

AFC Reference:	AS.OS.C0285
Job Title:	Clerk (Generic Job Description)
Band:	2
Hours:	Various
Division/Service:	Community Services Division
Accountable to:	Service Lead
Responsible to :	Service Lead

#### **Job Outcomes:**

**As a result of the post-holder being effective in their role, The Trust would expect to see the following outcomes for the Trust, service users and the wider community:**

1. Mersey Care NHS Foundation Trust as a leading provider of community services, mental health care, physical health, addiction services and learning disability care.
2. Service users receiving a high quality service and one which is free from stigma, discrimination and harm.
3. Staff engaged with the delivery, innovation and continuous improvement of services to benefit service users.
4. Visible and responsive leadership, setting the standard for others and role-modelled throughout the division for all managers
5. The Trust values of Continuous Improvement, Accountability, Respectfulness, Enthusiasm and Support will be embedded across the division for all staff and evident to service users.

#### **Job Purpose:**

Undertake clerical duties within the office area and provide reception duties to ensure the needs of the services are met.

Ensure the delivery of the quality strategy within the designated area incorporating establishment of systems and processes.

**Principal Responsibilities:**

- Provide comprehensive administrative support to teams.
- Use information systems with specific responsibility to ensure a high standard of information recording is maintained.
- Produce standardised computer generated reports and/or statistical information as requested by line manager.
- Type all correspondence relating to the team.
- Undertake general office duties, including ordering supplies and managing stock levels.
- Answer the telephone, clear answer-phone, record messages and respond to queries in a timely manner ensuring effective communication in line with local policies for non-clinical information only.
- Transfer relevant information to all health and social care providers as requested by line manager.
- Input accurate and timely information required for audit purposes.
- Provide reception support as and when required, including receiving clients to the service and assisting with enquiries.
- Take responsibility for keeping the Office/Reception/Waiting area, clean and tidy.
- Be responsible for the opening and closing of buildings, if required.
- Co-operate with risk assessments and ensure that risks are identified and reported as they arise in the workplace.
- Requirement to work from other bases within the organisation, if necessary, and to undertake any other duties that may be required appropriate to the post holders grade, experience and competence.
- The post holder shall as necessary provide cover for and undertake duties of absent colleagues.
- Assist with the training of new clerks within the service.

\* The post holder shall as necessary provide cover for and undertake duties of absent colleagues.

\* The post holder shall follow all the policies and procedures of the organisation.

**Generic Responsibilities for all staff:**

All post holders will agree to:

- Commit to the vision of supporting Mersey Care in becoming a leading organisation in the provision of community services, mental health care, addiction services and learning disability care, and in doing so fully utilise their skills and experience to support the objectives of the Trust.

**Community and Mental Health Services**

- Role model the values of the Trust – Continuous Improvement, Accountability, Respectfulness, Enthusiasm and Support– in all activities and interactions with employees, service users and other stakeholders
- Challenge the stigma associated with mental health and learning difficulties.
- Comply with the Duty of Candour, defined by Francis as: 'The volunteering of all relevant information to persons who have or may have been harmed by the provision of services, whether or not the information has been requested and whether or not a complaint or a report about that provision has been made.'
- Work across professional and organisational boundaries to improve services for all.
- Maintain their specific knowledge base and develop new skills.
- Value the contribution of the patient / service user voice.
- Operate within any organisational codes of practice or those from a relevant professional body.
- Respect equality and diversity across all areas of working practice and communications with staff, service users and other stakeholders.
- Take responsibility for the accurate and timely collection and recording of data and ensuring all personally identifiable information is protected and used only for the purposes for which it was intended.
- Comply with all health and safety legislation and local policies and procedures.
- Adhere to all organisational policies.
- Have knowledge and understanding of technology in the workplace which is sufficient to maintain their efficiency and also how technology can empower service users in a digital environment
- Comply with the NHS Constitution in relation to the staff responsibilities that it sets out for NHS employees.
- Attend a one day Just and Learning & Civility and Respect training work shop
- Be an ambassador for Just & Learning and Civility & Respect following the training
- Positively advocate the just and learning culture within your team
- Be a confident supporter and implementer of the Trust CARES Values including Civility & Respect within your team.
- Support their team/services to create a positive environment for Just and Learning Culture
- Participate in Just and Learning Culture events.
- Bring Just and Learning Culture updates/information to the attention of team members and other MCT colleagues they work with.
- Support and encourage the sharing of concerns about the safety and quality of care with senior leaders with the aim of improving safety and quality.
- Actively participate in creating an open culture within your team so that concerns and difficulties can be discussed safely and respectfully.
- Speaking up in the event that they are exposed to incivility between colleagues in the workplace #iwillspeakup.

**Community and Mental Health Services**

- Listening and understanding others who have concerns and taking a collaborative approach to work towards a solution to improve civility and respect.
- 

This job description is intended as an outline indicator of general areas of activity and will be reviewed in light of the changing needs of the Trust in consultation with the postholder.

	ESSENTIAL	DESIRABLE
<b>QUALIFICATIONS:</b>	<ul style="list-style-type: none"> <li>• GCSE/NVQ2 or equivalent, or equivalent work based experience</li> <li>• Computer literate</li> </ul>	
<b>KNOWLEDGE/EXPERIENCE:</b>		<ul style="list-style-type: none"> <li>• Previous healthcare clerical experience.</li> </ul>
<b>VALUES:</b>	<ul style="list-style-type: none"> <li>• Continuous Improvement</li> <li>• Accountability</li> <li>• Respectfulness</li> <li>• Enthusiasm</li> <li>• Support</li> <li>• Responsive to service users</li> <li>• Engaging leadership style</li> <li>• Strong customer service belief</li> <li>• Transparency and honesty</li> <li>• Discreet</li> </ul>	
<b>SKILLS:</b>	<ul style="list-style-type: none"> <li>• Good keyboard skills</li> <li>• Ability to plan, prioritise and schedule work</li> <li>• Effective communication and interpersonal skills</li> <li>• Ability to work with attention to detail.</li> <li>• Ability to work effectively within teams</li> <li>• Ability to work on own initiative</li> </ul>	