

JOB DESCRIPTION

GENERAL INFORMATION:

Title: Ward Clerk

Grade: Band 3

Job base: Royal Brompton Hospital, Victoria and Foulis Ward

Responsible to: Deputy Service Manager

Accountable to: Deputy Service Manager/Mina Patel

CRB checks: CRB - not required ☐ CRB - standard ☐ CRB - enhanced ☐

Job summary:

The postholder will work as an integral part of the Respiratory Lung Division.

They will take responsibility for office duties on the Victoria and Foulis Ward. They will be expected to assist in the safe and effective day to day running of the unit, thus enabling nursing staff to deliver direct care to patients.

The postholder will work closely with the deputy service manager, modern

Matron and other ward clerks. They will have close communication with the surgical coordinators, secretaries, medical records and other support service departments.

Main tasks & responsibilities:

- **Patient/customer care (both direct and indirect)**

Carry out tasks including dealing with telephone enquiries, greeting patients on arrival to ward and escorting them to their bed space.

Obtaining medical records prior to patient's admission, and filing appropriate paperwork in patient's notes.

Use of hospital computer system to track patient's notes, obtain test results and other necessary uses to assist in role

Other daily contact with patient's, customers and staff to ensure smooth running of unit.

Record and report all incidents/complaint involving staff, patients and visitors in accordance with Trust Policies and assist in any investigations as required.

Make patients appointments as required.

- **Policy development**

Ensure hospital policy is adhered to at all times in regard to patient confidentiality.

- **Service development**

Work alongside other staff in contributing to developing service.

Participate in staff education and development, including utilising appropriate learning opportunities and to act as a resource for new and staff and students.

- **People management**

Participate in the Trust's appraisal and person development plan schemes by meeting with the manager as appropriate.

- **Communication**

Work effectively as a team member communicating with other members of the team as necessary.

Demonstrate sensitivity in dealing with patients/carers and colleagues, maintaining good customer relations.

Promote a positive image of the Trust at all times.

- **Resource management**

Use any resources available to you to manage work effectively.

- **Information management**

Use available information systems to assist in your work.

Use the Trust Intranet to enhance care and for professions development.

To abide by the Trust's core behaviours for staff and all other Trust policies including standing financial instructions, research governance, clinical governance, patient and public involvement, codes and practices, and health and safety policies

Other duties

To undertake any other duties commensurate with the grade as requested.

This job description is intended as a basic guide to the scope and responsibilities of the post and is not exhaustive. It will be subject to regular review and amendment as necessary in consultation with the postholder.

ADDITIONAL INFORMATION

Trust mission

To be the leading national and international centre for the diagnosis, treatment and care of patients with heart and lung disease, creating and disseminating knowledge through research and education

Confidentiality

During the course of your employment you may have access to, see or hear information of a confidential nature and you are required not to disclose such information, particularly that relating to patients and staff.

In order to comply with the Data Protection Act 1998 you must not at any time use personal data held by the Trust for any unauthorised purpose or disclose such as data to a third party.

You must not make any disclosure to any unauthorised person or use any confidential information relating to the business affairs of the Trust, unless expressly authorised to do so by the Trust.

Health & Safety

Smoking

It is the policy of Royal Brompton & Harefield NHS Trust that all people who work for the Trust or, while on it's premises, obtain treatment or visit the Trust in any capacity, do so without exposure to tobacco smoke.

The Trust aims to provide appropriate support, in partnership with local Occupational Health and Primary Care Trust services, to ensure that Trust staff patients can access practical help and support in their attempts to stop smoking.

This policy is based on clear evidence that, in addition to the health risks taken by smokers themselves, others who breathe in exhaled tobacco smoke (passive smokers) have increased risk of disease.

The Royal Brompton & Harefield NHS Trust is a non smoking Trust.

Diversity

You are at all times required to carry out your responsibilities with due regard to the Trust's diversity policy and to ensure that staff receive equal treatment throughout their employment with the Trust.

Risk management

All staff have a responsibility to report all clinical and non-clinical accidents or incidents promptly and, when requested, to co-operate with any investigation undertaken.

Conflict of interests

You may not without the consent of the Trust engage in any outside employment. In accordance with the Trust's conflict of interest policy, you must declare to your manager all private interests, which could potentially result in personal gain as a consequence of your employment in the Trust. Interests that might appear to be in conflict should also be declared to your manager.

In addition, the NHS Code of Conduct and Standards of Business Conduct for NHS Staff (HSG 93/5) requires you to declare all situations where you or a close relative or associate has a controlling interest in a business (such as a private company, public organisation or other NHS voluntary organisation) or in any activity which may compete for any NHS contracts to supply goods or services to the Trust. You must therefore register such interests with the Trust, either on appointment or subsequently whenever such interests are gained. You should not engage in such interests without the written consent of the Trust, which will not be unreasonably withheld. It is your responsibility to ensure that you are not placed in a position that may give rise to a conflict between your private interest and your NHS duties.

CODE OF CONDUCT FOR PROFESSIONALLY QUALIFIED STAFF GROUPS

All staff are required to work in accordance with their professional group's code of conduct (eg NMC, GMC, DoH Code of Conduct for Senior Managers).

CRIMINAL RECORD BUREAU CHECKS (where relevant)

Any applicant who is short-listed for this post will be asked to complete a disclosure form as the post-holder will be required to have contact with vulnerable adults or persons under the age of 18. The successful candidate will be subject to a criminal record check from the Criminal Records Bureau prior to the appointment being confirmed. The disclosure will include details of cautions, reprimands, and final warnings, as well as convictions if applicable.

Core behaviours for all Trust staff

All staff will commit to:

- Act with honesty and integrity at all times
- Demonstrate respect for others and value diversity
- Focus on the patient and internal and external customer at all times
- Make an active contribution to developing the service
- Learn from and share experience and knowledge
- Keep others informed of issues of importance and relevance
- Consciously review mistakes and successes to improve performance
- Act as ambassadors for their directorate and the Trust

- Be aware of the impact of their own behaviour on others
- Be discreet and aware of issues requiring confidentiality

Infection and Prevention Control

All Trust staff will:

- Act as a role model and champion for the highest standards of all aspects of infection prevention and control and implementation of all Infection Prevention and Control Trust policies and guidelines.
- Demonstrate respect for the roles and endeavours of others, in implementing good standards of hand hygiene.

Value and recognise the ideas and contributions of colleagues in their endeavours to reduce the incidence of healthcare associated infection.

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Confirmed as accurate by postholder:.....

Date:.....

Confirmed as accurate by manager:.....

Date:.....

