

Job Description

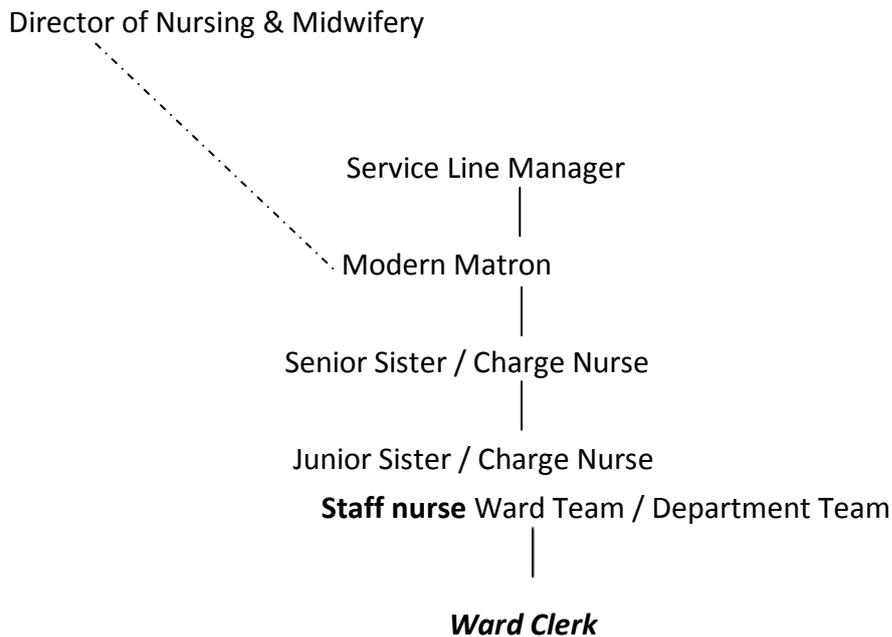
Job Details	
Job Title:	Ward Clerk
Directorate:	Division of Medical Services
Department/Ward:	Medicine
Location:	Queen Elizabeth Hospital
Pay Band:	Band 2

Main Purpose of the Job
<p>The post holder will provide comprehensive administrative/clerical duties to support the ward, Consultant and junior medical staff, nurses and multidisciplinary teams within the Medical Business Unit. The post holder will be a first point of contact for service users over the telephone and face to face.</p> <p>The post holder will be expected to prioritise their work on a daily basis and to use their initiative and discretion. Dealing directly with patients/carers and relatives and dealing with matters that arise, as far as possible, without instruction.</p> <p>In Support of good quality / patient care, you will provide an efficient and effective service across the whole range of duties, and will work as part of a team to constantly improve the quality of the services we provide.</p> <p>Any other ad-hoc duties falling within the banding of the post.</p>

Dimensions
<p><i>eg Number of staff managed/budgetary responsibilities</i></p> <ul style="list-style-type: none"> • To develop close working relationships with all staff in all areas of the Trust, and external agencies. • To ensure that all notes are retrieved and prepared for patient's attending the ward. • To ensure that all correspondence is filed within patients case notes in a timely manner and that case notes are maintained and updated. • To ensure the timely admission of patients onto Medway, booking of patients appointments, • To ensure that Medical Notes are taken to Coding to ensure that all patients' episodes are coded. • Retrieve case notes and record their movement using the electronic folder tracking modules (Filefast and Medway) • To be involving in on-going training and development opportunities and contribute to your own personal development.

Organisation Chart

Please highlight job and show colleagues on same level and two levels above and below



Communications and Relationships

Provide and receive routine information requiring tact or persuasive skills; barriers to understanding.

Deal sensitively and with compassion queries from patients, visitors and staff. Exchange verbal and written information with patients' staff and relatives/carers relating to appointments, attendances and meetings requiring tact discretion and diplomacy Liaising with Training and Development ensuring all mandatory training is up to date.

Knowledge, Skills, Training and Experience

Range of work procedures and practices; base level of theoretical knowledge

Knowledge of patient administrative procedures acquires through job training.

Range of work procedures requiring job training.

Significant administrative experience.

Good word processing/keyboard skills/computer literacy.

Experience of maintaining a comprehensive filing system and maintaining/preparing accurate documentation records.

Communicate effectively both over the telephone and face to face.

Good written skills.

Ability to work efficiently and effectively using own initiative.

Ability to work effectively without direct supervision.

Good organisational / time management skills.

Analytical and Judgemental Skills
Judgement involving facts or situations, some requiring analysis. Resolves problems relating to patient records, locates missing case notes, investigates discrepancies between bed statement and number of patients.
Planning and Organisational Skills
Plan and organise straightforward tasks, some ongoing. Organises patient transport. Plan and organise own day to day work tasks and activities. Organises patients' appointments. Ensuring case notes are ready for Admissions and all filing is up to date.
Physical Skills (manual dexterity)
Physical skills obtained through practice. <i>Inputs patient information onto computer.</i> Will be required to have good keyboard skills and ability to use windows packages confidently.
Patient/Client care:
Provides non clinical advice, information to patients/clients/relatives. Provides advice and information to patients and their relatives/carers.
Policy and Service Development:
Follows policies in own role, may be required to comment. Follows ward policies and protocols.
Financial and Physical Resources e.g. budget, stock and equipment:
Handles cash, valuables' maintains stock control: May handles patient valuables; orders and stores stock items.
Human Resources
Demonstrate own activities to new or less experienced employees. May be required to support induction training for new staff.
Information Resources:
Data entry, text processing, storage of data. Records patient details; prepares statistics of daily patient movements; assembles patient charts.
Research and Development:
Undertake surveys or audits, as necessary to own work. Completes e.g. staff surveys..

Freedom to Act
Standard operating procedures, someone available for reference.. Works within set routines, policies and procedures, uses own initiative to deal with patient enquires.

Physical Effort
Combination of sitting, standing, walking, Frequent sitting or standing in the restricted position; Occasional moderate effort for several short periods. Light physical effort / Sits in a restricted position for Keyboard work; lifts patient charts, pushes trolleys with patient's notes.

Mental Effort
Frequent concentration: Work pattern predictable Concentration when inputting data, tracking patient charts and checking bed statements.

Emotional Effort
Occasional exposure to distressing or emotional circumstances; Frequent distressing or emotional circumstances. Cancer patients, terminally ill, patients suffering with Dementia.

Working Conditions
Exposure to unpleasant working conditions is rare/occasional. Exposure to smells/verbal aggression.

CONTROL OF INFECTION

All Trust staff have a duty to provide a safe environment by considering adherence to infection prevention and control as an integral part of their roles and responsibilities. The individual roles and responsibilities for staff are outlined in the Trust's Control of Infection policy (IC 1). There should be specific discussion of control of infection within the KSF/Appraisal process and as a minimum all staff must demonstrate good hand hygiene and practice and support the Clean Your Hands Campaign.

PRIVACY & DIGNITY & RESPECT AND EQUALITY OF OPPORTUNITY

The Trust is committed to ensuring that all current and potential staff, patients and visitors are treated with dignity, fairness and respect regardless of gender, race, disability, sexual orientation, age, marital or civil partnership status, religion or belief or employment status. Staff will be supported to challenge discriminatory behavior.

PROFESSIONAL CODE OF CONDUCT (IF APPROPRIATE)

To abide by the Code of Practice of Professional body as published by the relevant regulatory body (if appropriate).

MOST CHALLENGING PART OF THE JOB

To provide clerical support to the nursing and medical staff on the unit and may be required to provide cover for the Wards within the Medical Business unit

Signed:	(Job Holder)
Date:	
Signed:	(Manager/Head of Service)
Date:	

Note to Managers: - Please complete this form clearly, providing as much information as possible to candidates.

Risk Assessment Indicators for the post

	DUTIES AND RISK FACTORS OF THE POST	Yes	No
1.	Exposure Prone Procedures (EPP's)*	<input type="checkbox"/>	<input type="checkbox"/>
2.	Manual Handling Operations	<input type="checkbox"/>	<input type="checkbox"/>
3.	Dust, Dirt, Smells	<input type="checkbox"/>	<input type="checkbox"/>
4.	Chemicals, Fumes or Gasses (Glutaraldehyde, fixer, anaesthetic gases, reconstitution/handling of cytotoxic drugs)	<input type="checkbox"/>	<input type="checkbox"/>
5.	Patient Contact	<input type="checkbox"/>	<input type="checkbox"/>
6.	Babies/Children Contact	<input type="checkbox"/>	<input type="checkbox"/>
7.	Food handling / Preparation	<input type="checkbox"/>	<input type="checkbox"/>
8.	Driving	<input type="checkbox"/>	<input type="checkbox"/>
9.	Fork Lift Truck Driving	<input type="checkbox"/>	<input type="checkbox"/>
10.	User of Display Screen Equipment	<input type="checkbox"/>	<input type="checkbox"/>
11.	Noise	<input type="checkbox"/>	<input type="checkbox"/>
12.	Infestation	<input type="checkbox"/>	<input type="checkbox"/>
13.	Blood and Body Fluids/Waste/Samples/Foul Linen	<input type="checkbox"/>	<input type="checkbox"/>
14.	Excessive Cold	<input type="checkbox"/>	<input type="checkbox"/>
15.	Excessive Heat	<input type="checkbox"/>	<input type="checkbox"/>
16.	Inclement weather	<input type="checkbox"/>	<input type="checkbox"/>
17.	Radiation	<input type="checkbox"/>	<input type="checkbox"/>
18.	Laser Use	<input type="checkbox"/>	<input type="checkbox"/>
19.	Working at Heights over 2 metres	<input type="checkbox"/>	<input type="checkbox"/>
20.	Confined Spaces	<input type="checkbox"/>	<input type="checkbox"/>
21.	Vibration i.e. Power Tools	<input type="checkbox"/>	<input type="checkbox"/>
22.	Using machinery with moving/exposed parts	<input type="checkbox"/>	<input type="checkbox"/>
23.	Shift work	<input type="checkbox"/>	<input type="checkbox"/>
24.	Use of latex products	<input type="checkbox"/>	<input type="checkbox"/>
25.	Physical violence / aggression	<input type="checkbox"/>	<input type="checkbox"/>
26.	Any other hazards please specify	<input type="checkbox"/>	<input type="checkbox"/>
27.	Other	<input type="checkbox"/>	<input type="checkbox"/>

If any hazard is identified above please give details below.

Hazards Identified:-

*Definition of Exposure Prone Procedures (EPP's)

Exposure prone procedures are those where there is a risk that injury to the Health Care Worker may result in the exposure of the patient's open tissues to the blood of the HCW. These procedures include those where the HCW's gloved hands may be in contact with sharp instruments, needle tips and sharp tissue (spicules of bones and teeth) inside a patients open body cavity, wound or confined anatomical space where the hands or fingertips may not be completely visible at all times.