



EMERGENCY DEPARTMENT CLERICAL OFFICER

INFORMATION FOR CANDIDATES

ABOUT THE TRUST

The Shrewsbury and Telford Hospital NHS Trust (SaTH) is the main provider of acute hospital services for around half a million people in Shropshire, Telford & Wrekin and mid Wales.

Encompassing some of the most picturesque parts of England and Wales, the Trust's catchment stretches from the Cambrian Mountains in the west, to Newport and the fringes of the Black Country in the east.

The main towns include: Bridgnorth, Ludlow, Market Drayton, Oswestry, Shrewsbury and Whitchurch (in Shropshire); Newport, Telford and Wellington (in Telford & Wrekin); and Newtown and Welshpool (in Powys) – all beautiful and unique.

Our main service locations are The Princess Royal Hospital (PRH) in Telford and The Royal Shrewsbury Hospital (RSH) in Shrewsbury which are located 20 minutes drive apart. Together they provide 99% of our activity. Both hospitals provide a wide range of acute hospital services including accident & emergency, outpatients, diagnostics, inpatient medical care and critical care.

We also provide services such as consultant-led outreach clinics at Telford, the Robert Jones and Agnes Hunt Orthopaedic Hospital, Gobowen and the Bridgnorth, Ludlow and Whitchurch Community Hospitals.

We employ more than 6,000 people, and hundreds of colleagues and students from other organisations also work in our hospitals. We benefit from around 1,000 wonderful volunteers, and our main charitable partners are the League of Friends at The Royal Shrewsbury Hospital, Friends of The Princess Royal Hospital, and the Lingen Davies Cancer Appeal which is based at The Royal Shrewsbury Hospital.



OUR VISION AND VALUES

The Shrewsbury and Telford Hospital NHS Trust is an organisation that strives to provide high quality, safe care for our patients in an environment which our staff are proud to work in

Our Vision:

“To provide excellent care for the communities we serve”

Our Values:



OUR VISION

We believe that by adhering to our Vision and working with our Values in mind we can behave in a way which will ensure the right results for the people that matter most – our patients and their families.

OUR VALUES

Our Trust Values provide a guide for our daily lives which we are all expected to uphold, both at work and when we are representing the Trust.

Our Values were developed by staff and our patients, so they represent what is important to us within the organisation and the way we should all behave towards patients, carers, visitors, partners and each other.

You will see our Values throughout the Trust; they are not just words on a page, they represent what we are about here at SaTH. We want patients and their families to say that the care and service they receive from all of us is consistently high-quality, safe, effective, and personalised, so the feelings behind the Values shouldn't come as a surprise to anyone working in the NHS.

The reason why it is important that they are clearly written down is, so we all know what's expected, and none of us are surprised if we are asked to explain any unacceptable behaviour. Ultimately, if we follow our Values, we will provide services that are better for our patients and better for each other.

A MESSAGE FROM OUR CEO

Thank you for your interest in this role.

Our Trust's Vision is to provide excellent care for the communities we serve. We are striving to provide high quality, safe care for our patients in an environment which our colleagues are proud to work in.

We are looking for an inspiring, motivated individual who demonstrates our values, and who can provide clear vision and direction as we continue to move forward.

You will know that our Trust is on an improvement journey. Our recent Care Quality Commission inspection demonstrates that we are making progress towards our aim of Getting to Good, despite the challenges of a pandemic. We also know that we have more to do and that we must sustain the changes if we are to keep on improving. We are wholeheartedly committed to this and have plans in place to support this including our exciting Hospitals Transformation Programme. This will support the reconfiguration of where and how we deliver our services and the modernisation of our facilities and infrastructure, so that we can deliver better quality care for all of our communities.

It is a really exciting time to be a part of our Trust. I hope that you will join us to help steer and support us on our journey.

