

JOB DESCRIPTION

**OUR VISION: 'TO BE THE LEADING HEALTH AND WELLBEING SERVICE IN
THE PROVISION OF MENTAL HEALTH AND COMMUNITY CARE'**

JOB TITLE	Ward Clerk
BAND	3
RESPONSIBLE TO	Manager
ACCOUNTABLE TO	Ward Manager
BASE	Cedar ward, Rochford hospital
HOURS OF WORK	37.5

ROLE SUMMARY

- To operate as a centralised department providing a comprehensive administration service and functions within the Trusts' Localities.
- The service will ensure the timely and accurate recording of all activity across services using Trust information systems.
- The service will require a team approach to ensure cover for absence across all services / locations.
- Post holders, as appropriate, will be required to provide administration duties on behalf of these services.
- Due to the nature of the role a strong emphasis is placed on safeguarding confidentiality and this forms a pre-requisite for every Administration Assistant / Ward Clerk.
- The Post Holder will be required to work on a rota system to cover core office hours, where appropriate.

KEY RESPONSIBILITIES CLINICAL

COMMUNICATION

- You be required to handle incoming and outgoing telephone calls to the multi-disciplinary clinical staff and managers in a polite and efficient manner. Receive and deal with telephone enquiries, responding appropriately to callers including high risk, abusive, threatening, depressed, suicidal and vulnerable clients and carers. Maintain strict confidentiality at all times.
- Record accurate messages and follow them up appropriately in accordance to department guidelines.

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- To deal face to face with patients and families seeking further help/information and to be aware of the needs of the clients and to deal in an appropriate manner with clients who can be hostile, abusive or aggressive.
- To exchange confidential and/or sensitive information between staff, patients, and carers in person or on the telephone. The unpredictability of patients means that persuasive, reassuring, empathic, skills are required at all times.
- Deal with queries raised by patients, relatives, GP's or other healthcare professionals both internally and externally to the trust. These are often of a non-routine nature and involving complex issues such as medication and other clinical treatments where there are barriers to understanding due to the nature of the client group.

KNOWLEDGE

- Be responsible for ensuring all correspondence is accurately and appropriately presented using Trust and department procedures.
- To update as necessary and attend mandatory training and maintain records as per Trust policy.
- Responsible for ensuring all correspondence is accurately and appropriately presented using trust and departmental procedures and medical terminology used by the clinical staff.
- To be skilled and experienced in the full range of administration practices, software programmes and specialised functional terms.
- To be proficient with the knowledge of patient records management, including use of electronic patient record systems, supporting new users and instructing them as necessary. To use the knowledge and experience to meet the needs of the clinical teams by completing non routine tasks on a daily basis.
- To operate the trusts telephony systems.
- To update skills as necessary and attend mandatory training and maintain records as per trust policy.

ANALYTICAL AND JUDGEMENT

- Receiving, prioritising and organising appropriate action when dealing with clinical staff requirements.
- Prioritising and organising distribution of incoming and outgoing mail including emails and tasks operate a letter folding machine.
- Use own initiative to organise, prioritise and coordinate workload ensuring that deadlines are met.

■ PLANNING AND ORGANSIATION

- Ability to deal with short notice planning and last minute changes.
- To monitor and note the safe return of Lone Workers.
- To manage and organise own time and work efficiently and adhere to deadlines to enable the smooth running of the department.
- To report and ensure equipment faults are dealt with by the relevant persons.

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- To maintain diaries, both electronic and paper. To arrange appointments and meetings via electronic systems.
- Ability to deal with short notice planning and last minute changes.
- Facilitate and organise the smooth running of clinic sessions, ward meetings or multi-disciplinary clinical services often as the only member of the administration team.

▪ **PHYSICAL SKILLS**

- Advanced keyboard skills and knowledge of current electronic equipment facilitating a remote working environment.

▪ **PATIENT/CLIENT CARE**

- Responsible for informing service users/carers, colleagues and outside agencies of appointments, changes to appointments, cancellations in person, telephone or by letter.
- To be the first point of call for service users, within, clinic sessions, ward environments and first contact emergency services. Using developed communication skills and liaising with others to ensure the best possible care.

▪ **POLICY AND SERVICE DELIVERY**

- Follow all departmental procedures including the administration SLA/manual which may require staff to comment on proposals for changes to administration policies and procedures and to be responsible for keeping abreast of updates and changes as they happen.

▪ **FINANCE AND PHYSICAL**

- Responsible for the reimbursement of fares from petty cash, to patients and responsible for following policy and procedures for the maintenance of the petty cash.
- Maintaining departmental stationery stock ensuring that the appropriate service is charged and all stock is sufficient for the needs of the service.

▪ **HUMAN RESOURCES**

- To supervise temporary or new administrative staff as agreed with the Ward Manager.
- To train new starters in the procedures of the department.

▪ **INFORMATION RESOURCES**

- Administrative duties as requested by the Ward Manager including dictation and transcribing of minutes, or notes of meetings, via various processes if required.
- Recording and storage of accurate data for required areas of the administration service.

▪ **RESEARCH AND DEVELOPMENT**

- Provide and assist in the provision of audit data when required.

▪ **FREEDOM TO ACT**

- To work unsupervised on a daily basis prioritising own workload using initiative as to what is routine and what is urgent.
- To use agreed guidelines and procedures and developed knowledge /skills /qualifications when working autonomously and managing own work.
- To participate in yearly appraisals with supervisor/line manager.

▪ **PHYSICAL EFFORT**

- The post holder will need to spend frequent periods of time within an office environment sitting in a restricted position at PC and keyboard computer.
- To manage deadlines with unpredictable work patterns
- Travelling between sites across Trust Localities when and where needed and as directed by the Team Managers.

▪ **MENTAL EFFORT**

- To concentrate on completing tasks during periods of frequent interruption from the staff and service users and switching attention.
- To manage deadlines with unpredictable work patterns.

▪ **EMOTIONAL EFFORT**

- Imparting information to service users that they may find upsetting or distressing.
- To personally manage the effect of upsetting information given by patients or people in a distressed or challenging state.

▪ **WORKING CONDITIONS**

- Regular and continuous use of the PC and electronic equipment

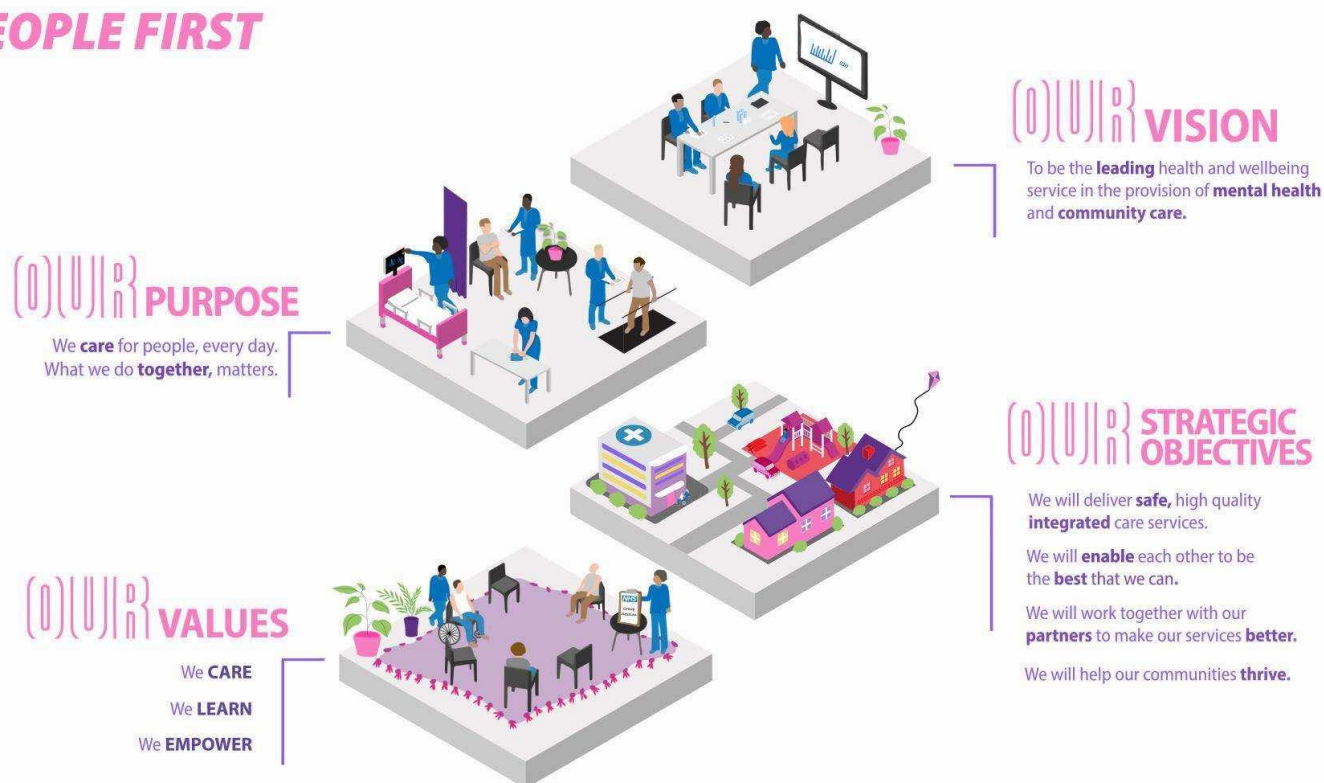
ADDITIONAL DUTIES

In addition to the above duties you will also be expected to perform the below key activities in line with your job role;

- Complete mandatory training in line with Trust policy and procedures
- To participate in the staff appraisal process and to undertake for any staff you manage
- To keep yourself updated on all matters relating to Trust policy
- To provide management supervision where appropriate

OUR TRUST STRATEGIC OBJECTIVES SUPPORTED BY OUR VISION AND VALUES

PEOPLE FIRST



ASSURANCE STATEMENT

The purpose of this job description is to outline levels of responsibility and accountability of this post, to ensure that all work undertaken by our staff is identified and lines of accountability are clear.

NHS CONSTITUTION

You are responsible for ensuring that the values outlined in the NHS Constitution are adhered to daily and any matters of concern are raised with the relevant Line Manager or through the necessary processes within the Trust.

You are responsible for delivering a compassionate, dignified and respectful service to patients at all times.

DUTY OF CANDOUR

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You must adhere to the principles of openness, transparency and the statutory duty of candour in your day to day work and conduct and encourage the same behaviours within the wider organisation.

EQUAL OPPORTUNITIES STATEMENT

The Trust operates an Equal Opportunities Policy and expects staff to have a commitment to equal opportunity in relation to employment, development, training and service delivery.

NO SMOKING POLICY

The Trust is committed to a policy which discourages smoking and prohibits smoking on Trust property and on Trust business outside it.

INFECTION CONTROL

The post holder is accountable and responsible for the prevention of healthcare associated infections by complying with all Infection Prevention & Control policies and procedures in line with legislation (Health Act 2006; Code of Practice for the Prevention and Control of Healthcare Associated Infections.)

HEALTH AND SAFETY

All employees must be aware of the responsibilities placed upon them under the Health and Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to provide a safe environment for employees and visitors.

GENERAL DATA PROTECTION REGULATION 2018

The General Data Protection Regulation (2018) is to ensure compliance with all Trust policies, and those procedures relevant to the area of work.

The Trust will always seek to process your personal data in accordance with its obligations and your rights.

