

Job Description

Job Title:	Ward Clerk
Base:	Breamore Ward
Band:	2
Reporting to:	Sister/Charge Nurse

Our Values

Our values are at the heart of everything we do. You can expect to see them in the way we act and the way we treat each other. Our values make us who we are.

Patient Centred and Safe

Our focus is on delivering high quality, safe and person focused care through teamwork and continuous improvement

Professional

We will be open and honest, efficient and act as role models for our teams and our communities.

Responsive

We will be action oriented, and respond positively to feedback.

Friendly

We will be welcoming to all, treat people with respect and dignity and value others as individuals.

Progressive

We will constantly seek to improve and transform the way we work, to ensure that our services respond to the changing needs of our communities

Main Purpose of the Job

To support the nursing team and ward sister on the ward with the hospital computer systems, negotiating appointments and making sure all outcomes are complete.
Tracking case notes of admitted patients, ensuring they are logged in and out of the hospital system at the correct times.
Ensuring the ward is kept stocked with the correct documentation to enable effective day to day running of the ward and ordering new stock through the hospital systems.
The highest standard of data quality input is required at all times to capture accurate information that enables strategic analysis of the overall activity of the Trust.
Ensure patients are admitted and discharged in a real time manner.

.Main Responsibilities and Duties

The post holder will work directly supporting the Clinical Ward Manager and other members of the multi-professional team in providing a comprehensive administration service.



Patient/Client Care – Contact with patients and visitors in person and frequent telephone contact.

Responsibility for Information Resources – Use of hospital patient information systems.

Financial and Physical Resources – Use of own computer terminal. Ordering stationary and ward supplies on Oracle with prior approval from Clinical Ward Manager.

Human Resources – No responsibility except training others in own role.

Organisation chart

Divisional Senior Nurse/Associate DSN



Ward Lead Band 7



Ward band 6



This post

Key tasks

- Keep admission/discharge diary up to date.
- Scan medical records case notes on admission to the ward into the Lorenzo system. Check and date history sheets making sure there are sufficient labels. Following discharge, scan out case notes to the required destinations.
- Locate, when necessary, medical records case notes for each admission
- Print front sheets, pathology forms etc. and ensure details correct for each admission
- Make new and follow up appointments as necessary for all specialties.
- On departure of the patient from the ward, book follow up appointments and discharge them from the hospital system in a real time manner.
- Coordinate transport for patients being discharged if required
- Coordinate transfer of patients for emergency treatment to different NHS providers in a timely manner. Ensuring that essential documentation is transferred with patients, to enable the best possible continuity of care.
- Complete online Improvements Request forms and forward to ETS and medical

devices. Including reporting faults and maintenance requirements for essential cardiac monitoring equipment.

- Be responsible for the calibration of equipment
- Keep ward paperwork up to date and stocked up
- Be responsible for signposting medical staff and members of the public to the correct patient and location and areas around the hospital.
- Report issues to IT Helpdesk/Lorenzo Team re Lorenzo problems, Whiteboard sync.
- Deal with Overseas visitors and Liaise with Finance Department regarding charging status. Fax required documentation to Finance.
- Keep all Ward telephone lists up to date.
- Deal with telephone enquiries from around the hospital or members of the public, directing them to the correct services or nursing staff
- Training members of staff in Ward and Clinic procedures.
- Provide secretarial support to the ward manager/sister
- Ensure all relevant paperwork is available for: ward meetings, Trust meetings. Take and record notes from the ward meetings.
- Ensure there is a proper system for the collection and storage of Audit and other monitoring and sensitive information, both electronically and paper copies.
- Responsible for data entry of staff MLE/training.
- Plan induction checklists for all new staff.
- Assist in the admin support regarding investigations into complaints and incident forms
- Provide non-clinical advice and support to patients as part of the raising of comments, complaints and concerns process.
- Ensure information on Consultant list is up to date after liaison with ward Sister or Nurse in Charge
- Communicate directly with referring practitioners (GPs, MIUs, EDs) and patients with regard to admissions, clinic appointments and non-clinical advice.
- Oversee the ordering of stock and non-stock items through Oracle
- Manage donations to and requisitions from ward Trust Funds.
- Provide education on Burns and Plastics ward clerk duties for bank or new admin staff

- Act as a Lorenzo Champion and assist ward staff with trouble-shooting.
- Dealing with administrative tasks created by the emergency admissions over the weekend.
- To ensure data quality is maintained at a high standard in accordance with agreed policies.
- Maintain confidentiality at all times.

This is not an exhaustive list of duties and responsibilities and the post holder maybe required to undertake other duties, which fall within the grade of this role.