Louise Barnett

Louise Barnett
CHIEF EXECUTIVE OFFICER

COLLEAGUE BENEFITS

GENERAL

27 days annual leave entitlement at joining, increasing with length of service, plus 8 bank holidays

Flexible working policies

Generous maternity pay and 2 weeks full pay paternity leave

Colleague recognition scheme and long service awards

Option to buy and sell additional annual leave

Greener travel initiative, including cycle to work scheme and lift share

Childcare information and support available, including onsite nurseries

Discounted bus passes with Arriva

FINANCIAL

Access to various local and national discounts via various external websites

- Blue Light Card
- Health Service
- Discounts NHS

Salary sacrifice schemes for home electronics and bikes

Generous Pension scheme

Access to a financial support booklet

Pre-retirement courses

Free Will writing service

Savings and Loan schemes

HEALTH AND WELLBEING

PSYCHOLOGICAL SUPPORT

- Coaching
- Mental Health First
- Aiders Chaplaincy

PHYSICAL SUPPORT

- Fast track physiotherapy service Free
- eye test vouchers

HEALTHY LIFESTYLES AND EMOTIONAL SUPPORT

- Slimming World referral scheme Staff
- cervical screening service Long Covid support
- Access to wellbeing/rest rooms
- Menopause support including advocates, webinars, toolkits, clinics, and bi-monthly meet ups Men's
- Health - Bi-monthly forums and men's MOT
- Sleep School Wellbeing Support

Discounts with local gyms

LEARNING AND DEVELOPMENT

COACHING AND MENTORING

Opportunities to grow, develop and perform at your best

LEADERSHIP ACADEMY

Leadership and management training for all levels of staff

ACCESS TO ELEARNING COURSES

Many eLearning modules to learn from with access available at home

APPRENTICESHIPS

There are a growing number of apprenticeship opportunities at SaTH across all disciplines

Secondment and acting-up opportunities

Support to complete qualifications such as NVQ, Masters etc. whilst on the job



JOB DESCRIPTION

Job Title	Emergency Department Clerical Officer
Band	2
Directorate	Emergency Centre
Accountable to	Emergency Department Administrative Manager
DBS Required?	Standard

JOB PURPOSE

The post will cover the three main areas within the Emergency Department where administrative support is required:

- Reception
- Ward Clerking
- Scanning

The post holder will provide clerical, administrative and information technology support to the Emergency Department in relation to booking in of patients, patients being treated and cared for within the

department, including admissions and to provide information for patients, relatives and internal and external agencies, on A&E status.

The post holder will ensure that all CAS Cards are coded in an effective and timely manner, ensuring that the correct information is entered onto the SEMA System for contracting purposes. The post holder may be required to work anywhere in the department to cover short term absence or annual leave.

MAIN DUTIES AND RESPONSIBILITIES

- 1. To be responsible for the reception of A & E patients on the computerised recording system.
- To be responsible for producing and supplying all necessary paperwork to allow the processing of patients through the A & E department.
- To be responsible for ensuring the accurate disposal of patients on the A & E computer, to include triage, diagnosis and discharge details.
- To be responsible in hours for ensuring the availability of case notes for any patient on request from a medic who is in the A & E Department or who has to attend a clinic as a result of their visit to the A & E Department.
- To be responsible for the accurate filing or scanning of A & E cards and of results therein as necessary.
- To be responsible for the speedy retrieval of A & E cards as necessary.
- To be responsible for producing discharge letters, which are subsequently sent to GPs, Health visitors and safeguarding teams by email or post
- To be responsible for dealing with telephone enquiries regarding patients who are presently in the Accident and Emergency Department and re-directing calls to the correct person.
- To be responsible for monitoring of the A & E screen, updating and placing comments on the screen on the instructions of the Nurses/Clinical Site Managers.
- Enabling Managers, wards, and Clinical Site Managers an accurate overview of A & E at all times.
- Booking of beds either by the Bleep system or by telephone or straight on pas system. Ability to be able to give accurate and sensitive information to nursing staff with regards to patient's details and condition. Liaising with wards with regards to availability of beds and relaying the information to Nursing staff in the A & E dept and at times Clinical Site Managers and duty Hospital Mangers.
- Retrieval of scanned A & E cards for medical/nursing staff.
- To sort x rays reports and blood results forwarding to appropriate wards and consultants.
- To be responsible for making clinic appointments for patients who need to attend fracture, accident and emergency and other speciality clinics.
- To be responsible for preparing documentation for patients attending clinics.
- To be responsible for maintaining confidentiality of patient information.
- To be responsible for marking the case notes and updating the PAS computer system upon notification of a patient being deceased.
- To be responsible for the correct use of the PAS computer system and any other