The GDPR requires that personal data shall be;

- Processed Lawfully, fairly and in a transparent manner in relation to individuals;
- Collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes; further processing for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes shall not be considered to be incompatible with the initial purpose;
- Adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed;
- Kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed; personal data may be stored for longer periods insofar as the personal data will be processed solely for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes subject to implementation of the appropriate technical and organisational measures required by the GDPR in order to safeguard the rights and freedoms of individuals; and
- Processed in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate, technical or

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organisational measures.

All employees must adhere to the Trust's Policy on the Protection and Use of Personal Information which provides guidance on the use and disclosure of information. The Trust also has a range of policies for the use of computer equipment and computer generated information. These policies detail the employee's legal obligations and include references to current legislation. Copies of the Policy on the Protection and Use of Personal Information and other Information Technology policies are included in the Trust's Policies and Procedures Manual/Intranet.

INFORMATION ASSET OWNERS AND ADMINISTRATORS

An information asset is a service user, staff or corporate information/data, processed by us and held in an electronic or hard copy/manual format. An information asset owner (IAO) is a senior member of staff who is the nominated owner for one or more identified information assets within the service/Trust. If you are a nominated IAO you will understand and monitor the following;

- What information assets are held and for what purpose within your team
- How information is created, amended or added to over time
- Who has access to information and why
- Understand and address the risk to the asset, providing assurance to the senior information risk owner in the overall information risk management function
- As an Information Asset Administrator you will ensure you fulfil the following responsibilities
- Ensure that policies and procedures are followed
- Recognise actual or potential security incidents, consulting with IAO's on incidents and management
- Ensuring that information asset registers are accurate and up to date.

CONFIDENTIALITY

Your attention is drawn to the confidential nature of information collected and used throughout the NHS. The unauthorised use or disclosure of patient, staff or other personal information is a dismissible offence. The unauthorised disclosure of information could also result in a prosecution for an offence, or action for civil damages, under the General Data Protection Regulation.

You are required to observe the strictest confidence regarding any Confidential Information relating to work of the Trust, its patients/clients and its employees.

"Confidential Information" includes but is not limited to information relating to the Trust received by you in the course of your employment with the Trust or its predecessors, information relating to patients, personnel information, budgeting and financial information and information in respect of which the Trust owes a duty of confidentiality to a third party.

You are required not to disclose any Confidential Information either during or after your employment with the Trust, unless expressly authorised to do so by the Trust or required in the proper performance of your duties or as required by law.

This obligation will cease only when such information comes into the public domain

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other than through unauthorised disclosure by you.

Failure to comply with these requirements could result in action being taken under the Trust's Conduct/Disciplinary Policy and Procedure.

This obligation is without prejudice to the law concerning protected disclosures in the Public Interest Disclosure Act 1998 (the so-called "Whistleblowers Act").

RISK MANAGEMENT

All staff working in, or for the Trust have a responsibility for participating in the risk management programme. All post-holders have a responsibility to assess all risks to systems, processes and environment and contribute to the clinical and corporate governance agendas as appropriate.

SAFEGUARDING DUTY

"It is the responsibility of the post holder to be aware of and follow the legislation and guidance regarding Safeguarding Children and Adults as stated in the Trust Safeguarding Policy and the Southend, Essex and Thurrock (SET) Child Protection Guidance. This applies to all staff regardless of which member of the family is the primary client. The post holder is responsible for ensuring they receive the appropriate level of Safeguarding Children training according to their role".

INFORMATION TECHNOLOGY

It is the responsibility of the post holder to have a level of IT competence relevant to their job role and will be expected to continue to keep their skills up to date as part of their Continuing Professional Development.

CHANGES TO THIS JOB DESCRIPTION

Post holders have a responsibility to discuss any significant job changes with their line manager at the time the change occurs and agree any permanent substantial change.

On appointment within the Trust staff may be allocated to a specific area of care. It is however Trust policy to allocate staff to other areas of work within the Trust from time to time where this is in the interest of the individual and / or the service.

The Job Description does not purport to be an exhaustive list of duties and responsibilities. The post holder will be expected to undertake additional duties as the requirements of the post change.

Date post holder in receipt of job description

Signature of post holder

Signature of line manager

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