

HERTFORDSHIRE PARTNERSHIP UNIVERSITY NHS FOUNDATION TRUST

JOB DESCRIPTION

Job Title: Ward Clerk

Grade/Band: 3

Department: Unplanned Division

Responsible to: Ward Manager

Accountable to: Ward Manager

Base: Swift Ward

Hertfordshire Partnerships University NHS Foundation Trust

- Hertfordshire Partnership University NHS Foundation Trust (HPFT) is an exceptional organisation with big ambitions, our aim is to be the leading provider of mental health and specialist learning disability services in the country.
- With a workforce of around 3,500 people and an annual income of some £330million this year, the Trust provides integrated health and social care services through a network of community and inpatient settings, serving diverse communities across Buckinghamshire, Essex, Hertfordshire and Norfolk. As a university NHS foundation trust, HPFT continues to develop strong links with the University of Hertfordshire, providing excellent learning and development opportunities, as well as strengthening our clinical research capability.
- Whilst it is a challenging period for the NHS, there has never been a more exciting time to join HPFT following our CQC rating of Outstanding awarded to us in April 2019.

Our Services

We provide mental health and social care services - including Adults of Working Age, Older Adults, Children and Adolescents and Specialist Learning Disabilities services.

The Trust works in close partnership with Hertfordshire County Council and also with other NHS organisations to promote and support mental health in the community. We also provide specialist learning disability services in Norfolk and North Essex.

The Trust provides:

- Community Services including local teams for mental health.
- Acute and Rehabilitation Services including inpatient services and crisis team.
- Specialist Services such as mental health services for older people, eating disorders, and our mother and baby unit.
- Learning Disability and Forensic Services.

Our Mission

“We support people to live their lives to their full potential by enabling them to keep mentally and physically well.”

Everything we do is aimed at providing consistently high quality, joined up care, support and treatment that:

- Empowers individuals to manage their mental and physical wellbeing.
- Keeps people safe from avoidable harm.
- Is effective and ensures the very best clinical and individual recovery outcomes.
- Provides the best possible experience.

Our Vision

Our conversations with service users, carers, staff, commissioners and the wider communities we serve have informed a simple but ambitious vision:

“Delivering great care, achieving great outcomes - together”.

We will achieve our vision by:

- Putting the people who need our care, support, and treatment at the heart of everything we do – always.
- Consistently achieving the outcomes that matter to the individuals who use our services, and their families and carers, by working in partnership with them and others who support them.
- Providing the very best experience of joined-up care in line with what service users and carers have told us makes ‘Great Care’.

Great Together

Great Together, our Trust strategy for 2023 – 2028, has been developed and co-produced with our service users, carers, staff, partners and local communities and gives us a clear roadmap to achieve our vision of great care and great outcomes.

Great Together places service users and carers at the centre of what we do; commits us to addressing inequalities and achieving equity; focuses on developing our people and creating a vibrant learning organisation whilst working in strong partnerships to deliver high quality care.



Values and Behaviours

Our values and behaviours have been developed by over 800 service users, carers and members of staff. They describe how we aim to be with service users, carers and each other. By living our values, we will deliver our ambition to be a leading provider for everyone we work with.

	<i>we are...</i>	<i>you feel...</i>
Our Values	Welcoming	✔ Valued as an individual
	Kind	✔ Cared for
	Positive	✔ Supported and included
	Respectful	✔ Listened to and heard
	Professional	✔ Safe and confident

Our values set the tone for:

- The way we plan and make decisions.
- The way we behave with service users and each other.
- The kind of colleagues we recruit.
- The way we induct, appraise, and develop our staff.

Job Summary:

The post holder will be required to provide comprehensive, professional, effective administrative support to the Inpatient Unit. This position will be the first point of reference and, as such, the successful candidate must display a considerable degree of initiative, possess mature judgement and maintain a calm, friendly and efficient manner when dealing with service users, their relatives, colleagues and visitors.

The post holder will be required to work independently using initiative and applying a high degree of confidentiality to all of their work. To undertake non-routine duties without direct supervision, working within broad procedural guidelines. The post is managed rather than supervised.

