



**University Hospitals
of North Midlands**

NHS Trust

Job Description and Person Specification

**PROUD
TO
CARE**

Join the UHNM Family

University Hospitals of North Midlands NHS Trust is one of the largest and most modern in the country. We serve around three million people and we're highly regarded for our facilities, teaching and research.

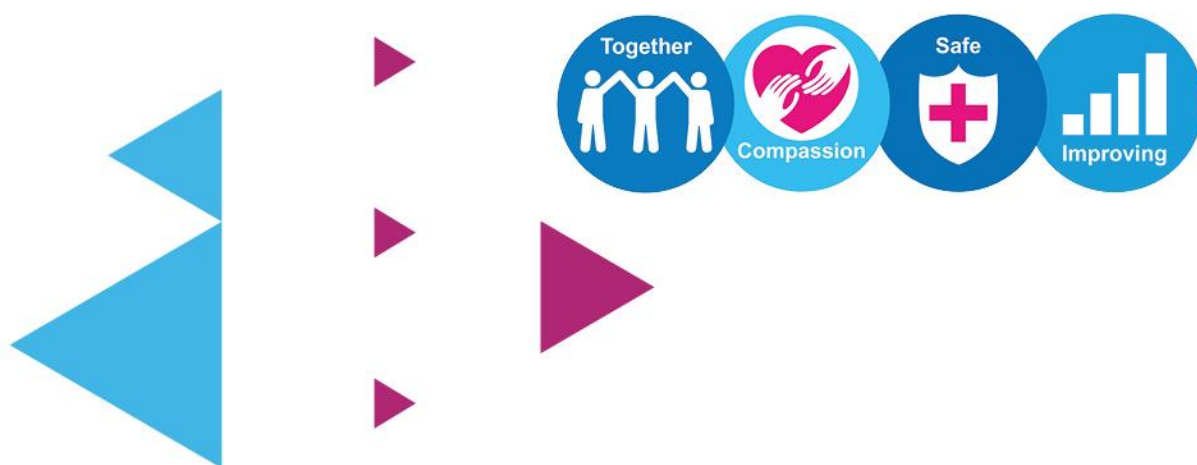
The Trust has around 1,450 inpatient beds across two sites in Stoke-on-Trent and Stafford. Our 11,000 strong workforce provide emergency treatment, planned operations and medical care from Royal Stoke University Hospital and County Hospital in Stafford.

We are a specialist Major Trauma Centre for the North Midlands and North Wales. Happy staff make for happy patients, and with the help of both we have put together a wide range of development and support packages aimed at ensuring that everyone at the Trust has the opportunity to fulfil their potential and meet their aspirations as well as the tools to provide great care.

Our mission to provide the very best health care includes recruiting the best people. Our goal is to be a world-class centre of achievement, where patients receive the highest standards of care and the best people come to learn, work and research.

The Trust also has a vibrant charity arm, UHNM Charity, which provides funds to enable University Hospitals of North Midlands NHS Trust to purchase state-of-the-art medical equipment and to enhance and improve patient experience and comfort.

Many of our staff are passionate about the service they provide and want to be part of something special. You can find out more about how our staff and patients are helping to improve the health, comfort and hospital experience of local people every day at www.uhnmcharity.org.uk



Values & Promises

We have four core values and promises that were co-created by our staff, patients and carers.



Together

- We are a Team – I will be considerate, help others to achieve our goals and support others to make positive changes
- We are Appreciative – I will acknowledge and thank people for their efforts and contributions
- We are Inclusive – I will be open and honest, welcome people's views and opinions and involve people in decisions that affect them



Compassion

- We are Supportive – I will be empathetic and reassuring. I will support and encourage people when they need it
- We are Respectful – I will treat people fairly, with respect and dignity, protect their privacy and help them to feel comfortable
- We are Friendly – I will be welcoming and approachable. I will make eye contact, say hello and introduce myself #hellomyname is



Safe

- We Communicate Well – I will explain clearly, share relevant and timely information and keep people updated
- We are Organised – I will plan ahead, manage my time well and be prompt in what I do
- We Speak Up – I will contribute to ensuring healthy and constructive feedback for all so we can feel safe to challenge inappropriate care and behaviour and promote our values



Improving

- We Listen – I will welcome people's views and ideas, invite people to ask questions and share their opinions and respond to what I hear
- We Learn – I will share best practice, celebrate good performance and support others to use their skills, learn and grow
- We Take Responsibility – I will have a positive attitude, act and encourage people to take the initiative and make improvements

Division: Emergency Medicine

Job Title: Ward Clerk

Band: 2

Location: Acute Medical Unit County Hospital

Hours: 35

Managerially accountable to: Ward Manager/Nurse in Charge

Professionally accountable to: Ward Manager/Nurse in Charge

Role Summary

Provide a first point of contact on the ward for telephone enquiries, visitors, patients and other staff members. Ensure that the patient notes are organised, up to date and available to record patient care. Ensure that administrative tasks associated with patient admission, treatment and discharge are performed effectively and efficiently. Ensure that electronic and manual patient records are maintained in a timely fashion. Manage deliveries of stationery including orders and receipt as well as appropriate storage. Ensure infection prevention is maintained including regular cleaning of reception area i.e. desks, phones, keyboards etc. Support the Acute Medical Unit as required to maintain high standard of care.

