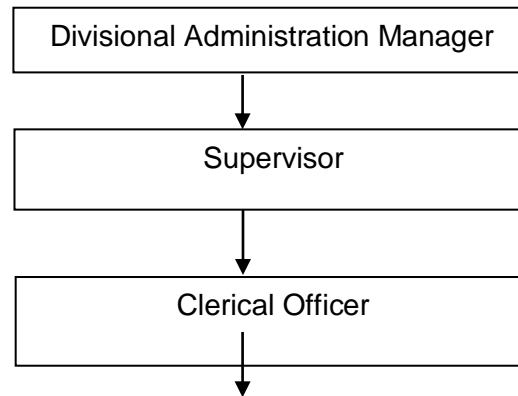


JOB SPECIFICATION

Job Title: Clerical Officer

Grade: Band 2

Organisational Chart:



Key Relationships:

Clerical Officers, Supervisors, Team Leads

Job Purpose

- To provide an administrative service to several clinical services in order to promote the use of appropriate skills to ensure confidentiality and work within governance requirements.
- To understand, support, and cover where necessary the role of the Clerical Officer.

Duties and Responsibilities

- To complete reports as required.
- Stock ordering
- Taking telephone queries
- Archiving
- Data inputting
- Processing referrals
- Discharge letters
- Managing inbox
- Create paper packs for patients, correctly labelling and placing in individual patient notes.
- Provide administrative support to the Team leads, Supervisors when required.
- Liaise with external care providers to understand capacity.
- Required to act on own initiative, although support will be available when required.
- Assist with audit as required.
- Answer queries where possible, maximising resolution at the point of contact.

- To understand the role of the referral and the importance of it being processed correctly and in a timely manner.

Communication

- To communicate effectively with members of your team, ensuring information is shared appropriately.
- To liaise with other health professionals, staff and other agencies as required.
- To take messages from patients and professionals and relay them to ensure good communication and respond as appropriate.
- To communicate effectively with members of the public, patients, carers and other departments and organisations.
- To use word processing and other IT skills e.g. PowerPoint, excel, Word for the preparation of letters, memo's, reports, presentations, documents etc. to support the service.
- To constantly prioritise and schedule own workload to meet service demands and pressures to meet deadlines.
- To record, store and supply information.
- To prepare and maintain documents for storage and archiving following the departmental and Trust guidelines.
- To contribute to the scheduling, organising and coordinating of activities, resources and meeting venues.
- To contribute to the selection and recruitment process as appropriate.

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.

Professional Development

- To undertake appraisal in line with Bolton NHS Foundation Trust Policy, and to actively participate in supervision in order to highlight areas of good personal practice and/or development needs.
- To attend all mandatory training and training as required fulfilling personal development plan.

Documentation

- To maintain appropriate filing system for all correspondence, reports, data as required by the service.
- To adhere and comply with the Trust's Records Management Policy.
- To produce reports as required for the service.
- To maintain a high standard of accuracy in written and typing work.
- To take accurate notes at departmental meetings and disseminate to relevant people to ensure timely contribution.
- To provide regular and timely statistical data as required by the Office Manager in order to contribute to service evaluation and developments.

Infection Control

- Contribute to the prevention of spread of infection by adhering to Infection control policies and guidelines.
- Maintain standards of cleanliness

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.

Health and Safety

- To promote health, safety and security within the workplace.
- To take safe and appropriate action in the event of an emergency.
- To have responsibility for maintaining the health and safety of self and others within the working environment.
- To identify any actual and potential risks within the workplace, and in relation to work activities, in accordance with Trust policy and procedure, and report any such risks to the registered/senior nurse.
- To ensure that all accidents, complaints, defects in equipment, near misses and untoward incidents are reported in accordance with Trust policy and procedure.
- To ensure that health and safety legislation is complied with at all times, including COSHH, workplace risk assessment and control of infection, and ensure that Trust policy and procedure is adhered to at all times.

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

The range of duties and responsibilities outlined 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 light of changing service demands and the development requirements of the post holder.

Date Prepared:

Prepared by:
Agreed by:

Employee's Name:

Employee's Signature:

Date:

Manager's Name:

Manager's Signature:

Date: