

JOB DESCRIPTION

Job Details:

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| Job Title: | Ward Clerk |
| Band: | 2 |
| Location: | Norfolk and Norwich University Hospitals NHS Foundation Trust |
| Department: | |
| Managerially Accountable to: | Ward Sister/Charge Nurse/Admin Manager |
| Professionally Accountable to: | Divisional Operational Manager |

Job Purpose:

To work with all members of the clinical team within the multidisciplinary framework. The Ward Clerical Officer is an essential part of a Ward team, helping to streamline the work of the ward, support and help all members of the ward team to provide a quality service.

To support the delivery of a high quality, safe and compassionate healthcare service, all staff are expected to act as a role model to others in all aspects of their work and consistently demonstrate NNUH's 'PRIDE' values of People focused, Respect, Dedication, Integrity and Excellence.

Overview of Essential Responsibilities:

1. To provide clerical support and assist the Ward Manager or her Deputy on the admission/transfer and discharge of patients.
2. To greet and direct all visitors e.g. patients, relatives, Chaplains, to the appropriate member of staff or patient.
3. To update the inpatient diary, ensuring all details are accurate and up to date and correspond with PAS.
4. To keep records up to date by using PAS i.e. patients admitted, transferred, discharged from the Ward.
5. Liaise with nursing staff over the discharge of patients, including where appropriate the collection of property from General Office, dispatching notes, arranging transport to peripheral areas.

6. To prepare the clinical coding form, inpatient sick certificate and GP discharge letters for each patient episode and ensure it is completed by medical staff.
7. To ensure that all documentation is complete when the patient is discharged from the ward and that the discharge letter is faxed to GPs within 24 hours.
8. To arrange where appropriate follow-up outpatient appointments.
9. Ensure that admission procedures and regulations for Overseas Visitors are met including EC patients.
10. To provide Bed Management with an accurate bed state on an agreed timely basis.
11. To manage all incoming, non-medical telephone calls as appropriate and deal with them either by delegating or referring calls to other staff or returning calls as necessary. To ensure confidentiality maintained at all times.
12. To be responsible for the maintenance of the patient's case notes, filing all documents in the correct order, including investigation results. To retrieve and return the case notes in a timely manner. To ensure that case notes are correctly labelled and that adequate labels are available according to Caldicott requirements. To ensure case notes are tracked to the correct department on PAS.
13. To collect and distribute the post.
14. Where appropriate under Nurse in charge or Doctors instructions to telephone the GP to advise of the patient's death in hospital.
15. Liaise with other departments (i.e. X-ray, Health Records, etc.).
16. To be responsible for taking valuables to Pay Office for locking in safe. Also donations to Pay Office.
17. Attend and participate in ward meetings where appropriate.
18. To assist with providing cover at times of sickness or annual leave.

Specific Additional Responsibilities:

None.

| Functional Requirements | | | |
|-------------------------------------|-----------------|---|-----|
| Direct face to face patient contact | Yes | Blood/body fluid exposure | Yes |
| Exposure prone procedures (EPP) | No | Prevention and management of aggression | Yes |
| Manual handling | Yes | Crouching/stooping or kneeling | No |
| Night working/shift work | No | Frequent hand washing/wearing gloves | No |
| VDU user | Yes | Chemical sensitisers | No |
| Driving patients | No | Noise | Yes |
| Other (please state) | Choose an item. | | |

Job Specification:

| | Means of Assessment | |
|---|-------------------------|-------------------------------------|
| | Essential/ Desirable | Application Form/ Interview/Test |
| Qualifications/training and professional development | | |
| Good general standard of literacy and numeracy. | Essential | AF/I |
| Experience | | |
| Previous clerical work including data input. | Essential | AF/I |
| Experience in NHS or customer service organisation. | Desirable | AF/I |
| Skills, abilities and knowledge | | |
| Good communication and interpersonal skills. | Essential | AF/I |
| IT Skills – accurate data input. | Essential | AF/I |
| Flexible – able to multi-task and prioritise. | Essential | AF/I |
| Understanding the need for confidentiality. | Essential | AF/I |
| | Desirable | AF/I |

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| Preference for working in and supporting a multi-disciplinary team. | Desirable | AF/I |
| Customer care skills. | Essential | AF/I |
| To undertake PAS training. | Essential | AF/I |
| Health Records Training. | Essential | AF/I |
| To undertake email training. | Essential | AF/I |
| To undertake mandatory training. | Desirable | AF/I |
| NVQ in Admin/Customer Care. | | |
| Attitude, aptitude | | |
| Effective role model, demonstrating NNUH's PRIDE values of People focussed, Respect, Integrity, Dedication and Excellence | Essential | AF/I |
| Demonstrates understanding and commitment to Equality, Diversity and Inclusion | Essential | AF/I |

Reasonable adjustments will be considered to support disabled candidates in respect of the requirements of this role.

For information regarding general terms and conditions of employment please ask your line manager or Human Resources.

This job description indicates currently the main responsibilities of the post. It is not a complete list and may be amended and developed as necessary in consultation with the manager and post holder. We would aim to reach agreement on any changes, but if agreement is not possible, the Trust reserves the right to make changes to this job description.