

Job Description

Post Title	Ward Clerk
Band	3
Division	South Manchester & Manchester
Location/Base	Andersen Ward, Laureate House
Responsible to	Ward Manager
Accountable to	Administration & Performance Manager

Job Summary/Purpose

The post holder will provide a comprehensive clerical service to Andersen Ward, ensuring that all duties are carried out accurately and efficiently, and that confidentiality is maintained at all times. Occasional cross cover of other wards in the unit and the Outreach Team will be required and in periods of low activity, there will be a requirement to support the Perinatal community team.

Main Duties & Responsibilities

Heading	Duty/Responsibility
Responsibility to Patient Care	<ul style="list-style-type: none"> To provide administration support to the ward team, ensuring that administrative systems are in place to enable the smooth running of the ward. To receive general enquiries and to provide a confident and friendly reception service for the ward, ensuring that helpful and effective assistance is given to all patients, visitors and those making enquiries. To ensure that enquiries to the ward are either answered or passed onto the appropriate individual or agency to deal with. To answer incoming calls to the ward, relaying queries and messages as appropriate to the nursing staff Input good quality data into the electronic patient record system (PARIS) with regards to admissions, discharges, leaves, returns and transfers to support with quality improvement and performance. To receive, sort and distribute patient and staff mail as appropriate. To ensure that correspondence and documents are effectively typed and dispatched, in accordance with Trust standards and timescales. To be responsible for maintaining an efficient filing system for correspondence, investigation results, medical and nursing records. To undertake administrative and clerical work generated by the ward, including dealing with admission and discharge documentation.. To provide information, either verbally or in writing to service users, carers, other professional agencies, other departments within the

	<p>service or other hospitals, under the guidance of the nursing team.</p> <ul style="list-style-type: none"> • To liaise with appropriate agencies on behalf of service users to obtain or share information as necessary. • To provide administrative support and take minutes for team business meetings, MDTs or professionals meeting as requested • To liaise regularly with the inpatient secretaries and multi-disciplinary teams (MDT) to maintain effective communication and support the planning of the MDT meetings. • To issue benefits agency sick certificates on behalf of service users, as directed by the nursing / medical team. • Arrange safekeeping of patients of patient's personal property/money • Take messages, documents, and specimens to other departments as required. • Arrange as and when required outpatient appointments, patient transport etc.
Planning and Organising	<ul style="list-style-type: none"> • To support the ward manager in the maintenance of accurate sickness and absence records for the nursing team using the electronic roster and at the direction of the ward manager. • To work with the ward manager in ensuring adequate cover is provided to the ward by liaising with the temporary staffing service at Trust headquarters and using the bank staff system as directed by the ward manager. • To maintain and adequate supply of medical, surgical and non-clinical supplies on the ward in liaison with the ward manager. • To support with providing statistical information for the purpose of data quality, where required. • Checking and maintaining stocks of stationary, menus, provisions and ensuring safe storage of the above items in collaboration with the ward housekeeper. • Follow up non-stock requisitions with supplies and facilitating delivery • Photocopying and faxing as required and directed by nursing staff. • To provide administrative assistance to other wards to cover sickness, annual leave etc. for other Ward Administrators as directed by the Ward Manager. • Provide cover for colleagues during times of sickness and annual

	leave.
Communication	<ul style="list-style-type: none"> • To liaise with the estates dept. to make adequate arrangements for a high standard of maintenance and repair in the ward environment so that the ward complies with Health and Safety requirements. Use MICAD to request estates dept. jobs. • Attend required mandatory training, ward meetings, service development meetings and attend any other training identified as necessary by manager or identified in Individual Performance and Development Review (IPDR) • To receive annual IPDR from line manager • To accept management supervision from line manager • To report all adverse incidents, complaints or Health and Safety issues to ward manager or nurse in charge • Read and respond to emails/carry out e-learning training. • Maintain administrative systems set up in the ward offices to provide an organised and efficient working environment for clinical staff. • To provide supervisory role to apprentices and receptionist, which will include day-to-day supervision, where required.
Health and safety	<ul style="list-style-type: none"> • To take responsible care for the health and safety of the post holder and others affected by their actions. • To work and use all equipment in accordance with safe operating procedures and Trust's codes of practice. • To report all accidents, incidents and omissions to the manager. • To attend all training identified as being appropriate by the line management team.
Freedom to Act	<ul style="list-style-type: none"> • To support and attend training identified as being appropriate by the line management teams. • To work within Trust policies and procedures. • To be guided by precedent and occupational procedure. Priorities are set but post holder will manage own work load, and work independently.
Trust Mandatory On-going Requirements - to be met by	<ul style="list-style-type: none"> • To undertake any other reasonable duty, when requested to do so by an appropriate Trust manager. • To understand and comply with all Trust policies, procedures, protocols and guidelines. • To understand the Trusts Strategic Goals and how you can support

<p>the candidate after commencing in post, these will not be assessed at the recruitment stage</p>	<p>them.</p> <ul style="list-style-type: none"> • To understand the need to safeguarding children and vulnerable adults and adhere to all principles in effective safeguarding. • To carry out all duties and responsibilities of the post in accordance with Equal Opportunities, Equality and Diversity and dignity in care/work policies and principles • To avoid unlawful discriminatory behaviour and actions when dealing with the colleagues, services users, members of the public and all stakeholders. • To access only information, where paper, electronic, or, in another media, which is authorised to you as part of the duties of your role. • Not to communicate to anyone inside or outside the NHS, information relating to patients, services users, staff, contractors or any information of a commercially sensitive nature, unless done in the normal course of carrying out the duties of the post and with appropriate permission. • To maintain high standards of quality in corporate and clinical record keeping ensuring information is always recorded accurately, appropriately and kept up to date. • To ensure your day to day activities embrace sustainability and reduce the impact upon the environment by minimising waste and maximising recycling; saving energy; minimising water usage and reporting electrical faults, water leakages or other environmental concerns to the facilities department or their line manager. • Take reasonable care of the health and safety of yourself and other persons • To contribute to the control of risk and to report any incident, accident or near miss • To protect service users, visitors and employees against the risk of acquiring health care associated infections. • To take responsibility for your own learning and development by recognising and taking advantage of all opportunities to learn in line with appraisal and supervision.
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Further Information for Postholder(s)

This job description is not exhaustive, but is intended to give an overall picture of the role. Other duties within the general scope of the post may be required from time to time. The duties of the post and job description can be reviewed through the agreed process. All information obtained or held during the post-holders period of employment that relates to the business of the Trust and its service users and employees will remain the property of the Trust. Information may be subject to disclosure under legislation at the Trust's discretion and in line with national rules on exemption.

All Trust sites have been designated a no smoking area. The post holder is therefore advised smoking is not permitted within the hospital premises or grounds or whilst representing the Trust in the course of their duty. While the Trust will not discriminate against employing smokers, all prospective employees should be aware of this policy

Person Specification

Post Title	Ward Clerk
Band	3
Division	South Manchester & Trafford
Location/Base	Andersen Ward
Responsible to	Ward Manager
Accountable to	Admin & Performance Manager
Job Summary/Purpose The post holder will provide a comprehensive clerical service to Andersen Ward – Mother & Baby Unit, ensuring that all duties are carried out accurately and efficiently, and that confidentiality is maintained at all times.	

Essential Criteria - The qualities without which a post holder could not be appointed.	Desirable Criteria - Extra qualities which can be used to choose between candidates who meet all the essential criteria	How Assessed – AP = Application form IN = Interview OA = Other Assessment
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Education / Qualifications - to be able to complete the duties as laid out on the Job Description		
<ul style="list-style-type: none"> Good basic education to GCSE standard or equivalent demonstrable experience. 	NVQ Level 2 in Business Administration or equivalent demonstrable experience	AP and IN

Experience - to be able to complete the duties as laid out on the Job Description		
The post holder should:		
<ul style="list-style-type: none"> Experience of dealing with a range of people over the phone and face to face 		AP and IN
<ul style="list-style-type: none"> Experience of carrying out administrative duties to complete a piece of work in a methodical, efficient and timely manner to meet a set deadline 		AP and IN
<ul style="list-style-type: none"> Experience of summarising and note taking in order to capture the main points of a discussion/informal meeting 		AP and IN
<ul style="list-style-type: none"> Experience of working as part of a team in order to achieve a shared vision/goal 		AP and IN
<ul style="list-style-type: none"> Experience of maintaining quality standards in ones work 		AP and IN

Knowledge - to be able to complete the duties as laid out on the Job Description

<p>The post holder should:</p> <ul style="list-style-type: none"> • Knowledge of equal opportunities legislation • An awareness of policies & procedures in relation to confidentiality, information sharing, and safeguarding 		<p>AP and IN</p> <p>AP and IN</p>
Skills and Abilities - to be able to complete the duties as laid out on the Job Description		
<p>The post holder should:</p> <ul style="list-style-type: none"> • Ability to use word processing (and at least one other Microsoft Office Software Package e.g. Microsoft Excel, PowerPoint, and Access) • Ability to use one's own initiative and prioritise workload • Good organisational skills in order to maintain efficiency • Motivated to work towards creating a safe, open & trusting environment • Commitment to one's own professional development • Effective and coherent oral and written communication skills 		<p>AP and OA</p> <p>AP and IN</p> <p>AP and IN</p> <p>AP and IN</p> <p>AP and IN</p> <p>AP and IN</p>
Other Requirements - to be able to complete the duties as laid out on the Job Description		
<ul style="list-style-type: none"> • Basic knowledge of the needs of the service user group and respect for peoples diversity • Prepared to work flexibly to meet the needs of the service • There is an occasional requirement to travel across the service footprint to work at different bases attend meetings etc. and an occasional requirement to travel across the 		<p>AP and IN</p> <p>AP</p>

wide footprint of the Trust to attend meetings and events related to the role		
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The Trust will consider any reasonable adjustments to the recruitment and selection process and to employment for applicants who have protected characteristics under the Equality Act 2010.

Date: September 2019