Key Areas/Tasks

Communication & Relationships Skills

- Exchange verbal and written information with patients, staff and carers with tact and diplomacy, taking account of data protection requirements.
- Promote an environment conducive to good communication, welcoming patients and visitors to the area and promoting confidence.
- Ensure that communication with other departments required for the efficient management of patient care takes place in a timely fashion, liaising appropriately with the member of staff caring for the patient.
- Demonstrate a telephone manner conducive to good customer care, dealing the enquiries efficiently and effectively.
- Record calls of enquiry from patients or relatives post discharge on the ward log.

Knowledge, Training & Experience

- Knowledge of the Hospital computer system, gained from experience and training.
- Keyboard skills
- Knowledge of Trust policy relating to patient confidentiality, data protection and computer access.
- Knowledge of the principles of good customer care.

Analytical & Judgemental Skills

- There will be requirement to exercise judgement when dealing with enquiries with the need to analyse and resolve problems and issues raised.

Planning & Organisational Skills

- The post holder will prioritise and plan workload and organise own time..
- Receive details of tests, x-rays and other appointments as required, ensuring that details are accurately recorded and passed on to the appropriate clinical staff member
- Preparation of medical notes for all patients admitted to the ward.


Physical Skills

- To have the dexterity and accuracy required for keyboard skills.
- Ability to undertake basic cleaning of the work area to maintain infection prevention i.e. keyboards, phone, desk surfaces etc.

Responsibility for Patient/Client Care

- Responsible for displaying good customer care skills in communicating with patients on a daily basis.

Responsibility for Policy/Service Development

- Implements policies and procedures, and proposes changes to practices for own area, contributing to the development of specialist protocols.
 - Assist in the delivery of education to support staff in the adoption of new policies and procedures.
 - Maintain own accurate register of training and development
 - Follow departmental policies and procedures
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Responsibility for Financial and Physical Resources

- Demonstrate safe working practices in the use of equipment in the clinical areas, and maintain equipment training records for all staff
- Regularly required to handle patient valuables delivered to the reception desk and then pass onto the appropriate clinical staff

Responsibility for Human Resources

- Follow appropriate policies and procedures for personal absence management

Responsibility for Information Resources

- Ensure that electronic and manual patient records are maintained in a timely fashion
- Ensure appropriate knowledge of information governance is maintained via mandatory training
- Maintains comprehensive records of training undertaken

Responsibility for Research and Development

- Participate as an individual in surveys.
- May participate in clinical research, audit and trials
- To lead the audit programmes for the ward in monitoring the effectiveness of Proud to Care and other areas requiring monitoring

Freedom to Act

- Accountable for own professional actions: not directly supervised.
- The post holder will be guided by standard operating procedures

Physical Effort

- Uses computer for a substantial proportion of working time
- Use of hand held telephone regularly throughout the day
- Receive and manage deliveries of stationary which can be heavy.
- Movement of patient notes that can, at times, be heavy

Mental Effort

- The post requires frequent concentration with an often unpredictable work pattern
- The post requires the management of multiple demands on the individuals time

Working Conditions

- Ward environment which is frequently busy

Personal/Professional Development

- To take every reasonable opportunity to maintain and improve your professional knowledge and competence
- To participate in personal objective setting and review, including the creation of a personal development plan and the Trust's appraisal process.

Health and Safety

- To take reasonable care for your own Health and Safety and that of any other person who may be affected by your acts or omissions at work.
- To co-operate with University Hospitals of North Midlands (NHS) Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to.
- To comply and adhere to individual and role specific responsibilities as stated in the Trust Health and Safety Policy (HS01) and all other Health and Safety related policies.

Equality and Diversity

UHNM is committed to the implementation of the Equality, Diversity and Inclusion Policy Which ensures equal opportunities for all. UHNM is also committed to embracing diversity and eliminating discrimination in both its role as an employer and as a provider of services. It aims to create a culture that respects and values each other's differences, promotes dignity, equality and diversity and encourages individuals to develop and maximise their potential. All staff are required to observe this policy in their behaviour to other workers and patients/service users

Infection Prevention

Infection Prevention is the obligation of every employee both clinical and non-clinical at the University Hospitals North Midlands NHS Trust. Driving down healthcare associated infection is everyone's responsibility and all staff are required to adhere to the Trust's Infection Prevention policy

All staff employed by the UHNM Trust have the following responsibilities:

Trust Dress Code

- Trust approved uniform/dress code must be adhered to
- When in clinical areas **all** staff must be bare below the elbow, without wrist watches, stoned rings, wrist jewellery, false nails, nail polish or plaster casts
- No personal bags to be worn during clinical duties

Hand Hygiene

- Decontaminate your hands as the per 'The five moments of hand hygiene'