All staff should comply with the Trust's Anti-Discriminatory Statement, Employee Charter, Trust Policies and Procedures, Code of Conduct and Equality and Diversity.

Job Responsibilities:

- Responsibility for ensuring all correspondence is accurately and appropriately presented using current methodologies and medical terminology used by the team.
- To be skilled and experienced in the full range of secretarial work practices, software programmes, and specialised functional terms.
- To be proficient and expert in EPR (PARIS), advising and guiding others in team, supporting new users and instructing them as necessary.
- To use proficient internet skills to access, search and retrieve data relevant to team. To use knowledge and experience to meet the needs of the teams by completing non-routine tasks on a daily basis.
- To update skills as necessary and attend mandatory training and maintain records as per Trust Policy

Working Relationships and Communication Requirements of the Job

- Ward Manager
- Team Leaders
- Clinical Team
- Administration Staff

Communication requirements

- To Communicate effectively with the Team Manager and team
- To relay confidential, sensitive information to colleagues and outside agencies, in person or on the telephone.
- To be experienced with a range of communication methods including telephone, fax, e-mail and scanner, Telephone conferencing
- To use a range of communication skills to develop effective relationships with managers, teams and colleagues.

Financial Responsibility

- To manage and be responsible for petty cash
- To manage and be responsible for service users' money, keeping up to date records and receipts
- To check staff monthly time sheets for accuracy

Analytical and Judgemental Skills

The post holder will use their own judgement to find solutions to staff requests/needs, and visitor's problems, through the use of analytical and problem-solving skills. Handling queries and ensuring that relevant information is imparted, and confidentiality is maintained.

Planning and Organisational Skills

- To manage and organise own time and work efficiently and adhere to deadlines to enable the smooth running of the Inpatient department.
- To report and ensure equipment and environment faults are dealt with by relevant persons.
- To maintain service users paper records
- To deal with all service user enquiries, exercising initiative with regard to necessary action, using sensitivity and tact.
- Ensuring all messages are relayed as quickly as possible to Managers and their teams.
- To complete Weekly PD17 sickness returns
- Chasing actions, outputs and outcomes.
- The post holder will be expected to establish and maintain effective bring-forward systems and maintain delayed transfer of care data.
- Handling queries from colleagues and others connected with the services.
- Be aware of and able to make adjustments to plans at short notice.
- Keep data/information systems up to date and stores information correctly and safely.
- Admissions: preparation of folders if service user is new to the service, or the receiving of old folder if transferred, logging of admission onto Paris.
- Recording of staff training and logging of attendance to training
- Faxing, sending off faxes as requested by staff and in the normal running of the unit
- Imputing on to E-Roster
- Responsible for informing services users/carers, colleagues and outside agencies of appointments, changes to appointments, cancellations in person, telephone or by letter.
- To negotiate agreements and co-operation from patients always using tact
- To be the first point of call for service users, using developed communication skills and liaising with others to ensure the best possible care.

Physical Working Conditions and Environment

- Standard keyboard skills to access Care Notes and the Choose and Book systems.

- To be responsible for the photocopier, franking machine, and fax. Report faults: ensure there is an adequate supply of paper. Access the Internet, HPFT Intranet, e-mail, and texting.

Information Resources

- To use appropriate software and equipment on a daily basis to access databases.

Additional Information:

On occasion the post holder may be requested to travel to other sites to cover

Knowledge and Skills Framework:

The post holder will be expected to meet the requirements of the NHS Knowledge and Skills Framework (KSF) appropriate outline for the post. *Approved outlines are available on the HPT e-ksf local library.*

Health and Safety

The post holder has a duty of care to themselves and to others with whom they come into contact in the course of their work as laid down in the Health and Safety at Work Act 1974 and any subsequent amendment or legislation.

Infection Control

All Trust staff will:

Act as a role model and champion for the highest standard 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.

Equality and Diversity

Hertfordshire Partnership University NHS Foundation Trust is committed to providing an environment where all staff, service users and carers enjoy equality of opportunity.

