial information, and health & safety information e.g. incident reporting and investigation, personnel information recorded in personnel files etc. Failure to adhere to these principles will be regarded as a performance issue and will result in disciplinary action.

## **Records Management**

All employees of the Trust are legally responsible for all records that they gather, create or use as part of their work within the Trust (including patient, financial, personnel and administrative), whether paper or computer based. All such records are considered public records and all employees have a legal duty of confidence to service users. Employees should consult their manager if they have any doubt as to the correct management of records with which they work.

## **Conduct**

The post holder is an ambassador for the directorate and the Trust and his / her actions and conduct will be judged by service users as an indication of the quality of the service provided by the directorate and the Trust as a whole. The post holder will also comply by the NHS Core Values and the Constitution.

## **Other**

The Trust is committed to continuous improvement in managing environmental issues, including the proper management and monitoring of waste, the reduction of pollution and emissions, compliance with environmental legislation and environmental codes of practice, training for staff, and the monitoring of environmental performance.

Manager Name:	Manager Signature:
Date:	

Post holder Name:	Post Holder Signature:
Date:	



### PERSON SPECIFICATION

**Directorate:** Integrated Care Division  
**Job Title:** Clerk/Receptionist  
**Band/Grade:** Apprentice

PERSON SPECIFICATION	ESSENTIAL	DESIRABLE
<b>EDUCATION AND QUALIFICATIONS</b>		
GCSE's Grade C or above including English and Mathematics, or equivalent.		✓
<b>SKILLS, KNOWLEDGE AND ABILITIES</b>		
Literacy and Numeracy	✓	
Fully conversant with MS Word / Excel / Outlook and Powerpoint	✓	
Excellent written and verbal communication skills, including a professional telephone manner	✓	
Excellent keyboard skills	✓	
Ability to work as part of a team and independently when appropriate	✓	
Organisational skills	✓	
Ability to be flexible and adaptable in relation to changing needs of the post, and manage workload and priorities	✓	
Good attention to detail	✓	
Good interpersonal skills and ability to respond with empathy when dealing with sensitive information	✓	
<b>EXPERIENCE</b>		
Administrative experience		✓
Working with MS Word / Excel / Outlook and Powerpoint		✓
Providing Administration support in a busy environment		✓

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PERSONAL ATTRIBUTES		
Team player	✓	
Flexible and adaptable	✓	
Willingness to learn and develop new skills	✓	
Ability to concentrate on tasks with frequent interruptions	✓	

OTHER FACTORS		
Ability to fulfil the travel requirements of post	✓	