Own Practice

- Lead by example
- Encourage and praise good practice
- Be prepared to accept advice about your own practice

Decontamination

- Ensure that equipment you have been using or about to use has been decontaminated effectively
- Ensure that you are aware of the Trust approved cleaning products, and follow a safe system of works

Trust Policies

- Ensure that you know and strictly follow relevant Infection Prevention policies for your role and apply standard precautions at all times, which is available in the Infection Prevention Manual on the UHNM intranet

Data Protection Act, General Data Protection Regulation (GDPR) and the NHS Code of Confidentiality

All staff are responsible for ensuring they are familiar with and adhere to the Trust's policies, procedures and guidelines with regards to the Data Protection Act, General Data Protection Regulation (GDPR) and the NHS Code of Confidentiality. This includes confidentiality, information security, cyber security, secondary use and management of records.

Staff have a responsibility in protecting the "rights and freedom" of natural persons (i.e. live individuals) and to ensure that personal data is not processed without their knowledge, and, wherever possible, that it is processed with their consent. Processing includes holding, obtaining, recording, using and disclosing of information and applies to all forms of media, including paper and images. It applies to both patient and staff information

Hence staff must ensure confidentiality is maintained at all times, data is recorded accurately and you only access this information as part of your job role

Safeguarding Children, Young People and Adults with care and support needs

All staff are responsible for ensuring that they are familiar with and adhere to the Trusts Safeguarding Children and Adults policies, procedures and guidelines. All health professionals who come into contact with children, parents, adults with care and support needs and carers in the course of their work have a responsibility to safeguard and promote their welfare as directed by the Children Acts 1989/2004 and the Care Act 2014. Health professionals also have a responsibility even when the health professional does not work directly with a child or adult with care and support needs but may be seeing their parent, carer or other significant adult.

All staff are required to attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to their role.

This job description is not intended to be an exhaustive list and may be subject to change from time to time. All documents referred to throughout this Job Description can be found

on the Trust's intranet, or alternatively copies can be obtained from the Human Resources Directorate

Sustainability



Sustainability and Corporate Social Responsibility are fundamental to the way the University Hospitals of North Midlands NHS Trust (UHNM) work. The Trust has developed a Sustainable Development Management Plan (SDMP): '*Our 2020 Vision: Our Sustainable Future*' with a vision to become the most sustainable NHS Trust by 2020. In order to achieve this, we need the support of all staff. As a member of staff, it is your responsibility to minimise the Trust's environmental impact and to ensure that Trust resources are used efficiently with minimum wastage throughout daily activities. This will include minimising waste production through printing and photocopying less, reducing water waste and when waste is produced, it is your responsibility to segregate all clinical waste correctly and recycle. Switch off lights and equipment when not in use, report all faults and heating / cooling concerns promptly to the Estates Helpdesk and where possible minimise business travel. Where the role includes the ordering and use of supplies or equipment the post holder will consider the environmental impact of purchases.

SWITCH to a Sustainable UHNM is a campaign that focuses on the sustainability of the Trust and how we can use resources more effectively to provide better patient care, improve our health and work place. SWITCH is looking to recruit as many Champions as possible to help to bring the campaign to colleagues in their departments / wards and bring SWITCH to life. If you are interested in becoming a SWITCH Champion please contact switch@uhns.nhs.uk

Disruptive Incident & Business Continuity

The Trust needs to be able to plan for, and respond to a wide range of incidents and emergencies that could affect health or patient care. These could be anything from severe weather to an infectious disease outbreak or a major transport accident.

All staff are required to have an awareness of the Trust's business continuity arrangements, as a minimum. All staff will be required to;

- To know how to identify a business continuity incident and the method for reporting;
- To have an awareness of local business continuity arrangements;
- To participate in awareness, training and exercises, as required;

In the event of a disruptive incident, all Trust employees will be required to attend work if they are fit and well and able to do so in line with a Trust risk assessment. Those who are clinically qualified will be required to work flexibly across the Trust to meet the service need in clinical areas. This will include front line clinical staff who will be expected to cover

alternative duties as and when required in order to ensure that all essential services are maintained.

Signed Employee _____ Print _____ Date _____

Signed Manager _____ Print _____ Date _____

Job Title

Person Specification

	Specification	Criteria		Evidence
		Essential	Desirable	
Essential Qualifications	<ul style="list-style-type: none"> • GCSE English and maths or equivalent • Certified secretarial skills 	✓	✓	Application form
Knowledge, Skills, Training and Experience	<ul style="list-style-type: none"> • Good computer skills • Experience using office equipment • Able to manage a varied workload • Excellent communication skills • Experience of telephone communication with a wide range of individuals & organisations • Ability to work as part of a team • Willingness to undertake relevant education & training courses 	✓ ✓ ✓ ✓ ✓ ✓		
Personal Qualities	<ul style="list-style-type: none"> • Positive mindset in respect of supporting organisational change; learning, and continuous improvement. • Effective interpersonal and intrapersonal skills including high degree of 	✓ ✓		

