

Job Description

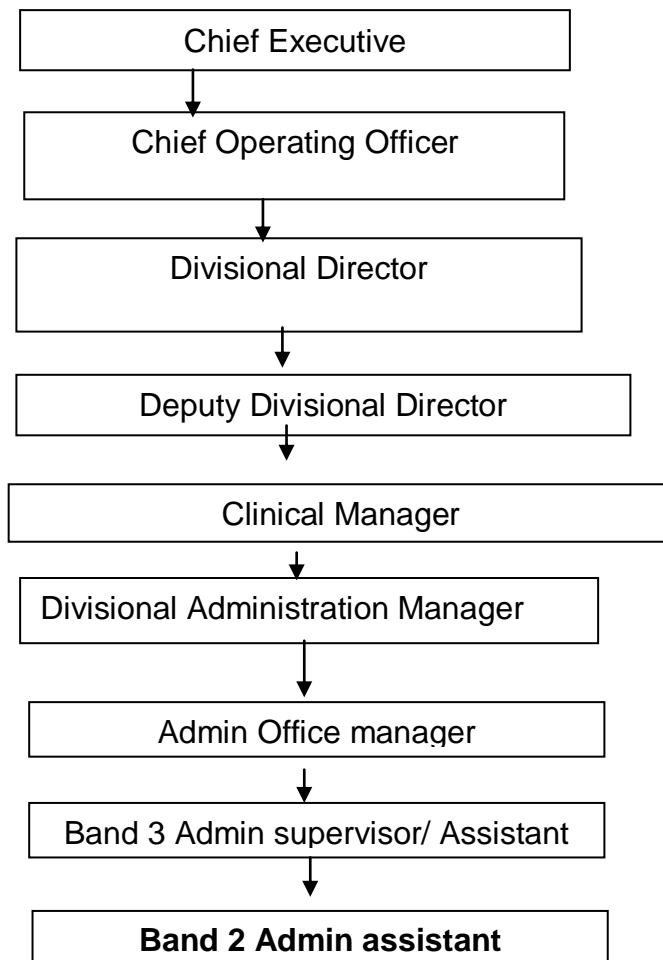
Job Title: Clerical Assistant

Department/Ward: Admin Services

Division: Integrated Community Services Division

Base: Community Bases

ORGANISATION CHART:



REPORTING ARRANGEMENTS

Managerially Accountable to: Admin Office Manager

Professionally Accountable to: Band 3 Supervisor/Admin officer

Responsible for: Assisting the Administration Officer in ensuring the Service fulfils its primary purpose both effectively and efficiently

DUTIES AND RESPONSIBILITIES

The provision of an effective administrative/reception support service within an integrated operational service environment

To use effectively information systems to meet quality and performance standards

Be able to demonstrate effective office skills

Deliver an efficient front line service for customers

To ensure robust clerical systems are maintained.

To provide clerical/reception support to the team leaders and others as appropriate and necessary

To participate in the PDR review process ensuring business priority objectives are met and a personal development plan is maintained and evaluated.

To be responsible for own continuing professional development maintaining a professional portfolio and demonstrating evidence of reflective practice.

To undertake mandatory training as in line with organisational policy and attend updates and study days as appropriate to the post.

To adhere to all Trust Policies and Procedures and contribute to their development as appropriate

To organise and co-ordinate clinic lists as required by sending out appointment letters/ contacting patients / rearranging appointments.

To be proficient in the use of Microsoft Word.

Answer telephone enquiries from clients/carers and other agencies, ensuring clear and legible messages are relayed to the most appropriate person. There will be an emphasis on the need for confidentiality, accuracy and the necessity to refer all requests for information to the team leader

Ensure that the clerical procedures for appointments, admissions, transfer and discharge of patients are completed in line with the relevant team procedures.

To assist with arranging reviews and home visits, with clients, carers and other staff members, ensuring efficient scheduling and good communication, as requested.

