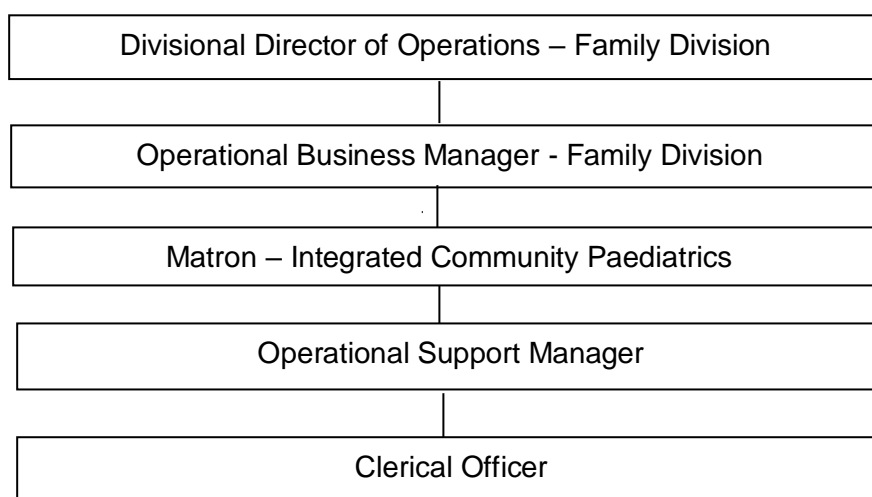

JOB DESCRIPTION

JOB TITLE:	Clerical Officer – Children’s Diabetes Team
GRADE:	Band 2
Hours of Work:	15
Division:	Family Care Division
Base:	Bolton One
Managerially Accountable to:	Operational Support Manager

ORGANISATION CHART:

Key Relationships:

Operational Business Manager, Matron, Business Support Manager, Operational Support Manager, Clinical Teams, Admin and Clerical Teams.

JOB PURPOSE:

To provide administrative support to the Children’s and Young People’s Diabetes Team

To adhere to processes and procedures Children’s and Young People’s Diabetes Team.

Our Values

- *Vision*

We have a plan that will deliver excellent health and care for future generations, working with partners to ensure our services are sustainable.

We make decisions that are best for long term health and social care outcomes for our communities

- *Openness*

We communicate clearly to our patients, families and our staff with transparency and honesty

We encourage feedback from everyone to help drive innovation and Improvements

- *Integrity*

We demonstrate fairness, respect and empathy in our interactions with people

We take responsibility for our actions, speaking out and learning from our mistakes

- *Compassion*

We take a person-centred approach in all our interactions with patients, families and our staff

We provide compassionate care and demonstrate understanding to everyone

- *Excellence*

We put quality and safety at the heart of all our services and processes

We continuously improve our standards of healthcare with the patient in mind

JOB DETAILS

Job Title: Clerical Officer – Children’s Diabetes Team

Hours of Work: 15 hours Per week (Monday – Friday)

Department: Integrated Community Paediatrics

Division: Family Care Division

Base: Bolton One

REPORTING ARRANGEMENTS

Managerially Accountable to: Operational Support Manager

Professionally Accountable to: (Professionally) N/A

DUTIES AND RESPONSIBILITIES

- Accurately maintain a filing system for patient letters and results.
- To ensure that all referral information and other documentation is uploaded to EPR as required.
- To assist the diabetes team in preparation for group teaching events in sending out invitations, room bookings, photocopying information
- To rebook patient appointments when necessary, ensuring accuracy of detail and patient information in relation to their appointment needs and liaise with the Diabetes Nursing team regarding any difficulties in offering appointments to patients.
- Monitor and maintain adequate stock levels of all Patient Information Supplies, Blood sugar equipment and patient diaries.
- To deal courteously and efficiently with any telephone enquiries, ensuring that all actions relating to telephone calls are communicated to practitioners where appropriate.
- Assist the Diabetes nursing team in the preparation of records / results prior to Multi Disciplinary Clinics.
- Where appropriate, responsible for requesting, receiving and collation of medical records from Royal Bolton Hospital.

- Assist the diabetes team in word processing of non-clinical information would be desirable.
- To maintain and utilise LE2.2 and EPR to support the service and your role.
- To observe personal duty of care in relation to equipment and resources used within the service
- Any other duties as deemed appropriate by the Line Manager.

Requirements of the Role

- ▮ Uses PC for long periods of time, typing documents, producing reports, e-mailing and looking for information within the network and internet.
- ▮ Uses telephone to both answer and make calls on a day to day basis.
- ▮ Uses photocopier to produce large number of copies of documents for circulation to others.
- ▮ Collects and delivers equipment to different locations.
- ▮ Concentrates on task at hand, blocking out distractions in surrounding area.
- ▮ Works under pressure without supervision and uses own initiative.
- ▮ Switches from one subject matter to another in a short period of time, for example answering telephone/e-mail queries and ad hoc requests.
- ▮ Works well under pressure without supervision.
- ▮ Works well, both as an individual and as part of a team.

LEGAL & PROFESSIONAL RESPONSIBILITIES

- Adhere to Trust and departmental policies and procedures.
- Maintain a safe environment for yourself and others, taking reasonable care to avoid injury. Co-operate with the Trust to meet statutory requirements.
- Maintain registration, and nursing competencies, and comply with NMC code of Professional Conduct, and related documents.
- Sustain and improve own professional development by personal study, work based learning activities, and by using opportunities provided by the Trust.

- Keep up-to-date with legal matters that may arise during the course of duty.

Health, Safety and Security:

- All employees have a duty to report any accidents, complaints, defects in equipment, near misses and untoward incidents, following Trust procedure.
- To ensure that Health and Safety legislation is complied with at all times, including COSHH, Workplace Risk Assessment and Control of Infection.

Confidentiality:

- Working within the trust you may gain knowledge of confidential matters which may include personal and medical information about patients and staff. Such information must be considered strictly confidential and must not be discussed or disclosed. Failure to observe this confidentiality could lead to disciplinary action being taken against you.

Data Quality

- All employees are reminded about the importance of Data Quality and staff should make themselves aware of both departmental and corporate objectives for Data Quality.
- Data Quality forms part of the appraisal and objective setting process for staff responsible for data entry and data production; staff should ensure that they adhere to policies and procedures at all times. Failure to do so may result in disciplinary action being taken.

Codes of Conduct and Accountability:

- You are expected to comply with relevant Bolton NHS Foundation Trust codes of conduct and accountability.

Infection Prevention and Control:

- You must comply with all relevant policies, procedures and training on infection prevention and control.

Safeguarding Children and Vulnerable Adults:

- You must comply with all relevant policies, procedures and training on safeguarding and promoting the welfare of children and vulnerable adults.

Valuing Diversity and Promoting Equality:

- You must comply with all relevant policies, procedures and training on valuing diversity and promoting equality.

Training:

- Managers are required to take responsibility for their own and their staff's development.
- All employees have a duty to attend all mandatory training sessions as required by the Trust.

Any other general requirements as appropriate to the post and location

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.

Date Prepared: 16/06/2022

Prepared By: Caroline Ellis

Agreed By:

Employee's Name and Signature:

Date:

Manager's Name and Signature:

Date:
