

## Clerical Officer Job Description

**Department:** Community Healthcare

**Office Base:** Tameside & Glossop Community Base

**Band:** 2

**Responsible for:** N/A

**Accountable to:** Band 3 Administrator

**Key relationships:** Admin & Clerical Service/ HCP's

### Job Summary

The designated person will provide full clerical support to the Health Care Professional teams based in community settings.

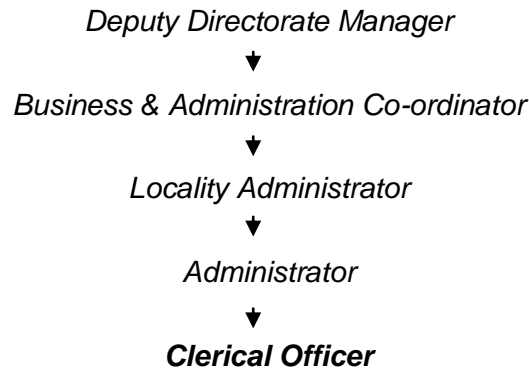
As part of a team, the designated person will be the first point of contact for all community service users.

The post holder will be familiar with a full range of clerical tasks and undertake specific duties. The post holder will be undertaking tasks requiring strict confidentiality.

The post holder may be required to work from any community healthcare base according to the needs of the service.

The service operates between the hours of 8am to 8pm using a rota system.

## Organisation Chart



## SECTION 1- MAIN RESPONSIBILITIES:

Provide a full range of clerical tasks to Healthcare Professionals.

Have a variety of IT skills to be able to use spreadsheets, word processing, e-mails and basic keyboard skills.

To use the patient administration system to book patient appointments.

General office management skills such as filing/management of records and switchboard/telephone duties.

You may be required to provide administration support for services being provided off site.

To work as part of a team and to carry out tasks set by the Administrator/line manager.

To be conversant with all of the services offered within Community Healthcare.

To process incoming and outgoing mail.

To undertake data inputting ensuring deadlines are met as set by the Administrator/line manager.

Knowledge of Data Protection Act, patient confidentiality, risk management and health and safety procedures.

To attend all Mandatory Training e.g. Fire Lectures, Manual Handling, Basic Life Support & Risk Management.

To undertake waste management and energy saving procedures in accordance with trust policy and to assist with the collation of monthly waste management statistics as directed by the Administrator/line manager.

To support the Administrator/line manager in the smooth running of the services provided by the community healthcare setting.

Clerical officers are expected to cover at own and other community facilities during annual leave and sickness absences. The post will include a range of duties, which fall within clearly defined limits.

## **SECTION 2- KNOWLEDGE AND SKILLS**

### **Communications**

Good communication skills to deal with enquiries to the department by telephone or face to face making.

To communicate verbally and non-verbally to deal with enquiries from service users/relatives, members of the public and outside organisations.

Ensure professional approach when booking appointments on patient administration system or directing patients to relevant services.

Deal with mail, telephone enquiries and messages.

To have an awareness of communication difficulties i.e. language, hearing and sight impaired patients.

To communicate effectively and maintain good relationships with patients, medical professionals and other departments across the healthcare setting and other outside agencies.

Direction of patients to the waiting areas and notifying the relevant department of the arrival, assisting where necessary disabled patients to the waiting areas or opening connecting doors for wheelchair users.

### **Responsibility for Patient Care**

To ensure service users are given appropriate information and direction in relation to the services provided.

Service users are greeted and dealt with in a courteous and professional manner.

Assist patients/service users/carers/relatives during incidental contacts.

## **Planning and Organising**

To use the patient administration system to book patient appointments and follow-up appointments.

Organise and plan own day to day workload or activities in order to meet the demands of the job role.

Management of own workload as delegated by the Administrator/line manager incorporating maintenance of filing systems including archiving and destruction, general upkeep of files, transferring records in accordance with Trust policies.

The post holder is expected to use their initiative to a significant level and work without direct supervision.

To assist with data collection and audit as requested by the Administrator/line manager.

Due to the nature of the work, the clerical officer must be able to prioritise, as frequent interruptions can be expected from the public and professionals.

## **Responsibilities for Physical and / or Financial Resources**

Ensure safe and efficient use of equipment, resources and consumables at all times.

Monies taken for sale of vitamin drops and tablets and stock control of these items if based in a community facility.

## **Responsibility for Policy and Service Development and Implementation**

To contribute to the review and development of policies as appropriate to the service.

To identify areas that could be enhanced to support service development.

Adhere to policies and procedures.

To be aware of, comment on and/or actively participate in changes on policies, procedures or service developments.

To embrace the department in making service improvements effective within the workplace.

### **Responsibilities for Human Resources and Leadership**

To participate in Performance & Development Review with the line manager.  
Using your knowledge and skills, provide support and guidance to staff as required.  
Support new or less experienced work colleagues to adapt to the workplace.

### **Responsibilities for Teaching and Training**

Participate in training and development activities that are relevant to the job role.

### **Responsibilities for data and information resources**

To use the patient administration system to book patient appointments and follow-up appointments.

To use electronic communication systems such as emails, intranet, team brief and internal communication systems.

### **Research, Development and Audit**

To provide assistance as requested by the Administrator/line manager to complete internal clerical audits.

## **SECTION 3- EFFORT AND ENVIRONMENT**

### **Physical Skills and Effort**

When filing the post holder will have to bend, stretch and lift boxes of stationery or files, working in a limited space.

The post holder is expected to move from their area of work to perform other duties related to the post in other parts of the building i.e. photocopying.

The post holder is expected to travel to other community facilities to cover when the needs of the service demands.

Frequent concentration when using the computer and answering telephone queries.

Keyboard skills including touch-typing.

The post holder is expected to switch from task to task throughout the day i.e. from I.T. work to answering the telephone and/or reception duties.

Occasionally type or send letters of an emotional nature.

Use VDU and telephony equipment regularly for long periods of time.

### **General Duties**

The clerical officer is the link between the health care professional and service users who utilise the services within community healthcare.

The role of clerical officer is not to give medical advice but to refer on to a health care professional or relevant service.

Any other duties as appropriate to the grade

This job description is issued as a guideline to help you understand the duties you will be initially expected to undertake. It may be changed from time to time to meet new working requirements after discussion between you and your manager.

Along with the designated tasks the successful candidate will acquire an understanding of the duties and responsibilities of colleagues to become an active and proficient member of staff.

### **SECTION 4 - ADDITIONAL REQUIREMENTS**

1. To provide cover for colleagues as directed by your manager.
2. Risk Management (Health & Safety)
  - a) You will follow risk management procedures at all times. The Risk Management procedures for the Trust and the department are kept by the departmental manager.
  - b) You are personally responsible for Risk Management issues in respect of yourself and your colleagues.
  - c) If you identify a potential hazard you should report it to your manager / supervisor at once. If in doubt you should speak to your manager for guidance.
  - d) You must always use safety equipment provided, and report any defects to your manager. You must attend Risk Management Training as directed by your manager.
  - e) If you are a manager or have line management responsibilities for staff or a department or area of work, you are responsible for the Risk Management issues in that area. You will ensure that there is an annual Risk Management audit in your area and make sure that where necessary, an action plan eradicating risks is drawn up and implemented.

f) Should you need help in resolving Risk Management matters, you must seek assistance from your manager.

**3. Infection Prevention and Control**

a) You are personally responsible for ensuring that you protect yourself, patients, visitors and colleagues from the risks of infection associated with health care activities and the care environment.

b) You must adhere to infection prevention and control policies at all times liaising with the infection control team and acting on any instructions given.

c) You must attend regular infection prevention and control update training.

d) You should at all times promote and demonstrate good practice for the prevention and control of infection.

4. To avoid any behaviour which discriminates against your fellow employees, or potential employees on the grounds of their sex, sexual orientation, marital status, race, religion, creed, colour, nationality, ethnic origin or disability.

5. To safeguard at all times confidentiality of information relating to patients and staff.

**6. No Smoking Policy**

The Trust operates a No Smoking Policy which states that smoking is prohibited within all Trust premises and on the site. This includes entrances, exits, cars, lease cars, car parks, pavements and walkways, areas hidden from general view and residences. As an employee of the Trust you are expected to comply with this policy, failure to do so may result in disciplinary action being taken under the Trust's Conduct and Disciplinary Policy.

7. To behave in a manner which ensures the security of NHS property and resources.

8. To abide by all relevant Trust Policies and Procedures.

This list of duties and responsibilities is by no means exhaustive, and the post holder may be required to undertake other relevant and appropriate duties as required.

**This job description is subject to regular review and appropriate modification in consultation with the post holder.**

# Clerical Officer Person Specification

**Post:** Clerical Officer

**Band:** 2

Requirements	Assessment Method – Application Form (AF) / Test (T) / Interview (I) / References (R)				
	Essential (E) /Desirable (D)	AF	T	I	R
<b><u>Education &amp; Qualifications</u></b>					
IT Skills in Microsoft Word and Excel	E				
English and Maths, GCSE, CSE, level 1 or A-C or above	E	√	√	√	
Powerpoint knowledge	D	√			
<b><u>Knowledge</u></b>					
Knowledge of Patient Administration Systems (PAS) ie) EMIS	E	√			
Knowledge of Microsoft Packages	E	√	√		
General Office duties	D	√			
<b><u>Experience</u></b>					
Working experience of general office duties	E	√		√	
Reception duties	E	√		√	
Computer literate	E	√	√	√	
Customer service skills	E	√		√	
Previous experience working with the general public	D	√			
Excellent telephone manner	E			√	



<b><u>Skills &amp; Abilities</u></b>					
Excellent typing/IT skills (email, word processing & data inputting)	E	✓		✓	
Good communication skills – written & verbal	E	✓		✓	
NVQ Customer Care or equivalent	D	✓			
Excellent telephony skills	E	✓			
Flexibility to cope with changing needs of the job	E	✓			
Eager to learn new skills	E	✓			
<b><u>Work Related Circumstances</u></b>					
Occupational Health Clearance	E				