

**Maidstone and Tunbridge Wells NHS Trust  
Job Description**

<b>Job title:</b>	<b>Receptionist / Ward Clerk</b>
<b>Band:</b>	<b>Band 3</b>
<b>Directorate:</b>	<b>Critical Care</b>
<b>Site:</b>	<b>Tunbridge Wells Hospital - Intensive Care Unit</b>
<b>Hours:</b>	<b>37.5 hours per week</b>
<b>Reports to:</b>	<b>Matron</b>
<b>Accountable to:</b>	<b>Matron</b>

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**Job Summary:**

The post-holder will be responsible for providing a front-line reception service to the ward and for delivering a high standard of customer care to a wide range of client groups, including the ward's multi-disciplinary team, patients, relatives and their carer's.

The post-holder must play a proactive role in collecting, investigating, verifying and recording a high standard of patient demographic and treatment data. The post holder must accurately and in a timely manner enter such information on the computerised patient information system, to ensure that the trust receives the appropriate level of income for patient activity, avoids the potential clinical risks inherent with inaccurate patient records and is compliant with national NHS targets (e.g. on data quality and length of patient wait).

**Working relationships:**

**Internal (within the Trust)**

Ward Manager  
Clinical Staff  
Administration Staff  
Estates  
Transport  
Portering  
Domestics

**External (outside the Trust)**

Patients  
Patients Carers / Relatives  
Other NHS Organisation

**Budget Responsibilities:** None

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**Key Result Areas:**

- To welcome patients on admission, introducing them to relevant aspects of Ward/Unit regime and orientate them to the ward/unit.
- To welcome all relatives, carers and visitors to the Ward/Unit.
- Exchange confidential sensitive information with medical staff, nursing staff e.g. reports for doctors, information passed to be passed on from relatives to nursing staff.
- Answer the Ward door intercom ensuring entry controls are enforced.
- For each patient episode, monitor and record data.
- For each patient episode, monitor and record data liaising with clinical staff in order to achieve this for:
  - Estimated date of discharge (EDD);
  - Clinical coding;
  - Discharge notification/transfer notification (EDN);
  - Venous Thromboembolism (VTE);
  - Dementia;
  - Medically fit for discharge
  - To enter patient demographic data i.e.
  - Patient full name, NHS number, postal address / temporary address, Date of birth (DOB), gender, NOK, GP, contact number/s.
- To be responsible for accurate entry on the patient systems of patient admission date.
- To be responsible for accurate entry on the patient systems of patient transfer or discharge date.
- To maintain validity and accuracy of information by ensuring live bed states are kept up to date.
- To ensure that all relevant patient documentation is maintained on the ward during the patient's stay and filed accordingly, prior to discharge.
- Ensure that all patient information/documentation is returned to the relevant departments following patients' discharge.
- Ensure case notes are retrieved, tracked, stored securely and made available within 48 hours of patient admission.
- To ensure patient records maintenance whilst patient is on the ward/department.
- Arrange for copy documents to be made available to clinical staff for patients transferring to another service.
- To be responsible for sorting post arriving to the ward.
- To be able to have a good working skill/knowledge of the Patient Centre System to ensure patient demographics are current and up-to-date and by entering and updating daily the live bed state through the use of AllScripts and expected date of discharge.
- Facilitate the ordering and delivery of ad hoc stores.
- To have a good knowledge of Medicus (ICU' audit system)

- To undertake Health Roster training and support the Nurse in Charge and ICU Manager, ensuring effective staff rostering.
- To support the follow up clinic/rehabilitation team with administrative duties.

### **Accountability**

- Deal with patients' and carers' concerns as they arise, escalating where necessary.
- Facilitate the ordering and delivery of stationery and other equipment.
- Liaise with Estates Department regarding problems in the department relating to plumbing, lighting, heating etc.
- Liaise with outside companies to ensure copying and scanning and other equipment is maintained or repaired in a timely manner.

