

Job Description

Job Title:	Clerical Officer
Band:	2
Network:	Central and West
Base:	Central
AfC Ref:	3049
Hours of work:	

Reporting Arrangements:

Reports to: Administration Team Leader

Job Summary

The post holder will provide a comprehensive administration and information service across the Central & West locality Physical Health teams, coordinating their activities with other members of the Business Administration Team to ensure an efficient and confidential service is provided. The post holder will be aligned to a specific team and is required to work flexibly in response to the needs of the Networks administrative service providing cover to departments on various sites as directed by their administration line manager to ensure continuity of a quality service provision.

Key Relationships

- Clinicians
- Patients and their families, carers
- Administration Team Lead
- Planning, Performance and Quality (PPQ) Administrators
- Referral Management Administrators
- Partner organisations such as GPs, Hospices and Hospital Trusts.
- IT department
- Estates
- HR Department
- Finance
- Information Department

Department:

Business Operations Manager
Administration Lead
Deputy Administration Lead
Administration Team Leader
Administration Hub

Key Responsibilities

Communication and Relationship Skills

- Be the first point of contact for the unit/department. Greeting visitors and ensuring people sign in and are met by staff or directed to the right area as appropriate.
- Provide reception duties.
- Answer telephones, taking and forwarding messages, ensuring that all telephone and personal callers receive a prompt, courteous, non-judgmental and well-informed response.
- Respond to queries, dealing with routine matters and passing more complex queries to the appropriate member of staff.
- Receive, allocate and despatch departmental mail (internal and external).
- Provide an administrative service to include typing of routine information such as reports, minutes and other correspondence on behalf of the manager and other members of the team, ensuring a high standard in accordance with Trust standards.
- Assist the running of an efficient appointments system, dealing with routine referrals, sending patient letters / information, text reminders, distributing to appropriate clinical team.
- Assist in the administration processes for clinical education programmes for patients and training events for staff and partners.
- Contact patients who fail to attend appointments by telephone, email, text or letter, rescheduling appointments as necessary.
- Communicate with GPs and other Health Professionals regarding patients who have accessed the service e.g. confirming receipt of referral, clarifying referral details, chasing biochemistry results or other diagnostics and informing on waiting times or onward referrals.
- Work collaboratively with the appropriate management teams and other departments including clinicians to ensure that all appropriate leads are notified in case of matters of urgency and dealt with in a timely manner.
- Attend and participate in team meetings and administrative service meetings as required as part of the smooth running of an integrated team base service approach.

Analytical and Judgement Skills

- Make decisions and judgements concerning information received e.g. referrals and service user queries in order to prioritise and refer on to the appropriate staff/department, or take appropriate action within agreed boundaries.

Planning and Organisational Skills

- Assist in ensuring reception/work area is kept presentable and well organised and that confidential information cannot be seen or overheard by visitors.
- Plan and prioritise own work to cope with variable demand and interruptions, ensuring quality and completions.
- Monitor and maintain stock supplies for the team.
- Responsible for operating in line with Trust policy and departmental procedure in respect of tracking and retrieval of health records
- Assist in the arrangements for meetings and departmental events carrying out associated duties, including preparation of documents, booking and setting up of rooms, refreshments and equipment as required.
- Assist in site security duties where appropriate

Physical Skills

- Touch typing skills.
- Use of standard office equipment such as photocopier, fax, filing cabinets etc.

Patient and Client Care

- Dealing with routine queries from patients, patients' families and carers using tact and empathy as required and ensuring complex queries are promptly passed on to the appropriate member of staff.
- Be an advocate for services, responding accurately and appropriately to enquiries and requests for information in relation to service provision.
- Communicate effectively with clients by telephone, text, email or letter as appropriate

Responsibility for Policy and Service Development

- To comply with all Trust policies and procedures, in particular confidentiality, management of patient records and all administration operational policies and procedures. To keep up to date with all policies and procedures.
- To contribute to service developments and redesign of administration policy and procedure

Responsibility for Finance

- Reporting faults within the working environment, for example to estates and facilities or IT help desk. Monitor responses to job requisitions ensuring these are carried out as promptly as possible, chasing up failures to respond as required.
- Receive orders of supplies and non-stock items, ensuring items match delivery notes, raising any discrepancies with appropriate person in the administration team.
- Carry out optimal stock control and safe storage for clinical equipment and other clinical and stationary supplies using well-ordered work environment principles.
- Assist in defining optimal stock levels and ordering frequency of items.
- Use Trust resources wisely.