computerised systems under the terms of the Data Protection Act.

- To be responsible for maintaining adequate communications with nursing staff in A & E throughout the shift.
- Liaise with all members of the ward team regularly, ensuring admin and clerical support is offered freely.
- Liaise with other members of the Trust team as required or directed in order to provide effective communications with all relevant stakeholders.
- To assist in the maintenance of the 24 hour service by covering shifts as appropriate and as delegated by A & E Reception Manager.
- To be responsible for arranging ambulance transport for patients attending clinic.
- To be responsible for the daily collection from within the Emergency Department. of patient's CAS Cards and return for scanning
- To trace any CAS Cards that have not been retained within the department and collect from the identified ward / department.
- If the correct information in relation to treatment and investigations is not complete; liaise with Clinical Staff within the Emergency Department to ensure that the information is recorded.
- To work within the established monthly deadlines.
- To maintain a high standard of data quality and undertake appropriate audit.
- To communicate with and escalate to, the Emergency Department Administrative Manager and issues or concerns in relation to data quality, deadlines or the coding process in general.
- Any other duties as delegated by the senior clerical officer on duty appropriate to the grading of the post.

General Duties

- To adhere to the Confidentiality: NHS Code of Practice, Caldicott Report and Data Protection Act 1998 at all times.
- To take responsibility for oneself and others in accordance with the Health and Safety Act 1974.
- To be responsible for identifying own training and development needs through appraisals in line with trust policies and to identify areas where changes are required in line with service improvement.
- To adhere to the Trust Equality & Diversity Policy & Procedure, treating everyone with dignity and respect whatever their race, colour, creed or disability.
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Education, Development and Supervision

- To discuss and plan personal training with Sister/Charge Nurse or Clinical Nurse Manager through the IPR process.
- Ensure personal knowledge of strategies, initiatives, policy development and guidelines is maintained by participation in at least half of the bi-monthly unit meetings, reading of the memos folders, newsletters, notice boards and e-mail systems and any other developed

communication strategies.

Human Resources

- Be aware of and adhere to local and national HR policies, procedures and guidelines.
- Attend statutory training sessions as required, including the mandatory training day, resus training updates and others that are deemed mandatory by the trust or CNM.

Child protection

To carry out responsibilities in such a way as to minimise risk of harm to children, young people and vulnerable adults, promoting their welfare and raising concerns in a timely manner in accordance with the Trust's policies relating to safeguarding children, young people and vulnerable adults.

Use of information

- To maintain and update PAS to support patient care.
- To be conversant in the use of electronic communication systems, personal computer systems, normal office equipment.



PERSON SPECIFICATION

The following pages contain a description of the qualifications, skills, experience, knowledge and other attributes a candidate should ideally possess to successfully perform this role.

QUALIFICATIONS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> Educated to GCSE standard with Maths and English Language at grades 9-4/ equivalent 	<ul style="list-style-type: none"> Information governance training ECDL NVQ 2 Business Admin or equivalent experience Customer Care training

EXPERIENCE AND KNOWLEDGE

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> Experience with computer database input and related equipment Good keyboard skills Data entry experience General office experience of photocopiers, faxes, printers etc. Telephone Reception duties 	<ul style="list-style-type: none"> Good working knowledge of SEMA system

SKILLS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> Good communication skills Good interpersonal skills Good active listening skills Understanding of confidentiality Ability to work in a team Good time management skills Keyboard skills and data entry 	

OTHER

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none">• Adaptable and able to work under pressure• Methodical and tidy approach to work• Able to accept training and constructive criticism and assertive enough to express own needs.• Excellent telephone manner with the ability to deal with hard-of-hearing people.• Ability and patience to deal with demanding or difficult enquiries from a range of patients.• Flexible approach• Flexibility to work across both main base sites of RSH and PRH	<ul style="list-style-type: none">• Committed to personal development

GENERAL CONDITIONS

As they undertake their duties, all our people are required to uphold and demonstrate the Trust's core values of: Partnering, Ambitious, Caring and Trusted. Collaboration and partnership are also central to our approach in delivering our fundamental activities of patient care, teaching, and research.

HEALTH & SAFETY

As an employee of the Trust, you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work; and
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to; and
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety

INFECTION PREVENTION AND CONTROL (IPC)

The prevention and management of acquired infection is a key priority for the Trust. As an employee of the Trust, you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself; and
- be aware of infection prevention and control policies, practices, and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and colleagues; and
- maintain an up-to-date knowledge of infection prevention and control, policies, practices, and procedures through attendance at annual mandatory updates and ongoing continuing professional development; and
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy)

INFORMATION GOVERNANCE

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently, and effectively. You are required to comply with the Trust's Information Governance policies and standards.

- Confidentiality and Security - Your attention is drawn to the confidential nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.
- Disclosure of Information - To ensure that information is only shared with the appropriate people in appropriate circumstances, care must be taken to check the recipient has a legal basis for access to the information before releasing it. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment, to protect yourself and the Trust from any possible legal action.
- Information Quality and Records Management - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

PROFESSIONAL STANDARDS AND PERFORMANCE REVIEW

As an employee of the Trust, you have a responsibility to:

- participate in continuous personal development including, statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct; and
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

We all have a personal and a professional responsibility within the Trust to identify and report abuse.

As an employee of the Trust, you have a responsibility to ensure that:

- you are familiar with and adhere to the Trusts Safeguarding Children procedures and guidelines
- you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role

SOCIAL RESPONSIBILITY

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills, and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust, you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

CONTINUOUS IMPROVEMENT

The Shrewsbury and Telford Hospital NHS Trust is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is to empower colleagues at all levels have the confidence, capability, passion, and knowledge, to test changes and make improvements at SaTH and in the communities we serve.

Following a successful five-year partnership with the Virginia Mason Institute in the USA, SaTH

continues to further develop and embed the Trust's approach to Continuous Improvement at all levels of the organisation. You will be supported by an Improvement Hub, which will provide the necessary expertise to support you make improvements, while also providing training at various stages of your time at SaTH, as part of your continuing professional development.

EQUAL OPPORTUNITIES AND DIVERSITY

The Shrewsbury and Telford Hospital NHS Trust is striving towards being an equal opportunities employer. No job applicant or colleague will be discriminated against on the grounds of race, colour, nationality, ethnic or national origin, religion or belief, age, sex, marital status or on the grounds of disability or sexual preference.

Selection for training and development and promotion will be on the basis of an individual's ability to meet the requirements of the job.

The Shrewsbury and Telford Hospital NHS Trust the post-holder will have personal responsibility to ensure they do not discriminate, harass, bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others.

The post-holder is also required to co-operate with measures introduced to ensure equality of opportunity.

NO SMOKING POLICY

There is a no smoking policy in operation within the Trust. Smoking within the Trust's premises or within the Trust's grounds is not permitted.

MISCELLANEOUS

This job description is an outline of the key tasks and responsibilities of the post and is not intended to be 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.





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[Getting to The Royal Shrewsbury Hospital](#)

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