

Ward Clerk

Ward 9 (Cardio/Respiratory)

Job Information

Manx Care

JOB DESCRIPTION & SPECIFICATION

Job Title	:	Ward Clerk
Grade	:	Administrative Assistant
Department	:	Unscheduled Care Division
Division	:	Manx Care
Responsible to	:	Divisional Manager
Reports to	:	Ward Business Assistant

Key Liaisons

- ◆ Ward Staff
- ◆ Ward Manager
- ◆ Patients, Relatives & Carers
- ◆ Consultant & Medical Staff
- ◆ Clinical General Manager
- ◆ Medical Records Department
- ◆ Hospital Wards & Departments

Job Summary

To assist in the day to day operation of patient administration by providing clerical support to the multi professional teams working within the Division. To be an active participant within the ward team.

Professional

To ensure confidentiality and comply with the terms of the Data Protection Act at all times.

To maintain behaviour in keeping with a Public Servant and to adhere to the uniform policy/dress policy.

To remain up to date with changing practices and when possible to make use of all training and development opportunities.

Administrative/Clerical duties

- ◆ To act as a Ward Receptionist
- ◆ To communicate effectively, accurately, applying discretion and tact where necessary, with written, telephone and face to face contact with patients, visitors and other Hospital staff
- ◆ To maintain patient case notes, results and other associated documentation in a timely manner.
- ◆ To actively participate with improvement of ward administrative/clerical systems.
- ◆ To establish and maintain working relationships with patients, relatives and staff, reporting any complaints to the Ward Manager.
- ◆ Maintain accurate records and statistics with regard to ward activity through daily updating of computer and paper records.
- ◆ Take responsibility for the ordering and maintenance of adequate stationary supplies.
- ◆ Ensure patient case notes are complete, updated and available for appointments and update tracer records when appropriate.
- ◆ Ensure that patient investigation results are filed in case notes.
- ◆ Work with other Ward Clerks within the Division/Hospital in order to provide holiday / sickness relief that will allow continuity of services.

Reception

- To welcome and assist patients, relatives and other visitors on arrival to the ward and inform appropriate staff.
- To Communicate effectively and with empathy with patients and relatives on arrival to the ward
- To provide appropriate information to all visitors to the ward as deemed necessary and appropriate (and in accordance with the Data Protect Act and any ward guidelines).
- ◆ To record and respond to enquiries as appropriate within own level of responsibility.
- ◆ Answer the telephone using clear and polite communications.

Information Technology

To be responsible for entering and updating accurate information on the Hospital administration system (Medway)

To ensure patients are appropriately received, admitted, transferred, discharged and where necessary make or arrange outpatient appointments using the appropriate IT systems.

To use IT system to communicate effectively and efficiently eg Microsoft Office, emails, task list and calendar and also the Medway system.

To demonstrate IT systems to new ward staff.

Knowledge & Skills

- ◆ Excellent communication and interpersonal skills
- ◆ Good time management skills
- ◆ Basic IT skills
- ◆ Good self organisational skills
- ◆ Tact and confidence in dealing with all levels of people.

Competency levels for this post

Leading and Working Together	Level A
Communicating and Influencing	Level A
Achieving Results	Level A
Delivering a Quality Service	Level A
Changing and Learning	Level A
Showing Commitment and Resilience	Level A

Performance Management and Improvement

The post holder will have a personal responsibility for performance management and will be required to attend courses, including compliance with regard to mandatory training policy, to further their knowledge and for career development. They will be expected to contribute to their annual performance development review and all interim performance reviews.

Confidentiality

All staff are requested to respect confidentiality in all matters relating to their employment, members of staff and the general public.

All staff must respect the requirements of the data Protection Act.

Health & Safety.

It is the duty of every employee to take reasonable care for the health and safety of him/herself and that of others, this includes the wearing of protective clothing and the co-operation with management in meeting its responsibility under the Health and Safety at Work Act.

Any failure to take such care or any contravention of the policy or to the management instructions in this area may result in disciplinary action being taken.

Management of Risk

All employees are required to participate in the Hospitals Incident Reporting System and to comply with the Hospital's Procedures and Policy in order to minimise risks.

Working Relationships

The post holder is expected to maintain good working relationships with members of the public and all other hospital staff.

Disciplinary & Appeals Procedure.

The post holder will be subject to the Civil Service disciplinary and appeals procedure.

This document is intended to be a guide to the general scope of duties and is not a rigid inflexible specification. It is subject to change in accordance with organisational and service developments and will be reviewed at regular intervals with postholder. You may be expected to undertake other duties not detailed in this document but appropriate to the sphere of responsibility.

I acknowledge receipt of this job description relating to my employment.

Please sign on receipt

Employee Signature:

Print Name:

Date:

Dated:

Review:

Originator:

<p align="center">Manx Care Person Specification</p> <p align="center">Attributes</p>	<p align="center">Essential or Desirable</p>	<p align="center">Method of Assessment</p>
<p align="center">Qualifications</p> <p>No Formal qualifications required</p>		
<p align="center">Experience</p> <p>Experience of working within a healthcare environment</p> <p>Previous experience of working with confidential information.</p> <p>Office or reception environment experience.</p> <p>Experience of working with members of the public</p>	<p align="center">D</p> <p align="center">E</p> <p align="center">D</p> <p align="center">D</p>	<p align="center">CV/Interview</p> <p align="center">CV/Interview</p> <p align="center">CV/Interview</p> <p align="center">CV/Interview</p>
<p align="center">Knowledge & Skills</p> <p>Excellent communication and interpersonal skills</p> <p>Ability to prioritise workload</p> <p>Ability to work under pressure</p> <p>Basic computer skills, for example, Microsoft Office, emails, Calendar and tasks.</p> <p>Good organisational skills</p>	<p align="center">E</p> <p align="center">E</p> <p align="center">E</p> <p align="center">E</p> <p align="center">E</p>	<p align="center">Interview</p> <p align="center">Interview</p> <p align="center">Interview</p> <p align="center">CV/Interview</p> <p align="center">Interview</p>
<p align="center">Disposition</p> <p>Willingness to develop self professionally</p> <p>Good time keeper</p> <p>Conscience worker</p> <p>Friendly and approachable</p>	<p align="center">E</p> <p align="center">E</p> <p align="center">E</p> <p align="center">E</p>	<p align="center">Interview</p> <p align="center">Interview</p> <p align="center">Interview</p> <p align="center">Interview</p>
<p align="center">Circumstances/Interests</p> <p>IOM Worker</p> <p>Satisfactory Police Check</p>	<p align="center">D</p> <p align="center">E</p>	<p align="center">Pre employment checks</p> <p align="center">Pre employment checks</p>