



## CLERICAL OFFICER

### INFORMATION FOR CANDIDATES

## ABOUT THE TRUST

The Shrewsbury and Telford Hospital NHS Trust (SaTH) is the main provider of acute hospital services for around half a million people in Shropshire, Telford & Wrekin and mid Wales.

Encompassing some of the most picturesque parts of England and Wales, the Trust's catchment stretches from the Cambrian Mountains in the west, to Newport and the fringes of the Black Country in the east.

The main towns include: Bridgnorth, Ludlow, Market Drayton, Oswestry, Shrewsbury and Whitchurch (in Shropshire); Newport, Telford and Wellington (in Telford & Wrekin); and Newtown and Welshpool (in Powys) – all beautiful and unique.

Our main service locations are The Princess Royal Hospital (PRH) in Telford and The Royal Shrewsbury Hospital (RSH) in Shrewsbury which are located 20 minutes drive apart. Together they provide 99% of our activity. Both hospitals provide a wide range of acute hospital services including accident & emergency, outpatients, diagnostics, inpatient medical care and critical care.

We also provide services such as consultant-led outreach clinics at Telford, the Robert Jones and Agnes Hunt Orthopaedic Hospital, Gobowen and the Bridgnorth, Ludlow and Whitchurch Community Hospitals.

We employ more than 6,000 people, and hundreds of colleagues and students from other organisations also work in our hospitals. We benefit from around 1,000 wonderful volunteers, and our main charitable partners are the League of Friends at The Royal Shrewsbury Hospital, Friends of The Princess Royal Hospital, and the Lingen Davies Cancer Appeal which is based at The Royal Shrewsbury Hospital.



# OUR VISION AND VALUES

The Shrewsbury and Telford Hospital NHS Trust is an organisation that strives to provide high quality, safe care for our patients in an environment which our staff are proud to work in

## Our Vision:

“To provide excellent care for the communities we serve”

## Our Values:



## OUR VISION

We believe that by adhering to our Vision and working with our Values in mind we can behave in a way which will ensure the right results for the people that matter most – our patients and their families.

## OUR VALUES

Our Trust Values provide a guide for our daily lives which we are all expected to uphold, both at work and when we are representing the Trust.

Our Values were developed by staff and our patients, so they represent what is important to us within the organisation and the way we should all behave towards patients, carers, visitors, partners and each other.

You will see our Values throughout the Trust; they are not just words on a page, they represent what we are about here at SaTH. We want patients and their families to say that the care and service they receive from all of us is consistently high-quality, safe, effective, and personalised, so the feelings behind the Values shouldn't come as a surprise to anyone working in the NHS.

The reason why it is important that they are clearly written down is, so we all know what's expected, and none of us are surprised if we are asked to explain any unacceptable behaviour. Ultimately, if we follow our Values, we will provide services that are better for our patients and better for each other.

# COLLEAGUE BENEFITS

## GENERAL

27 days annual leave entitlement at joining, increasing with length of service, plus 8 bank holidays

Flexible working policies

Generous maternity pay and 2 weeks full pay paternity leave

Colleague recognition scheme and long service awards

Option to buy and sell additional annual leave

Greener travel initiative, including cycle to work scheme and lift share

Childcare information and support available, including onsite nurseries

Discounted bus passes with Arriva

## FINANCIAL

Access to various local and national discounts via various external websites

- Blue Light Card
- Health Service
- Discounts NHS

Salary sacrifice schemes for home electronics and bikes

Generous Pension scheme

Access to a financial support booklet

Pre-retirement courses

Free Will writing service

Savings and Loan schemes

## HEALTH AND WELLBEING

### PSYCHOLOGICAL SUPPORT

- Coaching
- Mental Health First
- Aiders Chaplaincy

### PHYSICAL SUPPORT

- Fast track physiotherapy service Free
- eye test vouchers

### HEALTHY LIFESTYLES AND EMOTIONAL SUPPORT

- Slimming World referral scheme Staff
- cervical screening service Long Covid support
- Access to wellbeing/rest rooms
- Menopause support including advocates, webinars, toolkits, clinics, and bi-monthly meet ups Men's
- Health - Bi-monthly forums and men's MOT
- Sleep School Wellbeing Support

Discounts with local gyms

## LEARNING AND DEVELOPMENT

### COACHING AND MENTORING

Opportunities to grow, develop and perform at your best

### LEADERSHIP ACADEMY

Leadership and management training for all levels of staff

### ACCESS TO ELEARNING COURSES

Many eLearning modules to learn from with access available at home

### APPRENTICESHIPS

There are a growing number of apprenticeship opportunities at SaTH across all disciplines

Secondment and acting-up opportunities

Support to complete qualifications such as NVQ, Masters etc. whilst on the job





## JOB DESCRIPTION

<b>Job Title</b>	<b>Clerical Officer - Endoscopy</b>
<b>Band</b>	<b>3</b>
<b>Directorate</b>	<b>Surgery, Anaesthetics and Cancer</b>
<b>Accountable to</b>	<b>Operational Manager Endoscopy</b>
<b>DBS Required?</b>	<b>Yes - Standard</b>

## JOB PURPOSE

To operate, maintain and largely support an efficient and effective clerical service for all centralised appointment booking, according to the requirements of clinical priority, local and national guidelines, taking note of clinical priority, long waits, case mix, equipment required, unit requirements, bowel preparation and Endoscopists present for list.

The post holder would be expected to use the Trust's Patient Administration System (PAS) Careflow, within all areas of Health Records and Patient Access, e-referral systems and Endobase ensuring all relevant patient information is recorded accurately and updated accordingly. This will naturally require extensive use of a VDU and keyboard skills daily.

The post holder will work as part of a clerical team to plan and prioritise workloads using their own initiative to ensure Endoscopy lists are planned and booked in accordance with the agreed standard operating procedures, local booking rules and point allocation timings in order to maximise operational throughput for achieving wait time standards.

#### **MAIN DUTIES AND RESPONSIBILITIES:**

- The post holder is expected to liaise with all levels of medical staff and patients to agree admission dates, arrange pre-operative assessments and ensure bed capacity is available where applicable. This also includes making changes to planned lists as directed by clinical teams and communicating changes and or cancellations to patients where relevant.
- Respond to telephone calls in a professional and competent manner, working to agreed KPI's and call scripts in order to ensure good customer services and where barriers to understanding exist, can respond to patients effectively whilst always maintaining patient confidentiality. This includes communicating directly with patients and relatives in challenging or sensitive circumstances where necessary (telephone and face to face).
- Ensure all queries from colleagues and external organisations are dealt with quickly and effectively in the department, producing file notes as necessary and using own initiative to resolve any problems, seeking guidance as appropriate.
- To promote the implementation and adherence of agreed policies, procedure, and protocols.
- Ensure the smooth running of clerical activity including the assessment of priorities and the initiation of preparatory action.
- Responsible for the opening and dealing with incoming correspondences/post as appropriate and confirming when requests have been actioned.
- Photocopying, general office duties and the use of PAS (Patient Administration System) when necessary. This includes the scanning of referrals to clinical portal in a timely manner.
- Book in and Book out notes to other departments using the in-house Patient Document Tracking (PDT) system ensuring notes are requested and delivered to the relevant location, if necessary, at short notice.
- The post holder will be required to cover the endoscopy reception desk as and when necessary, dealing with patients and relatives face to face, and liaising with nursing staff. This includes communicating directly with patients and relatives in challenging or sensitive circumstances where necessary.
- File results, letters and various documentation in medical notes; taking relevant action as necessary according to the Endoscopy report notes. This includes responsibility for recording outcomes in PAS for any cancellations and ensuring the relevant re-listing of elective admission is made.
- Maintain comprehensive office systems ensuring prompt access to information. This includes the review of waiting lists and scheduling lists to ensure capacity is booked correctly and at optimal utilisation.
- Ensure shared knowledge within the team and escalate to the team leader any concerns they have or come across including potential breaches of waiting time standards.
- Contribute to on-going projects as required and assist in the training of new staff by demonstrating own duties where necessary.
- Keep up to date with technical developments with regard to developing appropriate skills in the use of current office technology e.g., word processing, spreadsheets, databases, electronic mail, presentations etc.
- Maintain and encourage safe working practices and environment in accordance with local

#### Health and Safety Policies.

- Ensure that when handling patient information, or discussing patient needs, confidentiality guidelines are strictly adhered to, and that close attention is given to the Trust's Confidentiality Policy and Information Governance guidelines.
- The department operates a service between the hours of 8.00 am and 8.00 pm Monday to Sunday therefore the post-holder will be expected to be flexible in line with the needs of the service and available to cover during sickness and annual leave if required.
- The post will be based at Shrewsbury however the post holder may be required to work across sites as directed by the Operational Manager / Team leader, but appropriate notice will be given.
- Utilise database programmes to ensure patients appointments are recorded as per the PAS elective entry and that all associated procedure details are recorded accurately to support clinical teams in order to maintain optimal safety for each procedure undertaken.
- Notify patients of proposed admission dates in writing ideally 2 weeks in advance or agree verbally if under two weeks with patients where appropriate, following up with written confirmation when needed.
- Ensure patients are sent appropriate communication regarding their admission e.g., scheduling letter, patient information leaflet, bowel preparation and instructions for starving prior to admission. Seek further advice from clinical colleagues if and when required.
- Where patients are planned at short notice, the post holder will provide effective communication to agree and ensure patients are able to attend the agreed planned date.
- To maintain an efficient and effective booking service for Endoscopy admissions. Ensuring clinical priorities are recorded appropriately within the PAS system and that patients are planned for their admission using the appropriate waiting lists available (SWL reports, PTL's).
- Ensure effective data quality of the waiting list and that when notification is received from clinical teams that the patient no longer requires the procedure that the patient is then removed accurately from the waiting list in a timely manner.
- Communicate appropriately with a range of people at different levels of the organisation. The post holder is expected to deal with all enquiries from patients, consultant staff, medical secretaries, other trust staff and or other organisations as relevant.
- Co-ordinate clerical administration work within the Endoscopy department, ensuring appropriate communication both within and outside the department.
- Be flexible, self-motivated and work with minimum supervision to maintain effective working relationships across multidisciplinary teams.
- Manage multiple tasks ensuring all associated deadlines are met.
- View the service provided as Trust-wide and therefore must be flexible with regard to location.
- To participate in reflection, self-evaluation and continuous professional developments including performance review.
- Any other duties as delegated by the Team Leader, Operational Manager as appropriate to the grading of the post.

#### ENVIRONMENT

- Be aware of physical effort with regard to sitting for long periods and the transfer of

substantial numbers of medical notes.

- Exposure to frequent interruptions to routine, relating to telephone calls and personal requests and demands.
- Be aware of the prolonged exposure to Visual Display Units (VDU) and the associated health and safety risks.

#### **EQUAL OPPORTUNITIES**

- All duties and responsibilities should be undertaken, at all times, in compliance with the Trust's Equal Opportunities Policy.

#### **DATA PROTECTION**

- Personal data is protected under the Data Protection Act (1999) and the post holder will ensure that it is securely held and that the requirements of the Act are followed.

#### **SMOKING POLICY**

- The Trust operates a No Smoking Policy.

#### **SAFEGUARDING**

- To carry out responsibilities in such a way as to minimise risk of harm to children, young people and vulnerable adults, promoting their welfare and raising any concerns in a timely manner in accordance with the Trust's policies relating to safeguarding children, young people and vulnerable adults.





## PERSON SPECIFICATION

The following pages contain a description of the qualifications, skills, experience, knowledge and other attributes a candidate should ideally possess to successfully perform this role.

# QUALIFICATIONS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> <li>4 GCSE's (Grades 9 – 4) or equivalent including Maths and English</li> </ul>	<ul style="list-style-type: none"> <li>Working towards NVQ level 3 in Business Administration or Customer Services</li> </ul>

# EXPERIENCE AND ATTAINMENTS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> <li>Experience of Customer Care</li> <li>General office processes experience</li> <li>Knowledge of software programs</li> <li>Knowledge of Microsoft Office packages eg PowerPoint, Word, Excel and other IT skills acquired through training and practical experience</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of PAS systems</li> <li>Careflow</li> <li>Experience of NHS working practices</li> <li>Previous office experience</li> <li>Extensive experience of electronic scheduling</li> </ul>

