JOB DESCRIPTION

Oxford Health NHS FT

Job Title:	Ward Clerk – Community Hospitals
Band:	Band 3
Responsible to:	Operational Support Manager
Accountable to:	Head of Operations – Community, Primary and Dental Care

Place of work:	Community Hospitals
Hours:	As Agreed

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JOB PURPOSE

To provide a supportive, flexible, comprehensive clerical and administrative service to the ward team to support their delivery of patient care.

DUTIES AND RESPONSIBILITIES

Administration and day to day duties
- Forwarding referrals prepared by clinicians to internal and external teams taking into consideration confidentiality and sensitive data management. Liaising with external providers/health care teams to ensure correct processes are in place in line.
- Maintaining ward diary.
- Answering the telephone, taking messages and helping with enquiries.
- Checking emails daily and printing off as necessary.
- Assisting housekeeping and nursing staff with ordering supplies via e-procurement as required.
- General scanning/uploading to electronic health records including patient blood results, correspondence, discharge summaries, leave forms, prescription charts etc. Using DOCMAN where appropriate.
- Taking minutes, typing and distribution for staff/patient meetings as required.
- Provide flexible cover for other members of the administration team when required.
- Responsible for office and clinical equipment's maintenance; report to IT department or clinical device maintenance company for any maintenance, fault and repairs as required.

Supporting the Ward and the Clinicians
- Support the process of daily check on staffing level and update staffing level board, inform manager and notify Bank / agency staff sourcing team when bank/agency staff are required to cover shifts.
- Updating patient status at 'A Glance' board (PSAG Board).
- Requesting and sending patients' notes and discharge summaries as required.
- Keeping notice boards tidy and up to date and adding anything of interest or importance to staff.
- Creating posters to promote ward initiatives and updates
- Keeping ward office organised and tidy.
- Preparing documents, leaflets and folders for new patient's admission and escalating the DOLs status where appropriate to the ward staff.
- Making sure all nursing documentation and clinical items are adequately stocked and
- photocopied/ordered as required. Accessing patient information via the Care notes system and reporting as necessary.
- Assist in the induction of new staff into electronic systems and processes on the ward.

- Act as a smart card manager, liaise with CAST, IT and ID badges department regarding issues with cards.
- Sending TTO requests to the Pharmacy, being aware of alerts and Infogrid available on the desktop.
- Arrange for the CD book to be managed in line with the policy.
- You must have the flexibility to cover other sites where necessary.

Patient, Family and Visitor interaction and support
- Booking taxis, ambulances and hospital transport for patients, ensuring all personal applicable information is relayed with close attention to detail and adherence to the guidelines and instructions.
- Taking specimens to Reception for collection, ensuring timelines are adhered to.
- Ensuring the ward photograph board is up to date to enable patients and visitors to understand the team on the ward.
- Management and coordination of visitors to the ward, ensuring all COVID-19 restrictions are understood.

Facilities
- Contacting the Estates Department to carry out repairs, checking work has been undertaken to satisfaction.
- Report issues with medical devices, wheelchairs/lifting devices with determination and desire to get resolution and conclusion.

Governance, health and safety, regulations, reporting and monitoring of activity
- Handing out and collecting satisfaction questionnaires to discharged patients and their carer.
- Act as a fire responder.
- RA agent for the ward.
- Ensure the grab bag is always in date and available.
- Send accolades to PALS in accordance with set process.

Communication
- Relaying information to external staff by telephone, letter and email.
- Contacting patients' relatives to keep them informed and up to date on their relatives situation as directed by Registered Nurses or the Ward Coordinator

- This job description is not restrictive or definitive in any way and should be regarded only as a guideline to the duties required and may be amended in the light of changing circumstances following consultation with the post holder. The job description does not form part of the Contract of Employment.

STRUCTURE CHART

Head of Operations – Community, Primary Care and Dental Directorate

Operational Support Manager

Administrators Band 3   Ward Clerk   Administrators/Receptionists Band 2

CODE OF CONDUCT

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

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 post holder.

In addition to undertaking the duties as outlined above, the post-holder will be expected to fully adhere to the following:

Personal Development
- To actively participate in an annual performance review (appraisal) and the development and implementation of a personal development plan.
- To take responsibility for their own professional development ensuring professional standards are maintained and statutory and mandatory training is in date.
- To attend any training as requested.

Code of Conduct
- To adhere to the Professional Code of Conduct relating to your profession (if applicable).
- To uphold the principles and values set out in the NHS Code of Conduct for Managers.
- To support the organisation in developing an effective work/life balance for employees that meets the needs of the organisation.
- To ensure that the health and wellbeing of patients is at the centre of all activities and that all staff engage and communicate with patients as appropriate.
- To always promote quality and safety of patients, visitors and staff thus enabling the Trust to meet its regulation requirements (Care Quality Commission Registration – Regulations and Outcomes) that relate most directly to patients and also strive for continuous quality improvement.

Equal Opportunities/Diversity
- To observe Oxford Health NHS Foundation Trust's Equal Opportunities Policy providing equality of treatment and opportunity to employees, service users and service providers irrespective of sex, sexuality, age, marital status, ethnic origin or disability.

Health & Safety
- To take responsibility for the health & safety of themselves and other persons who may be affected by their omissions or actions at work.
- To promote the Trust's Health and Safety Policy and ensure matters are managed in accordance with it.
- To co-operate with the Trust to ensure that statutory and departmental regulations are adhered to.
- Report accidents, incidents and near misses, implementing corrective action where necessary.

Infection Control
- To comply with Trust policies for infection control and hand hygiene such as hand hygiene, decontamination Policy, uniform and workwear code and standard precautions Policy to reduce the spread of healthcare-associated infections (HCAIs).
- Employees with clinical responsibilities must incorporate into their clinical activities up to date evidence that supports safe infection control practices and procedures, such as the use of aseptic techniques and the safe disposal of sharps.

Confidentiality and Data Security
- To comply fully with the duties and responsibilities outlined in the Trust's Information Governance Policy.
- To comply with the Data Protection Act 2018 and General Data Protection Regulations (GDPR), National Data Security Standards and any professional code of practice on Confidentiality and Data Protection as accepted by the Trust. Departmental codes of practice and procedures for confidentiality are available from the head of department.
- To ensure that all information collected, stored and used is done so in compliance with the above Act and any relevant Trust Policy.
- To preserve the confidentiality of any information regarding patients, staff records in your area (in connection with their employment) and the Trust business. This obligation shall continue in perpetuity.
- To raise any matters of concern with your Manager/Director

Safeguarding
- To recognise that promoting the welfare and safeguarding children, young people and adults is everyone's business and access training and supervision as appropriate to the role.
- To support the organisation in ensuring service users are protected from abuse or the risk of abuse and their human rights are respected and upheld.
- To ensure concerns are responded to appropriately in line with the Trust's Safeguarding Adults Policy and the Child Protection Policy and interagency safeguarding procedures.
- To comply with recruitment and other checks as requested by the organisation including undertaking an Enhanced Disclosure via the Criminal Records Bureau.

Other
- To be aware of and work in line with all Trust policies and procedures.
- To carry out any other tasks as reasonably directed.

PERSON SPECIFICATION

Band: 3 – Ward Clerk – Community Hospitals		
Criteria for Selection	**Essential Requirements**	**Desirable Requirements**
Knowledge Requirements	Working knowledge of working in a fast paced, busy office. Demonstrate knowledge of a range of non-routine office procedures and protocols. Confidence in dealing with patients and their families and the general public in a professional manner.	Previous NHS experience and knowledge.
Qualifications – Academic/Skills/Professional	Working knowledge of Microsoft Office, including Word, Excel, Power Point, Email and the Internet. Good general education including English and maths NVQ3 or equivalent RSA 1, 2, 3 or equivalent	A Levels
Further Training or Job Related Aptitude and Skills	Ability to work on own initiative and organise own workload with minimal supervision working to tight and often changing timescales.	An understanding of data protection An understanding of Safeguarding vulnerable adults and children.
Experience	Experience of working in a busy office with interface with the public. Experience of working with IT systems including Microsoft Word, database and recording systems.	
Personal Qualities	Ability to manage multiple priorities. Be flexible and resilient. Able to work effectively within a team environment.	
Contractual Requirements or other requirements	Ability to travel between sites. Ability to maintain confidentiality.	