



**University  
Hospitals Sussex**  
NHS Foundation Trust

# Job Description and Person Specification

## Job Description

<b>Job Title</b>	Ward Clerk
<b>Band</b>	Band 2
<b>Hours</b>	23 hours per week Tuesday and Friday
<b>Department</b>	Clapham ward
<b>Division</b>	Surgical
<b>Location / Hospital Site</b>	Worthing Hospital
<b>Responsible to</b>	Millie Cotterill
<b>Accountable to</b>	Millie Cotterill
<b>DBS Level</b>	Enhanced
<b>DBS Barring</b>	Working with adults but may come into contact with vulnerable adults
<b>DBS Workforce</b>	

### Role Summary

To provide and effecting day-to-day clerical support to facilitate the smooth running of the ward under the direction and supervision of senior colleagues. This job role covers clerical duties meeting and greeting staff, patients and visitors, the movement of case-notes around the trust and the provision of, preparation of and maintenance of patient case-notes.

Support the Division by providing an effective booking provision as needed in each area. To make available an efficient and reliable service to book patients' appointments in line with national targets, which in turn meet the Trust's targets.

To support the administration service in recording patient information, making appointments, dealing with enquiries and liaising with clinicians. Will be required to work within the multi-disciplinary team in a ward area.

### Key Working Relationships

- Operational Managers
- General Managers
- Consultants/Clinicians
- Nursing Staff
- Ancillary Staff
- Speciality Coordinators
- Medical Secretaries
- GP Surgeries
- Patients
- Medical Records Staff

## Main Duties and Responsibilities

### Communication

- Answer the telephone in a timely and courteous manner; ensuring appointments are made efficiently whilst dealing with the public and in a professional and sensitive manner.
- Provide information either in person or over the phone to visitors regarding ward routine, infection control, procedures and patient condition updates, where they may be barriers to understanding, as provided by the nurse in charge.
- To collect essential information either via the telephone or directly and communicate with the appropriate member of the ward team.
- To receive and make telephone calls as needed and as directed by the ward staff.
- To handle difficult situations in a calm and professional manner.
- Make all referral appointments in accordance with the templates and in chronological order, setting or adjusting templates as requested.
- Negotiate with patients to book a suitable appointment within the national guidelines, dealing sympathetically with patients where there may be barriers to understanding.
- To receive and direct patients, visitors and staff visiting the ward.
- As directed by the nurse in charge, contact GP surgeries and other external agencies to obtain patient related information.
- Deal with difficult and challenging patients and relatives in a calm and polite way.
- Deal with enquiries and issues that have been escalated in an efficient, polite and courteous manner, providing a caring, compassionate, helpful and understanding service to patients, staff and the general public.

### Service Delivery and Improvement

- Plan own and office daily workload.
- Involvement in planning patient discharges e.g. photocopying notes and booking transport.



- Ensuring notes are available for ward attenders/elective admissions for the following day.
- Hiring equipment as requested by the ward sister/nurse in charge.
- Ensuring there are sufficient supplies of forms and other related equipment on the ward area.
- Liaise with and provide information to various service providers, clinicians and operational managers regarding the Clinic appointments to facilitate forward planning in these areas.
- Enter all patient information onto Careflow for all patients arriving and leaving the ward and clinic area.
- Assist with patient flow by the timely printing of discharge summaries, checking all discharge summaries are published.
- Liaising with nursing staff and contacting discharge lounge as appropriate to assist with patient flow.
- Liaising with other service providers to ensure OPD appointments are organised as appropriate

## **People Management and Development**

- Attend own IPR and set personal objectives.
- Provide advice and demonstrate own process to new, less experienced and other staff members to ensure service continuity.
- Maintain and enter information onto MAPS- chasing information on sickness certificates, leave, additional hours etc. with staff members and entering in a timely and accurate way- highlighting any issues and concerns to appropriate manager.
- Book staff training as indicated by the nursing team
- Adhere to uniform policy for clinical staff.
- Assist with the orientation of all new staff by requesting uniforms, IT access and smart cards

## **Patient Care Delivery**

- Assist patients as and when required e.g. pouring drinks and getting linen.



- Giving general non clinical advice when asked e.g. visiting time, staff names.
- Dealing with bereaved relatives who may be in clinical area and appear distressed, offering bereavement book as appropriate.
- Act in role of fire warden if appropriate training provided

## Learning and Development

- Attend mandatory training updates as required.
- Undertake training as necessary in line with the development of the post and as agreed with the line manager as part of the personal development process.
- Achieve and demonstrate agreed standards of personal and professional development within agreed timescales.
- Identify own learning needs and jointly plan training requirements with your line manager
- Participate in the Trust's appraisal process to discuss how your role will help deliver the best possible care to our patients and help to deliver any changes in service.

This job description is an outline of the role and responsibilities. From time to time due to the needs of the service, we may ask you to flexibly undertake other duties that are consistent with your role and banding, including project work, internal job rotation and absence cover.

The job description and person specification may be reviewed on an ongoing basis in accordance with the changing needs of the department and the organisation.

## Mission and values

The mission of University Hospitals Sussex – what we are striving to achieve – is to provide:

***'excellent care every time'***



All our efforts to do this put the interests of our patients first and foremost, and are underpinned by our values:

- Compassion
- Communication
- Teamwork
- Respect
- Professionalism
- Inclusion

These values were selected by our staff, patients and public when we were talking about the merger and the sort of organisation we want University Hospitals Sussex to be.

Our mission and values are extremely important to us and we expect everyone who works at University Hospitals Sussex in any capacity to share and uphold them.

## Patient First

- Patient First is our Trust-wide approach to improving the quality of care for patients and to build and embed a culture where staff can be confident that their views matter and will be heard.
- The aim is to empower all staff to lead change, raise issues, concerns, identify and implement areas for improvement within the workplace and find solutions collectively as part of a team.
- Staff will be equipped with skills to identify improvement opportunities and supported to see those through
- It encourages all staff to be innovative and drive forward quality improvement and positive changes in their areas.
- The philosophy behind this is centred on:
  - Standardisation, system redesign and the improvement of patient pathways to eliminate error and waste and improve quality
  - The patient being at the heart of every element of change
  - Embedding cultural change across the organisation, where everyone is passionate about delivering exceptional quality every time and “where better never stops”.
  - Continuous improvement of our services through small steps of change
  - Constantly testing the patient pathway to see how we can develop
  - Encouraging frontline staff to lead the redesign processes
  - Equal voices for all
  - Engagement of staff is a big factor in job performance.
  - Good engagement leads to improved quality, mortality and safety measures

## Safeguarding Children and vulnerable adults

UHSussex is committed to safeguarding and promoting the welfare of children and adults and to protecting them from the risks of harm. The Trust recognises its responsibility to ensure that safe working conditions and systems are in place for staff working with children, adults, and families in their care. Staff are required to comply with Trust policies on Safeguarding and to undertake the appropriate level of mandatory in-service training in this area.

## Equality, Diversity and Inclusion

Inclusion and respect are core values at UHSussex, and we are committed to diversity and equality. This means treating colleagues and patients with professionalism, ensuring everyone feels welcome and included, valuing different backgrounds and experiences, and challenging inequalities

Having all our staff feel safe, supported, included and valued will lead to better care and outcomes for our patients – our True North Objective."

All staff have a duty to report any behaviours which contravene this to their managers.

## Workplace and Environmental Factors

<b>Physical</b>	Using display screen equipment on a daily basis.
<b>Emotional</b>	Demonstrates commitment and enthusiasm. Able to show emotional resilience when faced with a changing and sometimes .challenging work environment
<b>Mental</b>	Proven ability to concentrate and maintain high degree of accuracy. Able to concentrate whilst being frequently interrupted by clinical and non-clinical staff and relatives asking for help and direction with tasks.
<b>Working Conditions</b>	Willingness to work flexibly within the division in order to meet the needs of the Trust.

## Person Specification



Requirements	Level required	How assessed	Level required	How assessed
	Essential		Desirable	
Professional Registration	N/A			
Experience/Qualifications	Numeracy and literacy skills	AF	ECDL	AF
Skills	<p>Clerical experience in a relevant role. Experience dealing with people either personally or on the telephone. Experience of working in an office environment. Demonstrates an understanding of the role gained from the job description.</p> <p>Evidence of having undertaken own development to improve understanding of equalities issues</p>	AF I	<p>Knowledge of medical terminology.</p> <p>Previous NHS experience.</p> <p>Knowledge of Government targets.</p>	AF I
People Management and Development	<p>Demonstrates interpersonal skills. Demonstrates negotiating skills. Excellent telephone manner. Demonstrates good verbal communication skills. Ability to show empathy and understanding. Ability to deal with difficult situations of conflict. Team player.</p>	AF I		

<b>Specific Requirements</b>	<b>Able to demonstrate behaviours consistent with the Trust values.</b>	<b>AF I</b>		
<b>Equality, Diversity, and Inclusion</b>	<b>Evidence of having championed diversity in previous roles (as appropriate to role).</b>			
<b>Freedom to Act</b>	<b>To act independently within remit of role and agreed standards of care.</b>			