The Trust works to eliminate all forms of discrimination and recognise that this requires, not only a commitment to remove discrimination, but also action through positive policies to redress inequalities.

Providing equality of opportunity means understanding and appreciating the diversity of our staff, service users & carers and ensuring a supportive environment free from harassment. Because of this Hertfordshire Partnership University NHS Foundation Trust actively encourages its staff to challenge discrimination and promote equality of opportunity for all.

Confidentiality

All staff must be aware of the Data Protection Act 1984, and its subsequent amendments, which is now in force. This means that protection of data about individuals is a requirement of the law and if any employee is found to have permitted unauthorised disclosure, the Trust and the individual may be prosecuted.

Standards of Business Conduct and Conflicts of Interest

The Trust has adopted a Standards of Conduct Policy, which reflects NHS Management Executive Guidelines. It is the responsibility of staff to ensure that they do not abuse their official position for personal gain or seek to advantage or further private business or other interests in the course of their official duties. Staff should be informing their line manager if they are working for any other organisation to ensure that this Trust complies with the Working Time Regulations.

Information and Records Management

The postholder must be competent in using IT and have the relevant skills to carry out the activities required for the post.

To comply with the Data Protection Act 1998, Freedom of Information Act 2000 and Department of Health Code of Confidentiality in line with Trust procedures.

To adhere to the Trust's policies on records management including creation, use, storing and retention and disposal of records.

Adhere to the Trust's Corporate Identity (using the standard templates – available on Trustspace).

Safeguarding Adults and Children

The Trust is committed to ensuring adults and children are protected and come to no harm from abuse. All employees have a responsibility to be aware of national and local policies, their individual responsibilities with regards to the protection and safeguarding of both adults and children, and must adhere to them at all times.

Organisational Change

As services develop and change, the post holder may be required to undertake other responsibilities within the Trust.

Review:

This job description is an outline, which reflects the present requirements of the post and is not intended to be an inflexible or finite list of duties and responsibilities. As these duties and responsibilities change and develop the job description will be amended from time to time in consultation with the post holder.

HERTFORDSHIRE PARTNERSHIP UNIVERSITY NHS FOUNDATION TRUST

PERSON SPECIFICATION

Job Title: Ward Clerk

Department: Inpatient SBU West

Date last reviewed: 17/04/2024.

CRITERIA	ESSENTIAL	DESIRABLE
KNOWLEDGE, TRAINING AND EXPERIENCE: A good standard of education to secondary level. Strong experience of working in an office environment. NVQ3/RSA3 OR equivalent experience. European Computer Driving Licence or equivalent Good knowledge of all Microsoft packages	 √ √ √	 √
AREAS OF EXPERIENCE AND KNOWLEDGE: Microsoft Word Packages Ability to organise and prioritise own workload. To be proficient in diary management. Proficient in email management particular Maintain a filing system, both paper and computerised systems.	 √ √ √ √ √	

COMMUNICATION SKILLS Ability to communicate with a range of people, whilst taking into account the confidential nature of the post	√	
ANALYTICAL SKILLS To make judgements, without direct supervision, as to the importance/urgency of workload issues	√	
DIVERSITY Treat everyone with whom the post holder comes into contact with dignity and respect. Acknowledges others' different perspectives.	√ √	
PHYSICAL SKILLS Advanced keyboard skills. Car driver (unless you have a disability as defined by the Equality Act 2010 which prevents you from driving)	√ √	
PHYSICAL EFFORT The post is office based with an occasional requirement to work in other units to set up meeting, take minutes	√	
MENTAL EFFORT Regular requirement to concentration, frequency and consequences of interruptions.	√	

Able to cope with a challenging and unpredictable workload.	√	
EMOTIONAL EFFORT Regular requirement to deal meet deadlines	√	
GENERAL Describe any personal characteristics not already mentioned	√	

NB: ALL INDICATORS SHOULD BE SUPPORTED BY APPROPRIATE EVIDENCE WHICH IS CLEAR AND CHECKABLE AT INTERVIEW