Personal responsibilities:

- To maintain patient safety through rigorous and consistent compliance with Trust policies for the prevention and control of infection, including hand hygiene. To undertake appropriate mandatory training and updates in infection prevention and control.
- To safeguard and promote the welfare of children and young people in compliance with Trust and staff responsibilities under Section 11 of The Children Act 2004; to follow Trust safeguarding children and child protection policies and guidelines and undertake appropriate mandatory training and updates in safeguarding children/child protection.
- By following Trust Policies in relation to Safeguarding Adults, staff will ensure that they work with other agencies to protect all adults from abuse at any time
- To respect and value the diversity of our patients, their relatives, carers and staff by committing to address the needs and expectations of the diverse communities we serve to provide high quality care, and strive to make best use of talents and experience from our diverse workforce.
- To be involved in personal development through the Annual appraisal (SPIDA) yearly.
- To communicate effectively with all team members, wards and departments and personnel both internally and externally
- To support relatives with problems by listening and responding sensitively and seeking further help where appropriate
- To be aware of the complaints procedure and be able to deal with any complaint according to Trust Policy
- To work within all trust policies, procedures, standards and guidelines.
- The post holder will receive ward and patient information via handover from the nurse in charge at the beginning of scheduled work time.



Working to the trust's values and behaviours

Patient centred and safe

- You will put patients and carers at the centre of your thinking, however indirectly you work for them, remembering the overall Trust aim to provide high quality local services for the population.
- You will adopt a positive approach to change, offer ideas for improving services and direct or indirect patient experience in a collaborative manner.
- Professional
- You will understand your own emotions and recognise the impact on others.
- You will behave in an open, honest, professional and inclusive manner, upholding personal and organisational values and acting as a role model to others.
- If using a social networking site or other on line forum you will act responsibly at all times and uphold the reputation of your work area and the organisation.

Friendly

- You will show warmth and empathy towards your colleagues and other agencies, making it clear you are always happy to help.
- You will show compassion and kindness towards others, giving time to listen before responding to need.
- You will show respect to colleagues, treating them equally regardless of their background.

Responsive

- You will approach your duties and tasks in an organised, planned and structured way.
- You will use every opportunity to communicate with your team and other colleagues as appropriate.
- You will always challenge unacceptable practice and know how to raise concerns.

Most challenging part of the job

Planning and prioritising own work schedule on a daily basis

Physical Effort -Will be expected to carry patient notes from Medical Records and locate patient notes from around the hospital.

Mental Effort – working in busy environment with many interruptions

Emotional Effort – listening to and supporting patients and relatives in an appropriate and sensitive manner.



Additional Information

The Trust may ask you to undertake other duties, as required, which are not necessarily specified in the job description but which are commensurate with the grade of the post.

The job description itself may be amended from time to time in consultation with the post holder, within the scope and general level of responsibility attached to the post.

All post holders must take responsibility to ensure that they are aware of and adhere to all Trust policies, procedures and guidelines relating to their employment regardless of their position within the Trust.

Appendix A of this Job Description and Person specification details key information you should be aware of.

Person Specification

Job Title:	Ward Clerk
Base:	Breamore Ward

The following criteria will be assessed from information provided on your completed application form, during the shortlisting and assessment process, and by your referees.

Criteria	Essential	Desirable
Trust Values	We will expect your values and behaviours to reflect the Values of the organisation: Patient Centred and Safe Professional Responsive Friendly Progressive	
Education, Qualifications and Training	<ul style="list-style-type: none"> Educated to GCSE grade C or equivalent in key skills level 2 or functional skills level 2 numeracy and literacy. Computer literate. 	
Experience	<ul style="list-style-type: none"> Ability to work well as a member of the ward team. 	<ul style="list-style-type: none"> Experience of working in a healthcare environment
Knowledge and Skills	<ul style="list-style-type: none"> Good communication skills, able to communicate respectfully verbally and in writing. Ability to learn new skills. Awareness of data protection and confidentiality. Ability to follow instructions and organise your work. Knowledge of how to respect individuality and diversity of patients, their carers and your colleagues. Ability to problem solve and escalate issues when appropriate. 	<ul style="list-style-type: none"> Experience of hospital computer systems
Other Job-Related Requirements	<ul style="list-style-type: none"> Caring and compassionate nature. 	

Appendix A

Additional information applicable to all posts

Confidentiality

During the course of your employment, you may see, hear or have access to information on affairs of patients and staff. Post holders may only use information as appropriate to carry out their normal duties.

Post holders must not disclose personal, clinical or commercial information to any unauthorised third party; any such disclosure will be investigated and may lead to disciplinary action and possible dismissal. You must adhere to the Trust Data Quality Policy and be fully versed in the responsibilities outlined for your job role.

These obligations are in line with common law duty of confidentiality, Caldicott Principles. Data Protection Act 2018 Freedom of Information Act 2000.

Equality and Diversity

The post holder must comply with all Trust policies and procedures designed to ensure equality of employment and that services are delivered in ways that meet the individual needs of patients and their families.

The post holder must promote equality, diversity and human rights for all and treat others with dignity and respect. No person whether they are staff, patient or visitor should receive less favourable treatment because of their gender, ethnic origin, age, disability, sexual orientation, religion etc.

Quality and Safety

Patient, service/facility user and staff safety is paramount at Salisbury NHS Foundation Trust. The post holder will promote a just and open culture to reporting of incidents and adverse events. The post holder should be aware of current health and safety policies of the Trust and are required to co-operate with management and safety representatives on matters relating to the Health and Safety at Work Action, including the Radiation Protection Supervisor. They must attend all mandatory health and safety training. They are also required to maintain a safe working environment for patients, visitors and employees and report any accidents or dangerous incidents promptly. They should use protective clothing and equipment where provided.

Vetting and Barring Scheme

The Vetting and Barring Scheme was created to ensure that the Trust has the most robust system possible for preventing those who seek to harm children, or vulnerable adults, from gaining access to them through work or volunteering.

It is a criminal offence for someone barred from regulated activity working with vulnerable adults or children to seek this employment. Any employer who knowingly pursues the employment of someone barred from working with vulnerable adults or children are liable for prosecutions.

Infection Control

To ensure the practice of self and others is at all times compliant with infection control, including hand hygiene policy and procedures. Hand hygiene must be performed before and after contact with patients and their environment. To undertake mandatory annual training/updates in infection prevention and control.

Government and Risk

Adhere to Trust policies, procedures and guidelines. Follow professional and managerial codes of conduct as applicable to the role. Take active steps to prevent theft or fraud in the workplace.

Duty of Candour

The post holder is also required to ensure compliance with the statutory "duty of candour". This is a legal duty to inform and apologise to patients if there have been mistakes in their care that have led to significant harm. It is aimed at helping patients receive accurate, truthful information from health providers achieving a wholly transparent culture.

Data Quality

The Trust recognises the role of reliable information in the delivery and development of its service and in assuring robust clinical and corporate governance. Data Quality is central to this and the availability of complete, comprehensive, accurate and timely data is an essential component in the provision of high quality health services. It is therefore the responsibility of all staff to ensure that where appropriate, information is recorded, at all times, in line with the Trust's Policy and Procedures for Data Quality.

Safeguarding

To safeguard and promote the welfare of children and young people in compliance with Trust and staff responsibilities under Section 11 of the Children Act 2004; to follow Trust safeguarding children and child protection policies and guidelines and undertake appropriate mandatory training and updates in safeguarding children/child protection.

By following Trust policies in relation to Safeguarding Adults, staff will ensure that they work with other agencies to protect all adults from abuse at any time.

Evidence of COVID Vaccination Status

The Secretary of State for Health and Social care has issued a statement that health and social care workers who are deployed in respect of a CQC regulated activity, who have direct, face-to-face contact with services will need to provide evidence they have been fully vaccinated against COVID-19.

This includes individuals working in non-clinical ancillary roles who enter areas which are utilised for the provision of a CQC-regulated activity as part of their role and who may have social contact with patients, but not directly involved in patient care (e.g. receptionists, ward clerks, porters, and cleaners), regardless of contracted hours or working arrangements.

In line with this requirement, it is a condition of your employment that before you start work, we must receive acceptable evidence to show that you are either fully vaccinated against COVID-19 or exempt, clinically or participation in a clinical trial.

Training and Personal Development – continuous professional development

There is a requirement for all Trust employees to take part in an annual appraisal; this can be in the capacity of facilitating staff appraisals and participating in their own appraisal and development plan.

The post holder must take responsibility in agreement with his/her line manager for his/her own personal development this includes attending all Trust Statutory and Mandatory training allocated for the role.

In addition the post holder must be aware of their education responsibilities within their area of work. All Healthcare Professionals have a responsibility to support and educate students/trainees and other learners in practice.

Sustainability and Carbon Reduction

Every member of staff is encouraged to take responsibility for energy consumption and carbon reduction and is expected to incorporate the agenda of sustainability, carbon and health in their daily work.

Flexible Working

We support flexible working and will consider requests taking into account the needs of the service.