

The Newcastle upon Tyne Hospitals NHS Foundation Trust

Job Description

1. Job Description

Job Title: Ward Clerk

Pay Band: 2

Directorate:

Ward/Dept Base:

Hospital Site: Trust Wide

Essential Requirements

- NVQ 2 level qualification / experience and/or minimum of 4 GCSEs, Level 4 – 9 (A – C), including English Language, or equivalent level qualification or relevant experience.
- Basic IT skills
- Ability to communicate with members of the public and healthcare providers.
- Able to work effectively alone or part of the multi-disciplinary team
- Effective organisation and time management skills
- Presents self as courteous, respectful and helpful

Desirable Requirements

- Competent with Microsoft Office software including Outlook; ICT Level 1 Qualification or equivalent
- Previous experience working within the NHS
- Knowledge of the eRecord, Mermaid, Casis, ERA and or Tracking systems

2. Job Purpose

- To provide and maintain efficient and effective administrative support to the Ward Sister/ Charge Nurse and multidisciplinary team.
- Contribute to the delivery of a consistently high standard of patient care as part of the multi-disciplinary team.
- Ensures case notes, investigations, X-rays and results are available for new admissions, ward rounds and multi-disciplinary team meetings.
- To ensure that case notes are correctly maintained following departmental guidelines and compliance with legislation (Caldicott Guidelines etc). Ensuring PAS system is up to date and accurate.

3. Dimensions

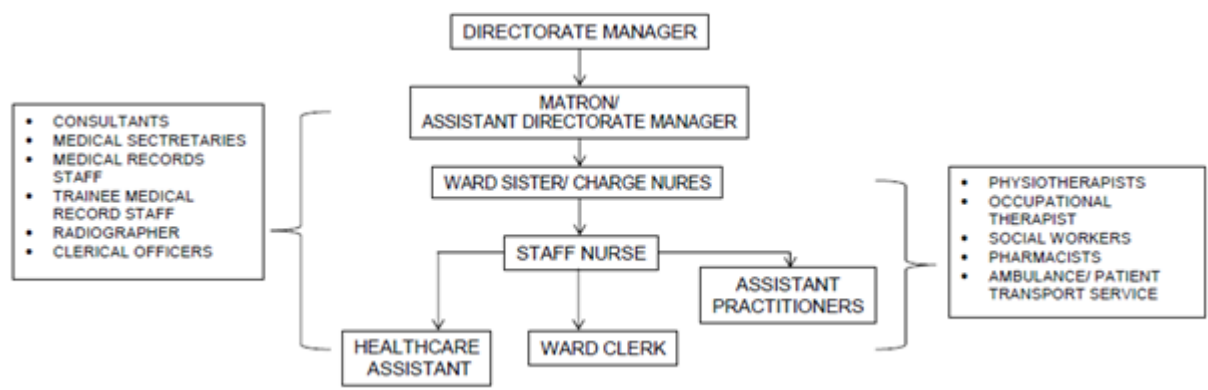
- Will provide a comprehensive clerical service to the Ward Sister/ Charge Nurse and multi-disciplinary team.

- Will need to demonstrate excellent communication skill to facilitate seamless patient flow by liaising with other wards and departments within the Trust; also external bodies such as Ambulance Service and other care providers.
- Will carry out delegated, repetitive, routine and familiar tasks
- Will plan and prioritise own and delegated work tasks and activities
- Post holder will be expected to contribute to housekeeping and other ward / department duties as required, e.g. general tidiness, re-determined stock levels are met and clinical equipment is clean, working and stored correctly
- May be required to provide training to Ward staff about own role.

4. Organisational Arrangements

Reports to: Ward Sister/Charge Nurse

Staff Responsible for: None



5. Knowledge, Training & Experience

- See Essential Requirements
- Trust induction
- Customer Service and Enhancing the Patient Experience Course via in house training
- Departmental induction programme:
 - Understanding of global NHS issues including recent reforms and regulations, Caldicott Guidelines etc.
 - Site geography, departmental structure (X-ray, Med Physics, Labs, etc) and routes to access.
 - Relevant electronic databases and systems such as eRecord, ERA Mermaid and or Casis
- Competent with Microsoft Office software including Outlook. ICT Level 1 Qualification via in-service training.
- Proficient use of the eRecord, notes tracking system, email system and; Mermaid and Casis, where required via in-service training.
- A high level of accuracy, presentation of information and attention to detail gained over time.

6. Skills

Communication & Relationships

- Greet and receive patients, carers and other visitors to the ward / department in a courteous and helpful manner, whilst being mindful that there may be barriers to understanding.
- Communicate effectively with all members of the multi-disciplinary team as well as patients, relatives, GPs and other health care professionals.
- Receives, delivers and transfers information which may be of a sensitive nature.
- To send and receive job related information verbally in writing, electronically and by fax.
- Respond to telephone enquiries from all sources concerning patient's information.
 - Either resolve the enquiry directly or ensure the efficient transfer of calls to appropriate personnel.
- To ensure effective communication with all other health service professionals and departments arrange appointments, book transport and obtain results.
- To ensure that all admission and discharge details for patients being admitted are accurate and dealt with in a timely manner using ledger and electronic recording systems. Admission Book and eRecord systems.
- Preserve patient confidentiality during every communication event in line with legislation, policy and procedure.
- Comply with Uniform Policy, maintain a clean and tidy appearance and ensure that an ID badge is worn at all times.
- Report faults to appropriate department on behalf of Ward Sister/Charge Nurse and ensure all accidents or incidents are reported as per Trust policy.

