

# Job Description

<b>Job Title</b>	Clinic Clerk (Generic)
<b>Department</b>	Band 2
<b>Division</b>	Clinical Support
<b>Band</b>	2
<b>Reporting To</b>	Business Manger
<b>Job Reference</b>	J2237

## ▪ Role

To work as part of a team under the supervision of the Team Leader providing clerical and reception support in the out-patient & Diagnostic department, sending out appointments to patients and maintaining appropriate records.

## ▪ Key Responsibilities

Under the supervision of the senior clinic clerk/team leader

- Arrange the booking, reception and follow up of out-patient/Diagnostic Patient for any clinician in accordance with agreed requirements.
- Complete all required documentation and computer records
- Send out correspondence and deals with all relevant enquiries from patients relatives, GP's etc.... before, during and after clinic appointments.
- Deal with any difficulties relating to clinic, referring to a higher level if required, and makes suggestions for improvement.
- Receive and acknowledge incoming referral letters as appropriate
- Refer letters to Consultant/clinician for further information as required.
- Book and advise patient of appointments using the Trusts partial/fully booking protocols.
- Ensure Clinics are booked to full capacity as per the agreed Consultant/clinician's template. Make suggestions as to any modification to ensure smooth running of clinic based on demand.

## ▪ Duties and Key Tasks

- Ensure that all outpatient/Diagnostic targets are met in relation to appointments.

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- Book ambulance transport for appropriate patients, following local protocols.
- Freezing/Unfreezing or deleting clinics due to Annual/Study leave etc .. as per agreement with Consultant/Clinician
- Re-booking patients who have had to be cancelled due for example of sickness of clinician.
- Locate case notes by liaising with Medical Records/other departments
- Prepare case notes for clinic; including front sheets/labels/date of clinic/name of Consultant/Clinician, History Sheet, other information as required by individual clinics.
- Prepare Administrative details on forms if relevant wg. Filling out cards for future blood tests.
- Complete administrative details for each patient in out-patient/Diagnostic status record.
- Attach status form to case notes ready for patient consultation.
- Check if results received if appropriate to clinic and chase results if not available. This may necessitate reading clinician's last letter to see which test ordered, e.g. Bloods/X-ray/ECG/MRI/Histology/Microbiology. These may be from this hospital or other hospitals or units.
- Receive Patient in clinic, welcome them, check administrative details are correct and amend paper and computer records to ensure all data up-to-date and accurate.
- Record details of attendance, treatment and follow-up as designated by clinician on computer.
- To assist in the production of waiting time statistics.
- Send out letters to non-attendees and their GP's and discharge from computer system as per Patient Access Policy.
- Book further appointments/investigations as per clinician's instructions.
- Answer telephone enquiries regarding all aspects of clinic activity.
- Deal initially with any face to face or telephone complaints from patients or GP's and refer to advice as appropriate.

## ▪ Extra Factual Information

▪ **Extra Factual Information**

- Work across site as and when required by the service

# Person Specification

Qualifications, Specific Experience & Training	Essential	Desirable	Measure
<ul style="list-style-type: none"> <li>Educated to GCSE level or equivalent</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application Form
<ul style="list-style-type: none"> <li>Experience of working in an administrative role.</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application Form
<ul style="list-style-type: none"> <li>NVQ Level 2 in a relevant subject</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Application Form
<ul style="list-style-type: none"> <li>Previous experience in an NHS acute hospital</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Application Form
<ul style="list-style-type: none"> <li>Previous experience of the Cerner Millennium Information system</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Application Form

Knowledge and Skills	Essential	Desirable	Measure
<ul style="list-style-type: none"> <li>Basic working knowledge of IT</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application Form
<ul style="list-style-type: none"> <li>Good keyboard and computer skills</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Interview
<ul style="list-style-type: none"> <li>Good verbal and written communication skills</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application Form
<ul style="list-style-type: none"> <li>Good time management and organisational skills</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Interview
<ul style="list-style-type: none"> <li>Knowledge of admin processess</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Interview
<ul style="list-style-type: none"> <li>Aware of Information Governance</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Interview
<ul style="list-style-type: none"> <li>Ability to prioritise, work to deadlines and use initiative.</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Interview
<ul style="list-style-type: none"> <li>Excellent customer service skills</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Interview

Personal Attributes	Essential	Desirable	Measure
<ul style="list-style-type: none"> <li>Self-motivated and enthusiastic</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Interview
<ul style="list-style-type: none"> <li>Sensitive and empathic</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Interview
<ul style="list-style-type: none"> <li>Polite sand friendly manner</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Interview

Personal Attributes	Essential	Desirable	Measure
• Ability to work under pressure	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Interview
• Ability to handle conflict and aggression	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Interview
• Ability to work as part of a multidisciplinary team	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Interview

# Organisation Chart

