
JOB DESCRIPTION

JOB TITLE:	Neighbourhood Team Clerical Officer
GRADE:	Afc Band 2
Hours of Work:	37.5 hours per week
Division:	ICSD
Base:	Brightmet Health Centre
Managerially Accountable to:	Business Support Manager

ORGANISATION CHART:



Key Relationships:

- Business Support Manager
- Neighbourhood Transformation Manager
- MDT Co-Ordinator
- Neighbourhood Team Leader
- District Nurse Team Leader
- Therapy Team Leader
- GMMH Team Leader
- Social Care Team Leader

JOB PURPOSE:

The post holder will be responsible for:

The provision of an effective administrative support service within an integrated operational team environment.

The effective use of information systems to meet quality and performance standards.

Ensuring robust clerical systems are maintained.

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.

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

Adhering to all Trust Policies and Procedures and contribute to their development as appropriate

Organise and update referral lists as required.

Sending out of appointment letters/contacting patients / rearranging appointments.

Proficiency in the use of Microsoft Word/Excel/Outlook/Teams applications.

Answering 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 leaders.

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 and scanning to ensure adequate supply of documentation.

To provide cover in the absence of clerical officers across the borough to ensure delivery of effective clerical support.

Organise the filing of discharged clinical notes

Organise and carry out archiving of notes as required.

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

Our Values

- *Vision*

We have a plan that will deliver excellent health and care for future generations, working with partners to ensure our services are sustainable.

We make decisions that are best for long term health and social care outcomes for our communities

- *Openness*

We communicate clearly to our patients, families and our staff with transparency and honesty

We encourage feedback from everyone to help drive innovation and Improvements

- *Integrity*

We demonstrate fairness, respect and empathy in our interactions with people

We take responsibility for our actions, speaking out and learning from our mistakes

- *Compassion*

We take a person-centred approach in all our interactions with patients, families and our staff

We provide compassionate care and demonstrate understanding to everyone

- *Excellence*

We put quality and safety at the heart of all our services and processes

We continuously improve our standards of healthcare with the patient in mind

LEGAL & PROFESSIONAL RESPONSIBILITIES

- Adhere to Trust and departmental policies and procedures.
- Maintain a safe environment for yourself and others, taking reasonable care to avoid injury. Co-operate with the Trust to meet statutory requirements.
- Maintain registration, and nursing competencies, and comply with NMC code of Professional Conduct, and related documents.
- Sustain and improve own professional development by personal study, work based learning activities, and by using opportunities provided by the Trust.
- Keep up-to-date with legal matters that may arise during the course of duty.

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: 22.07.2014 Updated 08.04.24

Prepared By: Head of Integrated Tier Services

Agreed By: DDO, ICSD

Employee's Name and Signature:

Date:

Manager's Name and Signature:

Date:
