

JOB DESCRIPTION

1. JOB DETAILS

Job Title: Ward Clerk

Band: 2

Care Group: Women, Children and Sexual Health

Location: Royal Cornwall Hospitals Trust, Truro

2. JOB PURPOSE

- Provide timely recording of patient movement on the Hospital Patient Administration System (PAS) to ensure accurate record keeping of all patient activity.
- Perform clerical duties in connection with admission, management and discharge of patients and data collection.
- Deal with telephone calls and enquiries in a timely manner. Telephone calls will involve contact with patients, relatives and health professionals.
- Welcome and direct patients and visitors to the appropriate ward areas.
- Ensure that case notes are obtained for all patients as referrals are made.
- To ensure that clinical staff are notified when a patient arrives in the inpatient ward areas.
- To enter demographic details of patients admitted into the inpatient ward areas including databases if required.
- To prepare for next day planned admissions, ensuring all relevant information is included in the notes, raising a temporary or new folder where required and in the format required by the Trust and Health Records policies.
- Maintain case notes in good order and in accordance with case note management policy.

- File reports as appropriate in a timely manner.
 - Ensure case notes and/or discharge summaries are sent to clinical coding department (CDC) in the appropriate timeframe and in accordance with Trust policy following discharge.
 - Ensure outpatient appointments are made or cancelled, as directed.
 - To ensure timely registered postage of clinical specimens as directed by clinical staff.
 - Provide cross cover for ward clerk colleagues across other inpatient areas.
 - Provide clerical support as required.
 - Ensure, when necessary, the immediate payment of donations (cheque or cash) to the appropriate charitable fund in line with Trust policies and procedures.
 - Monitor stocks of stationery and consumables and order as necessary using the electronic requisition ordering system (Unit 4) as directed by the ward manager.
 - On instruction from the ward manager, initiate requests to estates department for ward maintenance and repair using the estates website.
 - Maintain patient confidentiality at all times in line with Trust policies and procedures.
 - Ensure awareness and adherence to all Trust policies, attendance at mandatory training sessions as instructed and full involvement in appraisals.
 - Any other clerical duties as may be required by ward manager or assistant divisional manager as appropriate to the grade.
 - Work a flexible shift pattern.
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3. DIMENSIONS

Scheme of delegation for this post.

N/a

4. ORGANISATION CHART

Care Group Manager

Head of Nursing

Matron

Ward Manager

Ward Clerk (this post)

5. KNOWLEDGE, SKILLS & EXPERIENCE REQUIRED

- Previous clerical experience with excellent verbal and written communication and organisational skills.
- Good keyboard skills with a good working knowledge of computers.
- Be able to respond to changing priorities and have the ability to work well under pressure.
- Previous experience in a healthcare setting would be an advantage.

6. KEY RESULT AREAS

- Real time bed management and updating PAS accordingly.
- Ensure quality and delivery of workload within your specific ward.
- Dealing with telephone enquires in a professional and timely manner.
- Ensuring patient records are maintained to a good standard and in line with the trusts records management policy.

- Ensure patient reports / letters are signed and filed accordingly.
- Ensure all mandatory training is updated and completed as necessary.

7. COMMUNICATIONS & WORKING RELATIONSHIPS

- Work well as part of the ward team and be able to communicate at all levels.
- Ensure all enquires to the ward by patients, relatives and other members of staff are dealt with in a professional manner, demonstrating good communication skills at all times.
- To liaise with staff from other departments as appropriate to ensure the efficient and smooth running of all the inpatient ward areas.

8. MOST CHALLENGING PART OF THE JOB

- Occasionally being exposed to and involved in distressing situations.
- Dealing with patients / relatives with diplomacy and empathy when placed in a stressful situation.
- Ability to work between different clinical areas.
- The delivery of real time bed management whilst working under pressure in an unpredictable working environment with frequent interruptions.
- The post holder will need to be resilient, working under constant pressure and the need to multi-task.
- The post holder will need to be able to work flexibly in all ward areas.

9. OTHER

- The Post holder must comply with all RCHT Policies and Procedures.
- The Post holder must work within infection control guidelines to ensure that work methods do not constitute a risk of infection either to the health care professional, to the client or to any persons working/visiting in RCHT premises.
- This job description is subject to the Terms and Conditions of service of Royal Cornwall Hospitals NHS Trust, and the post holder will undertake any other duties which may be required from time to time.

THIS JOB DESCRIPTION IS SUBJECT TO REVIEW IN CONSULTATION WITH THE POST HOLDER

10. JOB DESCRIPTION AGREEMENT

Job holder's Signature:

Date:

Head of
Department Signature:

Date:

Title:

Please note:
Rehabilitation of Offenders Act

This post is exempt from the Rehabilitation of Offenders Act 1974. A provisional offer of employment will be subject to a criminal record check from the Disclosure and Barring Service before the appointment is confirmed. This will include details of cautions, reprimands, final warnings, as well as convictions.

The Royal Cornwall Hospitals Trust is a non-smoking organisation. Smoking will not be permitted on any of the sites by staff in trust uniform and/or wearing a trust identification badge in any location, in vehicles owned or leased by the Trust or in the homes (including gardens) of any patients visited at home.

Person Specification For The Post Of: Ward Clerk – Band 2

All requirements listed in this specification must be (a) essential to the post and (b) assessable within the selection process.

ATTRIBUTES	REQUIREMENTS		METHOD OF ASSESSMENT
	ESSENTIAL	DESIRABLE	
QUALIFICATIONS	Good standard of education (minimum of 2 GCSEs or equivalent which must include English). RSA stage 2 word processing or typing. ECDL or equivalent.		Application Certificates Interview
EXPERIENCE	Working in a public environment. Previous office experience.	Previous NHS experience	Application Interview
PRACTICAL AND INTELLECTUAL SKILLS (INCLUDING ANY SPECIAL KNOWLEDGE)	Well organised. Good communication skills. Good telephone manner. Able to prioritise tasks.	Unit 4 access and training.	Interview References

DISPOSITION/ ADJUSTMENT/ ATTITUDE	<p>Able to deal with public and staff in a professional way.</p> <p>Ability to maintain confidentiality at all times.</p> <p>Accurate and articulate.</p> <p>Ability to prioritise.</p> <p>Flexibility.</p> <p>Excellent communication skills.</p> <p>Ability to work under pressure and cope with distressing situations.</p>		<p>Interview</p> <p>References</p>
TRAINING	Mandatory training		
ADDITIONAL CIRCUMSTANCES	<p>A criminal record check satisfactory to the organisation.</p> <p>Ability to undertake duties.</p> <p>PPE may be required for some roles.</p> <p>Post-holder must comply with professional code of conduct and/or code of conduct for NHS managers where applicable.</p>		<p>Disclosure and barring check.</p> <p>Occupational health clearance.</p>