### **Communication and relationship**

- Demonstrate excellent communications skills when dealing with patients, relatives, carer and all other disciplines whether external or internal utilising a professional approach and demonstrate tact, diplomacy, persuasive skills and empathy, referring on to relevant individual/ group or ward sister where appropriate.
- Be able to converse with staff at various organisations to ensure accurate and timely data collection and submission.

### **Planning and organisational**

- Organise patients' and escorts travel as requested by the clinical team via transport service.

### **Responsibility for policy/service development**

- Actively participate in team meetings and discussions with colleagues and managers to make constructive suggestions as to how services could be improved within own work area.
- Implement any agreed changes with guidance from line manager ensuring most efficient and effective use of facilities within the department.
- Introducing and implementing new procedures with management support relating to personnel practices, being proactive in bringing about change.
- Support with the development of standard operational procedures relating to administrative tasks within the ward / department.

- Contribute to regular review of Ward co-ordinator role and job description
- Escalate any non-compliance with Data Quality Policy i.e. incomplete or incorrect patient data to line manager or Data Quality Manager.

### **Management responsibility**

- Organise staff cover as required.
- Support the Ward Manager with in the input of staff shifts onto the Roster.
- Demonstrate activities for new staff within the work environment.
- Supervises clerical staff where appropriate.

### **Physical effort**

- Use of computer on daily basis
- Involved in non-patient manual handling such as lifting and carrying notes and pushing notes trolleys
- Can be expected to spend lengthy periods of time sitting at a desk
- Frequent requirement for light physical effort for several short periods during a shift.

### **Mental and emotional effort**

- Frequent exposure to distressing or emotional circumstances when dealing with bereaved or distressed carers/ relatives.
- Dealing with large volumes of inquiries with constant interruptions
- High levels of Concentration required when inputting data to ensure accuracy is maintained.

### **Responsibility for R&D**

- Retrieve notes in preparation for audits to be conducted by clinical staff.
- Contribute to the development and improvement of systems which ensure the collection and collation of data for the monitoring of quality standards as appropriate.
- Undertake frequent reviews of own work to ensure it is of high quality.
- Supporting the monitoring and validation of data input to ensure it is of accurate quality.
- Undertake in the collection of patient survey's on the ward

### **Working conditions**

- Frequent exposure to unpleasant working conditions i.e. unpleasant sights or smells.

## General

- Staff will be required to work on both sites, sometimes at short notice to cover absence / sickness.
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## Job Description Agreement:

Signature of post holder: \_\_\_\_\_ Date: \_\_\_\_\_

Name: \_\_\_\_\_

Signature of Manager: \_\_\_\_\_ Date: \_\_\_\_\_

Name: \_\_\_\_\_

**Statement:**

1. This job description is a broad reflection of the current duties. It is not necessarily exhaustive and changes will be made at the discretion of the manager in conjunction with the post holder.
2. Time scales for achievement and standards of performance relating to the duties and responsibilities identified in this job description will be agreed via the annual appraisal process with the post holder.
3. As an employee of Maidstone and Tunbridge Wells NHS Trust, the post holder will have access to confidential information. Under no circumstances should this be disclosed to an unauthorised person within or outside the Trust. The post holder must ensure compliance with the requirements of the Data Protection Act.
4. As an employee of the Trust, the post holder will be required to adhere to all Trust policies including Equal Opportunities where all employees are expected to accept individual responsibility for the practical implications of these policies.
5. The post holder is required to take reasonable care for the health and safety of themselves and others that may be affected by what they do while at work.
6. This post may require the post holder to travel across the Trust sites in the course of fulfilment of their duties.
7. The Maidstone and Tunbridge Wells NHS Trust has a no smoking policy
8. Clinical Governance: You will be expected to take part in the processes for monitoring and improving the quality of care provided to patients. This includes risk management and clinical audit. If you engage in clinical research you must follow Trust protocols and ensure that the research has had ethical approval. You will be expected to ensure that patients receive the information they need and are treated with dignity and respect for their privacy.
9. All staff should be aware of their responsibilities and role in relation to the Trust's Major Incident Plan.
10. **INFECTION CONTROL AND HAND HYGIENE** - All Trust employees are required to be familiar with, and comply with, Trust policies for infection control and hand hygiene in order to reduce the spread of healthcare-associated infections. For clinical staff with direct patient contact, this will include compliance with Trust clinical procedures and protocols, including uniform and dress code, the use of personal protective equipment policy, safe procedures for using aseptic techniques, and safe disposal of sharps. All staff are required to attend mandatory training in Infection Control and be compliant with all measures known to be effective in reducing healthcare-associated infections.