Analytical & Judgemental Skills

- Exercise judgement in response to patient or other health care professional enquiries concerning patient admissions, appointments or investigations.
 - Consider making an appropriate direct response within defined parameters.
 - If or when to direct queries to obtain a nursing, medical or departmental response.
 - Some of these problems may require further investigation with the assistance of the Nurse in Charge.
 - Investigates discrepancies between bed state and number of patients and informs nurse in charge of any bed problems.

Planning & Organisational Skills required for the post

- Prioritising own workload on a day-to-day basis with direction from the nurse in charge.
- May be required to support other wards and departments.
- To contribute to the day-to-day organisation of all admissions, discharges and transfers in a timely manner.
- To ensure that clinical coding is carried out in the most efficient way.
- To ensure that all case notes are accurately entered on to the tracking system.
- Ensure all notes, results, reports and scans are made available to the dedicated Consultant Teams in order to facilitate prompt discharge summaries.
- Maintain ward and patient notes/filing systems accurately.
- Organise patient transport as required.

Physical Dexterity Skill requirements:

- Exercise standard keyboard skills.
- Bar coders may be used.

7. Key Result Areas

Patient/Client Care

- To provide and constantly maintain a high quality ward clerk service.
- To provide information and support in a non-clinical capacity to support patient care.
- To ensure the timely arrival of patient information to the appropriate destination to facilitate prompt quality patient care.
- To observe patient confidentiality at all times.
- When requested escort and transfer patients to different wards and departments using relevant mode of transport and acting in a professional manner whilst doing this, having regard for the patients' privacy and dignity.

Policy & Service Development

- To follow Trust Policies, Procedures and Guidelines.
- To operate within the dimension determined by the Caldicott Guardian.
- Comment on service development via ward sister/charge nurse.

Financial & Physical Resources

- Ensure safety of patient's cash and valuables in line with Trust Policy.
- Exercise personal duty of care for equipment supplied to enable job role to be fulfilled.
- Contribute to prudent stock control/maintenance.

Human Resources

- To be aware of and comply with all Trust Policies, Procedures and Guidelines.
- Promote Equality and Diversity rights.
- Comply with Dignity and Respect at Work Policy.
- To comply with the Trust's Health & Safety Policy and attend updates.
- To undertake own personal and professional development.
- To participate in training courses related to duties of the post to ensure skills are maintained.
- To support the training and development of those new into post when requested.
- To maintain confidentiality in staff information within delegated duties, e.g. reason for sickness/absence.

Information Resources:

- To be competent with Microsoft Office software including Outlook to facilitate the receiving and sending work related communications.
- To be competent to undertake routine secretarial duties, e.g. formatting of letters for Ward Sister.
- Proficient in the use of relevant databases and systems, such as eRecord so as to answer enquiries relating to daily ward/ department activity.

Research & Development:

- To respond and assist with data input/ collection for surveys and audits as requested.

8. Freedom to Act

- Carries out day-to-day tasks independently with supervision/support from nursing staff as required.
- It will be necessary to refer non-routine enquiries to Nurse in Charge.

9. Effort & Environment

Physical

- A combination of sitting, standing, walking is required from the post holder.
- Moving and Handling Policy to be observed when transporting case notes and or equipment to and from wards.

Mental

- Although the work is predictable, concentration and accuracy will be required despite frequent interruptions.

Emotional Effort

- Occasionally required to support distressed patients and or relatives on the telephone and face to face.

Working Conditions

- Ward based accommodation.
- To participate in mandatory training courses such as fire training and health and safety training.
- May need to transport urgent specimens to laboratory.
- Occasional exposure to verbal aggression.

February 2016

Agreed post holder..... *Agreed Manager*

Date *Date*.....

The Newcastle upon Tyne Hospitals NHS Foundation Trust

Person Specification

JOB TITLE: Ward Clerk

BAND: 2

DIRECTORATE:

<u>REQUIREMENT</u>	<u>ESSENTIAL</u> Requirements necessary for safe and effective performance of the job	<u>DESIRABLE</u> Where available, elements that contribute to improved/immediate performance in the job	<u>ASSESSMENT</u>
Qualifications & Education	<ul style="list-style-type: none"> NVQ 2 level qualification / experience and/or minimum of 4 GCSEs, Level 4 – 9 (A – C), including English Language, or equivalent level qualification or relevant experience. 	<ul style="list-style-type: none"> Competent with Microsoft Office software including Outlook; ICT Level 1 Qualification or equivalent 	
Knowledge & Experience		<ul style="list-style-type: none"> Previous experience working within the NHS Knowledge of the eRecord, Mermaid, Casis, ERA and or Tracking systems 	
Skills & Abilities	<ul style="list-style-type: none"> Basic IT skills Ability to communicate with members of the public and healthcare providers. Able to work effectively alone or part of the multi-disciplinary team Effective organisation and time management skills 		
Values / Behavioural / Attitudes	<ul style="list-style-type: none"> Presents self as courteous, respectful and helpful 		
Core Behaviours	<ul style="list-style-type: none"> Alignment to Trust Values and Core Behaviours 		

CANDIDATE:

REFERENCE NO:

SIGNED BY:

DATE:

DESIGNATION: