

## Job Description

<b>Position:</b>	<b>Ward Clerk</b>
Division:	Medicine
Responsible to:	Assistant Service Delivery Manager
Responsible for:	Not applicable
Reports to:	Assistant Service Delivery Manager
Band:	Band 2
Location:	2
Disclosure required:	East Surrey Hospital

### Job purpose

As part of the Ward Team the Ward Clerk is responsible for providing administrative support on the Ward to ensure the smooth running of the Ward for patients, visitors and staff. The post holder will work with staff of all disciplines on the ward and other hospital staff as necessary to ensure an efficient service. The Ward Clerk will play a pivotal role in handling the initial enquiries from patients, relatives and other multidisciplinary colleagues and will ensure that excellent customer service principles are applied, with issues escalated in a timely manner.

### Our values

As an employee of Surrey and Sussex Healthcare NHS Trust, you have an individual responsibility to treat everybody with:

<b>Dignity and Respect:</b> we value each person as an individual and will challenge disrespectful and inappropriate behaviour.	<b>One Team:</b> we work together and have a 'can do' approach to all that we do recognising that we all add value with equal worth.
<b>Compassion:</b> we respond with humanity and kindness and search for things we can do, however small; we do not wait to be asked because we care.	<b>Safety and Quality:</b> we take responsibility for our actions, decisions and behaviours in delivering safe, high quality care.

## Our objectives

1. **Safe** – Deliver standardised, safe, high quality care, which pursues perfection and puts SASH in the top 25% performers nationally.
2. **Effective** – As a teaching hospital, deliver effective and sustainable clinical care, which focus on outcomes, innovation and technology.
3. **Caring** – Develop the compassionate care we provide in partnership with patients, staff, families, carers and community services.
4. **Responsive** – Be the hospital of choice for our local people delivering services in response to the needs of our population.
5. **Well led** – Be a high quality employer that focuses on staff health and wellbeing and delivers patient-centred, clinically-led, efficient services.

## Key working relationships

Nursing and multidisciplinary colleagues, patients, relatives, visitors to the Trust.

## Main duties and key responsibilities

### Communication and relationships

1. Greet and receive patients, visitors and other members of staff to the ward/unit in a polite and professional manner and to undertake general reception duties.
2. Answering the telephone and relaying accurate messages as appropriate.
3. Maintains effective communications between patients, their relatives and the team within the department.
4. Liaises with all members of the multidisciplinary team to ensure effective communications are maintained within the department.
5. Attends staff meetings, including team briefings and reads information as required.
6. Reports complaints or concerns to the Nurse in charge/shift leader.
7. Is Customer Aware and deals at all times appropriately and politely with all 'customers' whether patients, their relatives, carers, other members of staff or the general public.

### Knowledge, training and experience

1. Is aware of local policies and initiatives which impact on patient and nursing care eg. the Trust's Clinical Governance and Nursing Strategies, for example safety thermometer data collection
2. Knows how to access Trust policies and procedures.

### Analysis, planning and organising

1. With due regard to Risk Management policies and procedures, participates in maintaining a safe environment for patients, relatives, carers and staff.

### Responsibility

1. To receive patients, relatives and visitors onto the ward/unit/department, to ensure that they are appropriately orientated, and to advise of visiting hours.
2. Supports the Ward Manager in ensuring the maintenance of high standards of customer care.
3. Ensure that patient notes are up to date and in correct order and are taken to the appropriate place by it coders or secretary when a patient episode is complete.
4. Ensure that all filing of results and other information is accurately filed in the patient's notes.
5. Collects information as required.
6. Liaison with the admissions office, medical records and the patient to ensure accurate data in the Cerner system (admissions, discharge and transfer of patients) and early detection of Extra Contractual Referrals and Overseas Visitors for contracting purposes.
7. Assists in orientation of new staff to the ward.
8. Is aware of legislation and responsibilities under the Health & Safety at Work Act. Is aware of and follows policies and procedures with regard to patients, themselves, other members of staff, equipment and the general public.
9. Assist with the ordering of ward/unit stores and undertake the ordering of all stationery ensuring availability at all times.
10. Booking of outpatients' appointments on Cerner or with the relevant hospital departments and the arranging of transport.
11. Where applicable code all ward attendee on the Cerner system from a defined list of codes.
12. Ensure discharge notes are completed by the medical staff and sent to GP's within 24 hours of discharge and results are filed prior to leaving ward.
13. General ward administration including, keeping the notes trolley/s in good order, checking all request forms are signed by doctors and ordering of porters as requested.
14. To check and maintain the daily 'bed state', updating the Patient Administration System (PAS) regularly, in keeping with the Trust Admission, Discharge and Transfer (ADT) Policy, to allow maximum and efficient use of bed space within the Trust.
15. To check and complete patient identification data on all relevant documentation, utilising the PAS computer system to update information, as necessary, and ensure that sufficient patient identification labels are available.
16. To coordinate the appropriate storage of patient property, ensuring that patients' valuables are kept in accordance with Trust policy (e.g.

that patient valuables are taken to the finance office).

17. Where required, assist with aspects of patient's care e.g. offering refreshments to carers, etc.
18. Keep up to date with all information requirements from different departments and collection methods, ensuring all ward staff are kept aware of these.
19. To distribute and re-direct mail to staff and patients.

#### **Physical/mental/emotional effort**

20. Has a responsibility in ensuring the privacy, dignity and confidentiality of patients, relatives and colleagues is respected at all times.
21. Is involved in the communication of sensitive/difficult information and subsequent support of patients, relatives and carers as appropriate.

#### **Freedom to Act**

1. Practices in line with Trust policies and procedures at all times.
2. Through the appraisal system, ensures own training needs are identified and mandatory training is kept up to date in conjunction with the Ward Manager.
3. Be aware of individual responsibilities under the Health and Safety at Work Act, Data Protection Act and towards maintaining patient confidentiality. Be fully conversant with the Fire and Cardiac Arrest procedures.
4. Takes part in education and training programmes appropriately.
5. Be familiar with the procedure for reporting untoward incidents, accidents and complaints whilst also being aware of methods to prevent such occurrences.
6. Participate in the achievement of quality improvement strategies and in the audit of procedures
7. To undertake clerical duties in relation to deceased patients and their families.
8. To receive and escort patients and visitors around the ward, dealing with queries as necessary.
9. To ensure Unit Quality Objectives are met and codes of practice are adhered to.
10. To liaise with site team to maintain accurate bed occupancy state and to complete daily bed return.

#### **Working Conditions**

1. Working with the nursing team ensures that the ward/department is clean by making regular checks as appropriate to maintain a high standard and reports findings to senior staff or housekeeping as need

This is an outline job description designed to give an overview of the responsibilities of the post. The post holder will be expected to be flexible to respond to change and organisational need. The post holder will also be expected to contribute to the wider corporate and organisational needs of the Trust as appropriate.

## General

### Information Governance

Whilst employed by the Trust you may have access to patient or staff information, this information must be kept confidential and must not be disclosed to anybody other than when acting in an official capacity. The unauthorised use or disclosure of patient or other personal information is a dismissible offence for Gross Misconduct under the Trust's Disciplinary Policy, and could also result in criminal prosecution. All staff must work in accordance with the General Data Protection Regulation (GDPR) and familiarise themselves with the Trust's information governance and related policies and procedures.

If this post involves the collection, entry, change or deletion of any data items either electronic or manual (e.g. the Trust Patient Administration System) it is your responsibility to ensure that as far as is reasonably possible, you have ensured that those details are accurate and up-to-date.

If this post manages members of staff, it is your responsibility to ensure that these staff are made aware of Trust policies and procedures relating to their area of work and to ensure that these are followed at all times. This post must also ensure that staff receive adequate and relevant training required by them to enable them to carry out their duties.

All employees must familiarise themselves with and adhere to all Trust policies and procedures including the following:

- Risk Management Policy and Strategy
- No Smoking at Work
- Equal Opportunities in Employment, including the Disability Discrimination Act
- The Caldicott Principles

**Safeguarding vulnerable adults, children and young people**

All Trust employees have a responsibility to safeguard and promote the welfare of vulnerable adults, children and young people. As such, you have a duty to familiarize yourself with the Trust adult and Child Protection Procedures and Guidelines which are accessible on the intranet.

**No Smoking Policy**

Surrey and Sussex Healthcare NHS Trust is a smoke free Trust covering trust premises, grounds and any trust owned vehicle. Staff should not smoke during their working hours and will be protected from passive smoking both in the Trust and whilst making home visits.

**Research**

The Trust manages all research in accordance with the UK Policy Framework for Health and Social Care Research. As an employee of the Trust, you are required to comply with all reporting requirements, systems and duties of action put in place by the Trust to deliver research governance standards.

**Intellectual Property**

From time to time during the normal course of your employment you may generate Intellectual Property (IP) which may have value in the delivery of better patient care. Where such Intellectual Property (IP) is created in the course of your employment or normal duties then under UK law it will generally belong to the Trust, unless agreed otherwise in writing between you and the Trust.

The Trust management procedures for Intellectual Property (IP) have been approved by the Trust Board and can be found on the Trust Intranet Site. Trust Procedures are consistent with the Management Framework for Intellectual Property (IP) of the Department of Health. You are required to comply with these procedures.

**SASH+**

As part of our commitment to ensure our culture and ways of working reflect and embed the practices and methodologies of SASH+, you will be expected, where identified, to attend and complete relevant training and development opportunities to support this. This may include Lean for Leaders, Advanced Lean Training, and the Human Factors Programme, amongst others. Full attendance and completion of identified courses will be considered mandatory for this post.

Essential	Desirable	Evidenced by
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<b>Qualifications</b>		
<ul style="list-style-type: none"> <li>Literacy and numeracy skills, demonstrable to GCSE (or equivalent) standard.</li> <li>Good keyboard skills and basic computer literacy skills.</li> </ul>		Application, Interview, Certificates
<b>Experience</b>		
<ul style="list-style-type: none"> <li>Administrative experience</li> <li>Experience of using a range of computer software packages – such as Excel and Word</li> </ul>	<ul style="list-style-type: none"> <li>Experience in a customer focused environment</li> <li>Experience in a caring environment in or outside of the workplace</li> </ul>	
<b>Knowledge, Skills and Competencies</b>		
<ul style="list-style-type: none"> <li>Able to demonstrate a good level of literacy, numeracy, verbal and written skills</li> <li>Demonstrate skills in written and spoken English, adequate to enable the post holder to carry out the role effectively</li> <li>Excellent interpersonal and communication skills</li> <li>Able to communicate with individuals of varying levels of understanding</li> <li>Ability to manoeuvre and handle patients and equipment in line with manual handling procedures</li> </ul>	<ul style="list-style-type: none"> <li>Basic IT skills</li> <li>Previous knowledge of hospital computer systems</li> </ul>	
<b>Behaviours and Values</b>		
<ul style="list-style-type: none"> <li>Demonstrate a caring, compassionate and friendly attitude</li> <li>Approachable</li> <li>Able to deal with sensitive issues with tact and diplomacy</li> <li>Able to present factual information and refer questions to others where appropriate</li> <li>Experience of working as part of a team</li> <li>Ability to work in different environments according to the availability of work and the needs of the organisation</li> </ul>		Application and Interview