11. All staff are required to fully participate in learning and development opportunities and ensure they remain compliant with statutory and mandatory training requirements throughout their employment with the Trust
12. All staff are required to fully comply with the NHS Code of Conduct.
13. **SAFEGUARDING CHILDREN** - Everyone employed by the Trust regardless of the work they do has a statutory duty to safeguard and promote the welfare of children. When children and/or their carers use our services it is essential that all child protection concerns are both recognised and acted on appropriately. You have a responsibility to ensure you are familiar with and follow the child protection procedures and the Trust's supplementary child protection guidance which is accessed electronically on the Trust's Intranet site. You have a responsibility to support appropriate investigations either internally or externally. To ensure you are equipped to carry out your duties effectively, you must also attend child protection training and updates at the competency level appropriate to the work you do and in accordance with the Trust's child protection training guidance.
14. **SAFEGUARDING ADULTS** - Everyone employed by the Trust regardless of the work they do has a duty to safeguard and promote the welfare of vulnerable adults. When patients and/or their carers use our services it is essential that all protection concerns are both recognised and acted on appropriately. You have a responsibility to ensure you are familiar with and follow Trust policies in relation to safeguarding vulnerable adults. You have a responsibility to support appropriate investigations either internally or externally. To ensure you are equipped to carry out your duties effectively, you must also attend vulnerable adult protection training and updates at the competency level appropriate to the work you do and in accordance with the Trust's vulnerable adult protection training guidance.
15. All staff are required to provide the highest levels of service in their work and to adopt the highest standards of behaviour as stated and implied in the Trust Values of PRIDE.

**Maidstone and Tunbridge Wells NHS Trust**

**Ward Co-ordinator  
Person Specification**

AREA	ESSENTIAL	DESIRABLE
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Educated to GCSE level or equivalent</li> <li>• NVQ Level 3 or equivalent</li> </ul>	<ul style="list-style-type: none"> <li>• GCSE in English</li> <li>• Recognised IT qualification</li> </ul>
<b>Experience/ Knowledge</b>	<ul style="list-style-type: none"> <li>• Previous administrative experience</li> <li>• IT literate with excellent keyboard skills</li> <li>• Is able to manage and prioritise own workload</li> <li>• Be able to manage time effectively</li> <li>• Previous telephone service experience</li> <li>• Able to demonstrate a good understanding of the principles of data protection and patient confidentiality</li> </ul>	<ul style="list-style-type: none"> <li>• Possess experience in dealing with public</li> <li>• Possess clerical experience</li> <li>• Work experience in the Hospital/Ward</li> <li>• Able to use Microsoft packages</li> <li>• Previous NHS systems experience</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Ability to work independently and problem solve, as well as work as part of a team.</li> <li>• Possess excellent inter-personal skills.</li> <li>• Ability to be self-motivated and proactive.</li> <li>• Ability to enter data precisely.</li> <li>• Attention to detail.</li> <li>• Non clinical manual handling experience</li> </ul>	
<b>Attributes</b>	<ul style="list-style-type: none"> <li>• Sympathetic attitude to patients and relatives who may be distressed</li> <li>• Ability to interact with a diverse range of people</li> <li>• Ability to manage conflict and identify where escalation to senior staff is necessary</li> </ul>	
<b>Additional requirements</b>	<ul style="list-style-type: none"> <li>• Flexibility to work weekends</li> </ul>	





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