To use initiative when responding to queries from patients, clinical staff and other professionals

Photocopying to ensure adequate supply of documentation.

To provide cover in the absence of the senior clerical officer to ensure delivery of effective clerical support.

Organise filing of discharged clinical notes

To organise and carry out archiving of notes as required.

To be responsible for organising and prioritising own workload to meet service needs.

JOB CONTENT

Communication

To provide clerical and reception support to the users of the Service

To communicate and work effectively with other team members to help support and improve the work of the team

To plan, organise and develop your work to meet specified requirements and deadlines

To record, store and supply information

To communicate information using systems available

To support and maintain the use of information systems including data bases

To assist in designing, creating and producing a range of documents from various sources to specified deadlines

To photocopy, re-produce, distribute and process documents

To prepare and maintain documents for storage and archiving following Departmental and Trust guidelines

To receive, sort and co-ordinate the distribution of mail, including ordering and distributing specified goods and services

To assist in the receipting, recording, monitoring and making of payments in line with policies, procedures and guidelines

To assist with the management and the organisation of diaries

To contribute to the arrangement and setting up of meetings

Use appropriate skills to ensure confidentiality and work within information governance requirements.

Communicate on the telephone in a responsible and professional manner, including dealing with patients who have emotional and/or language issues.

To send and receive faxes and distribute to appropriate personnel in a timely manner, to aid effective communication.

To communicate on a professional level with all staff and managers

To communicate with Doctors and other health professionals to update and obtain patient information.

Arrange patient transport as appropriate.

To constantly prioritise and schedule own workload to meet service demands and pressures to meet deadlines.

To record, store and supply information

To communicate using information systems available

To exercise good personal time management, punctuality and consistently reliable attendance to develop good and effective working practise.

To support the department equipment controller to ensure the asset register is kept up to date.

Promoting equality and diversity

To accept everyone has a right to his or her distinct identity. To treat everyone with dignity and respect and to ensure that what our customers tell us is valued by reporting it back into the organisation. Advance equality of opportunity; and foster good relations between our diverse communities.

To follow national, Trust and service standards, policies, procedures and guidelines to ensure a high quality service.

To respect the individuality, values, cultural and religious diversity of clients and carers to enable the provision of a service sensitive to these needs.

To recognise the value of its people as a resource

Developing Self and Others

To actively pursue your own development. To be self-aware and role model continuous self-development

All employees have a duty to attend all mandatory training sessions as required by the Trust.

To be responsible for maintaining own competency through PDP activities, experiential learning, reflective practice and training.

To review and reflect on own performance through effective use of supervision and appraisal to identify ongoing training needs.

Have recognisable IT and Clerical Skills, which are updated as required.

To exercise good personal time management, punctuality and consistent reliable attendance to develop good and effective working practice

Documentation

To maintain a high standard of accuracy in written and typing work

To support the maintenance of accurate comprehensive patient records in line with Trust policies, and service guidelines under the supervision of Senior clinical/administrative staff.

To provide data as required by the Team Leader in order to contribute to service evaluation and developments.

To enter and retrieve client details from computer databases for clients referred to the Service to enable the smooth running of service delivery.

Support the input of patient information to the Trust IT system

To input the database to inform performance management and the collection of statistical

information.

To participate in clinical audit information collection, including admission and discharge statistics for performance management purposes, as required.

To support admission and discharge processes.

Distribute patient files to the appropriate areas of service.

Typing of discharge letters, general letters, patient notes, confidential matter, and service development literature.

Filing and organisation of patient's records and care plans, ensuring records are up to date and kept in order.

Preparation of requisition forms and assisting with stock controls as directed

To order stock and equipment as required for effective stock control.

To attend and minute relevant meetings contributing to the co-ordination and development of the service as required.

To participate in induction, training and education of students and new staff members, for specific tasks, to contribute to service efficiency.

Distribution of team mail.

- **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: 22.7.2014 Prepared By: Head of Integrated Intermediate Tier Services