



Job Code (if applicable):	UK – XXXX <i>(CCF HRIS will provide)</i>
Job Title:	Ward Clerk
Submitting Hospital:	Cleveland Clinic London
Submitting Department:	Nursing Admin.
HR Business Partner/ Generalist:	Carli Hearne/ Annabel McIntyre
Date Submitted:	14.02.2019
Effective Date:	

<i>To be completed by HR Business Partner/HR Generalist or Submitting Manager</i>	
Is this job (check one):	<input checked="" type="checkbox"/> Clinical <input type="checkbox"/> Non-Clinical
Is this job (check one):	<input checked="" type="checkbox"/> Patient Facing <input type="checkbox"/> Non-Patient Facing

Job Profile Summary:

The Acute Care Ward involves Interventional Cardiology, Cardiothoracic surgery with some vascular as well as cardiac/medical conditions, also digestive diseases including liver and robotics and other specialties that require continuous monitoring and treatment.

The post holder will work as part of a multi-disciplinary team to provide a safe, effective, efficient care for patients and relatives, while delivering key performance targets and delivery of care is aligned to the Cleveland Clinic London mission and values.

The post holder will undertake administrative duties such as scheduling and managing bookings in conjunction with the clinical team and central reservations.

The post holder will be expected to ensure revenue is captured in an accurate and timely manner through verifying and abstracting patients’ account.

The post holder must liaise in a professional and friendly manner when dealing with patients, relatives, visitors and other Caregivers.

The post holder will build and maintain excellent working relationships with other departments to ensure a seamless service for our patients.

Key Responsibilities

Operational

- Perform administrative duties such as filing, photocopying, letter writing and dealing with telephone enquiries.
- Management of personnel files in liaison with the Acute Care Nurse Manager.
- Perform minute taking for departmental meetings.
- Represent the department at hospital meetings.

- Responsible for stationery orders and maintenance of stationery levels ensuring strict cost control in liaison with the department manager.
- Participate in strategic planning of service(s) in conjunction with the Nurse Manager.
- Perform ad hoc duties/projects as directed.
- Update departmental time sheets and enter workforce hours on Kronos/Workday/relevant systems.
- Maintain departmental workload statistics for units of service (UOS).
- Ensure patient charges are verified and abstracted on a daily basis to ensure accurate revenue capture.
- Liaise with patient accounts and materials department regarding patient account queries.
- Be familiar with CCSD schedule and ensure up to date CCSD codes are used when verifying accounts.
- Understanding of various financial revenue (i.e. self-pay, insurance, embassy).
- Participate in end of month financial captures.
- Liaise with senior staff, consultants and materials purchasing coordinator regarding equipment management/procurement.

Communication

- Liaise with consultant users and their secretaries regarding scheduling process to promote and market the Acute Care Ward.
- Help plan service development and timetabling of sessions.
- Liaise with Central Reservations Team to ensure patient admissions are smoothly organised and reflected on the procedure list.
- Communicate with Caregivers, consultants, secretaries, visitors to the department.
- Communicate with wards and departments with regards to the transfer of patients with the aim to continually improve on session start and finish times and turn round between patients.

Quality, Compliance and Governance

- Will be familiar with the Health and Safety at Work Act, and be aware of its implications and ensure that Hospital and departmental policies are followed.
- Must be aware of incident reporting process and report-identified risk/incident to the department manager or senior nursing Caregivers.
- Will work in accordance with CCL's and Departmental Strategy and Objectives.

Training and development

- Participate in education and training programmes/sessions in the department.
- Assist with Caregivers development and training (i.e. induction, scheduling and EPIC training).
- Maintain training records for all Caregivers mandatory training in their department.
- Take responsibility for own training and development.
- Attend mandatory training on an annual basis.
- Actively participate in annual performance review and identify areas for professional development.

Education

- Educated to GCSE /High School Diploma or equivalent.

Languages

- Ability to speak and write in English equivalent to level 7 of the International English Language Testing System or the Occupational English Test (OET) at level B is required.

Certifications

- NVQ level 2 qualification or equivalent in administration is desirable.

Competencies (Complexity of Work)

- Ability to communicate effectively verbally and in writing at all levels and with a variety of different stakeholders.
- Ability to prioritise work to meet deadlines.
- Ability to build strong relationships and foster teamwork.
- Excellent customer service.
- Good keyboard and IT skills including Microsoft Office.
- Enthusiastic, confident with a positive attitude.
- Confident using the phone.
- Demonstrates initiative to proactively problem solve with a solution focus.
- Able to react to unpredictable issues, re-prioritising own workload.
- Adaptable and flexible approach (providing cover for other Units).

Work Experience

Essential

- Previous administration experience including minute taking.
- Previous experience within a healthcare setting (i.e. hospital).
- Knowledge of medical terminology.

Desirable

- Desirable to be competent in /have had exposure to the use of an electronic health record system such as EPIC.
- Previous experience in a private hospital preferred.
- Previous waiting list management /ward clerk position.
- Experience of dealing with members of the public.
- Previous experience of working as part of a team.

Physical Requirements

- Regular use of display screen equipment (DSE).

Personal Protective Equipment

- Follows standard precautions using personal protective equipment as required.