# SKILLS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> <li>High standard of grammar and spelling</li> <li>Able to prioritise</li> <li>Well organised</li> <li>Patient focused</li> <li>Able to use own judgment</li> <li>Able to communicate sensitively and tactfully with patients and carers</li> <li>Understanding of confidentiality/data protection issues</li> </ul>	

# KNOWLEDGE

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"><li>• Knowledge of Health and Safety in the Workplace</li><li>• Understanding of Confidentiality/ data protection issues.</li></ul>	<ul style="list-style-type: none"><li>• Knowledge of NHS policies</li></ul>

## GENERAL CONDITIONS

As they undertake their duties, all our people are required to uphold and demonstrate the Trust's core values of: Partnering, Ambitious, Caring and Trusted. Collaboration and partnership are also central to our approach in delivering our fundamental activities of patient care, teaching, and research.

## HEALTH & SAFETY

As an employee of the Trust, you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work; and
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to; and
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety

## INFECTION PREVENTION AND CONTROL (IPC)

The prevention and management of acquired infection is a key priority for the Trust. As an employee of the Trust, you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself; and
- be aware of infection prevention and control policies, practices, and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and colleagues; and
- maintain an up-to-date knowledge of infection prevention and control, policies, practices, and procedures through attendance at annual mandatory updates and ongoing continuing professional development; and
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy)

## INFORMATION GOVERNANCE

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently, and effectively. You are required to comply with the Trust's Information Governance policies and standards.

- Confidentiality and Security - Your attention is drawn to the confidential nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.
- Disclosure of Information - To ensure that information is only shared with the appropriate people in appropriate circumstances, care must be taken to check the recipient has a legal basis for access to the information before releasing it. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment, to protect yourself and the Trust from any possible legal action.
- Information Quality and Records Management - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

## PROFESSIONAL STANDARDS AND PERFORMANCE REVIEW

As an employee of the Trust, you have a responsibility to:



- participate in continuous personal development including, statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct; and
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates

## SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

We all have a personal and a professional responsibility within the Trust to identify and report abuse.

As an employee of the Trust, you have a responsibility to ensure that:

- you are familiar with and adhere to the Trusts Safeguarding Children procedures and guidelines
- you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role

## SOCIAL RESPONSIBILITY

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills, and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust, you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

## CONTINUOUS IMPROVEMENT

The Shrewsbury and Telford Hospital NHS Trust is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is to empower colleagues at all levels have the confidence, capability, passion, and knowledge, to test changes and make improvements at SaTH and in the communities we serve.

Following a successful five-year partnership with the Virginia Mason Institute in the USA, SaTH continues to further develop and embed the Trust's approach to Continuous Improvement at all levels of the organisation. You will be supported by an Improvement Hub, which will provide the necessary expertise to support you make improvements, while also providing training at various stages of your time at SaTH, as part of your continuing professional development.

# EQUAL OPPORTUNITIES AND DIVERSITY

The Shrewsbury and Telford Hospital NHS Trust is striving towards being an equal opportunities employer. No job applicant or colleague will be discriminated against on the grounds of race, colour, nationality, ethnic or national origin, religion or belief, age, sex, marital status or on the grounds of disability or sexual preference.

Selection for training and development and promotion will be on the basis of an individual's ability to meet the requirements of the job.

The Shrewsbury and Telford Hospital NHS Trust the post-holder will have personal responsibility to ensure they do not discriminate, harass, bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others.

The post-holder is also required to co-operate with measures introduced to ensure equality of opportunity.

## NO SMOKING POLICY

There is a no smoking policy in operation within the Trust. Smoking within the Trust's premises or within the Trust's grounds is not permitted.

## MISCELLANEOUS

This job description is an outline of the key tasks and responsibilities of the post and is not intended to be an exhaustive list. The job may change over time to reflect the changing needs of the Trust and its services as well as the personal development.





## The Royal Shrewsbury Hospital

Telephone: 01743 261000

Minicom: 01743 261213

Address:

The Royal Shrewsbury Hospital

Mytton Oak Road

Shrewsbury

SY3 8XQ

Getting to The Royal Shrewsbury Hospital

## The Princess Royal Hospital

Telephone: 01952 641222

Minicom: 01952 641222 Ext: 4995

Address:

The Princess Royal Hospital

Apley Castle

Telford

TF1 6TF

Getting to The Princess Royal Hospital