Responsibility for Human Resources

- Demonstrate own activities to new or less experienced staff.
- Work flexibly in response to the needs of the Networks Business Administration Department providing cover to departments on various sites as directed by their administration line manager to ensure continuity of a quality service provision.
- Support service leads by collating and maintaining records of staff leave, staff expenses, mandatory training and supply of uniforms.
- Take responsibility for own personal educational and development needs in line with service requirements.
- Participate in an annual Professional Development Review (PDR) and with line manager identify areas of professional development in order to meet service and personal objectives.

Responsibility for Information Resources

- Create paper patient records in accordance with departmental requirements.
- File documents including service user information.
- Photocopy, scan, collate and distribute documents as directed.
- Ensure timely and efficient input of client demographic information, referrals and waiting times and other activity, performance and quality indicator data onto the Trust's computerised systems; eCPA, NCRS, ECR, EDMS, ISSIS etc.
- Monitor Outpatient and Inpatient appointment systems.
- Carry out searches on Trust information systems to ensure data quality is updated.
- Updating patient information, documents and service web-sites.
- Ensure adequate supplies of patient information and service related materials for marketing, promotional and other events.
- Assist in archiving service and patient records.

Research and Development

- Participate in providing/collating information to support audit, research and development when requested.

Freedom to Act

- To be self-motivated, prioritise own workload and work flexibly within defined parameters. Referring matters on to Line Manager as appropriate.
- Support the implementation and development of administrative systems that will support functions of the team.

The range of duties and responsibilities outlined above are indicative only and are intended to give a broad flavour of the range and type of duties that will be allocated. They are subject to modification in the light of changing service demands and the development requirements of the postholder.

Person Specification

Description	Essential	Desirable	Assessment
Education/ Qualifications	Administrative qualification at NVQ Level 2/RSA 2 or equivalent experience GCSE English Language A-C ECDL or equivalent experience		Application form
Knowledge	Working with databases Working with Microsoft Office applications	Working with NHS data systems such as RiO, iPM, eCPA	Application form Interview Assessment
Demonstrable Experience	Working in an office environment Working with members of the public	Working in the NHS Working in a customer services environment.	Application form Interview Assessment
Skills and Abilities	Good grammar and numeracy skills Excellent keyboard skills Data input and retrieval	Good organisational skills Ability to communicate effectively both written & verbal	Application form Interview Assessment
Personal Qualities	Excellent telephone manner Treats people with courtesy and respect at all times Team player		Application form Interview Assessment
Work Related Circumstances	Willingness to undertake CRB clearances Ability to work flexibly and comply with all requirements of post Willingness to travel around the organisational footprint		Application form Interview Assessment

EFFORT FACTORS

PHYSICAL EFFORT		For how long?	What weight is involved?	Any mechanical aids?
What physical effort is required for the job?	How often?			
Normal office duties.	Daily		Minimal	No

Is the job holders expected to sit / stand in a restricted position?	How often?	For how long?	What activity is involved?
No			

MENTAL EFFORT	How often?	For how long?
Are there any duties requiring particular concentration? – Please detail.		
Inputting data	Daily	Variable
Are there any duties of an unpredictable nature? – Please detail.	How often?	For how long?
Coping with interruptions and requests to change task.	Daily	Variable

EMOTIONAL EFFORT	Direct / Indirect exposure	How often?
Does the job involve dealing with any distressing or emotional circumstances? – Please detail.		
Occasion contact with unhappy parents, but will signpost to someone more senior. Occasional typing of safeguarding reports	Direct	Once a week
WORKING CONDITIONS	How often?	
Does the job involve exposure to unpleasant working conditions? – Please detail.		
No		

Our values and behaviours

The values and behaviours represent what we, as an organisation and the individuals who make up that organisation, are about. It is our aim that everything we do fits in with and reinforces, these values:

Values	Behaviors we expect
We are always learning	<ul style="list-style-type: none">✓ We pro-actively seek out opportunities to learn and support the learning of others✓ We prioritise quality and safety and are open and flexible to change and improvement✓ We value appraisals, supervision and learning opportunities✓ We speak up if we are concerned about safety and focus on opportunities to improve
We are respectful	<ul style="list-style-type: none">✓ We are open and honest, trying our best to ensure people receive information in ways they can understand✓ We seek, value and learn from diverse perspectives, views and experiences✓ We put service users and carers at the heart of everything we do✓ We take pride in our work and understand we are responsible for our actions
We are kind	<ul style="list-style-type: none">✓ We are approachable and show compassion✓ We actively listen to what people need and pro-actively offer our support✓ We care for our own wellbeing and the wellbeing of others✓ We celebrate success and provide feedback that is authentic and compassionate
We are a team	<ul style="list-style-type: none">✓ We take personal and team accountability to deliver the highest standards of care✓ We work in active partnership with service users and carers✓ We actively build trusting relationships and help others feel joy and pride in work✓ We work well with colleagues across LSCft and in our partner organisations to enable patient centred, joined up care

Special conditions:

As a member of staff you have:

- Legal duties and responsibilities under health and safety legislation, plus a general duty to work safely and not to put others at risk, including colleagues, service users and visitors, as a result of any activity or omission at work.
- A duty to report any practice that you consider compromises standards of risk and health and safety. The Whistle-Blowing Policy gives effect to the Public Interest Disclosure Act under which an individual who raises such concerns for unfair treatment is protected.

All Lancashire and South Cumbria NHS Foundation Trust staff employed within all environments that have contact with service users, their families or systems to support them have a responsibility to safeguard and promote the welfare of children, adults and vulnerable families.

As a member of staff you must:

- All Lancashire and South Cumbria NHS Foundation Trust staff employed within clinical environments have contact with children, vulnerable adults, service users and their families must familiarise themselves and be aware of their responsibilities and adhere to the local safeguarding children's board, local safeguarding adult board and Lancashire and South Cumbria NHS Foundation Trust procedures for safeguarding and protecting children.
- The Trust places great emphasis on the need for the strictest confidentiality in respect of personal data; both that of service users and staff. All information about people will be treated in the strictest confidence at all times. Breaches of confidentiality will be investigated and may lead to disciplinary action being taken.
- The Trust views its responsibility under the Data Protection Act and the Caldicott Principles as central to all activities that are carried out in its name. Staff are therefore expected to acquaint themselves with the principles of information governance and to complete the mandated training modules which have been agreed.
- The Trust places great importance on sustainable development, reducing its carbon footprint and maximising the positive social, economic and environmental outcomes of Trust actions and activities. As an employee it will be your responsibility to minimise your environmental impact, use resources efficiently, saving energy by switching off unnecessary equipment, reducing waste generation, using recycling / redistribution facilities, minimising travel and saving water when possible. If your role involves purchasing / ordering supplies you must consider the environmental / sustainable impacts and purchase optimal environmental / sustainable products / services.
- All staff and contractors must follow Trust policies and procedures relating to infection prevention and control (IPC) including the Dress Code Policy. All staff have a duty of care in following best practice which is fundamental to IPC, which includes maintaining a clean and safe environment at all times. It is an expectation that Trust staff at all levels make IPC a priority as they perform their roles.

Promoting equality and reducing inequalities:

- You should understand and uphold organisational policies and principles on the everyday promotion of equality, diversity and inclusion.
- You should create an inclusive working environment which values a variety of ideas, experiences and practice, where differences are respected and celebrated for the benefit of ourselves, the Trust and the communities we serve.
- You should uphold the Trust's commitment to health and wellbeing.



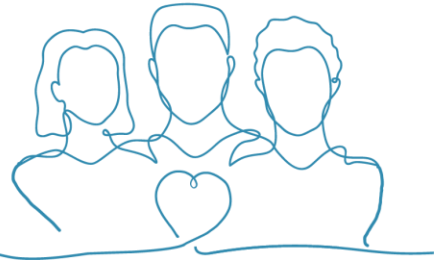
**We are
Kind**



**We are
Respectful**



**We are
Always
Learning**



**We are a
Team**