



EMERGENCY DEPARTMENT 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

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

Job Title	Emergency Department Clerical Officer
Band	Band 2
Directorate	Service Delivery Directorate
Accountable to	Emergency Department Reception Manager
DBS Required?	Yes, Standard DBS

JOB OVERVIEW

The post will cover the two main areas within the Emergency Department where administrative support is required:

- Reception
- Ward Clerking
- Ambulance booking desk

The Emergency Department Reception is staffed 24 hours per day, 365 days per year. The post holder will provide clerical, administrative and information technology support to the Emergency Department in relation to booking in of patients, patients being treated and cared for within the department, and to provide information for patients, relatives and internal and external agencies on A&E status.

The post holder may be required to work anywhere in the department to cover short term absence or annual leave.

MAIN DUTIES AND RESPONSIBILITIES

1. To be responsible for the reception of A & E patients on the computerised recording system.
2. To be responsible for producing and supplying all necessary paperwork to allow the processing of patients through the A & E department.
3. To Photocopy notes ready for patient to go to a ward
4. To be responsible for the accurate scanning of A & E notes and results if necessary.
5. To be responsible for the speedy retrieval of old A & E cards as necessary.
6. To be responsible for producing discharge letters, singly or in batch format, which are subsequently sent to GPs either by mail or electronic format.
7. To be responsible for dealing with telephone enquiries regarding patients who are presently in the Accident and Emergency Department and re-directing calls to the correct person.
8. To be responsible for making clinic appointments for patients who need to attend fracture, and other speciality clinics.
9. To be able to use Tel tracking when Flow Co is not available Login needed
10. To be responsible for maintaining confidentiality of patient information
11. To be responsible for placing Patients onto the Emis system for UTC appointments and 111 appointments then also to Arrive patients on Adastra for 111 appointments.
12. To be responsible for maintaining confidentiality of patient information.
13. To be responsible for the correct use of the PAS computer system and any other computerised systems under the terms of the Data Protection Act.
14. To be responsible for maintaining adequate communications with nursing staff in A & E throughout the shift.
15. Liaise with other members of the Trust team as required or directed in order to provide effective communications with all relevant stakeholders.
16. To assist in the maintenance of the 24-hour service by covering shifts as appropriate and as delegated by Reception Manager.

17. To maintain a high standard of data quality.
18. To communicate with and escalate to, the Emergency Department Reception Manager, any issues or concerns in relation to data quality.
19. Any other duties as delegated by the Reception Manager/Nurse in Charge as appropriate to the grading of the post.
20. To support the Emergency Departments across site when a service need arises.

General Duties

1. To adhere to the Confidentiality: NHS Code of Practice, Caldicott Report and Data Protection Act 1998 always.
2. To take responsibility for oneself and others in accordance with the Health and Safety Act 1974.
3. To be responsible for identifying own training and development needs through appraisals in line with trust policies and to identify areas where changes are required in line with service improvement.
4. To adhere to the Trust Equality & Diversity Policy & Procedure, treating everyone with dignity and respect whatever their race, colour, creed or disability.

Education, Development and Supervision

1. To discuss and plan personal training with Reception Manager.

Human Resources

1. Be aware of and adhere to local and national HR policies, procedures and guidelines.
2. Attend statutory training sessions as required, including the mandatory training day, training updates and others that are deemed mandatory by the trust or CNM.

Child Protection

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 concerns in a timely manner in accordance with the Trust's policies relating to safeguarding children, young people and vulnerable adults.

Use of Information

1. To maintain and update PAS to support patient care.
2. To be conversant in the use of electronic communication systems, personal computer systems, normal office equipment.



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"> Educated to GCSE standard with Maths and English Language at grades A-C. 	<ul style="list-style-type: none"> Information Governance training NVQ 2 Business Admin or equivalent experience

EXPERIENCE AND KNOWLEDGE

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> Experience with computer database input and related equipment Good keyboard skills Data entry experience General office experience of photocopiers, faxes, printers etc. Telephone Reception duties 	<ul style="list-style-type: none"> Good working knowledge of Careflow system

SKILLS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Good communication skills • Good interpersonal skills • Good active listening skills • Understanding of confidentiality • Ability to work in a team • Good time management skills • Keyboard skills and data entry • Motivated, enthusiastic and confident • Adaptable and able to work under pressure • Mature approach to work • Dependable and reliable • Methodical and tidy approach to work • Able to accept training and constructive criticism and assertive enough to express own needs. • Excellent telephone manner with the ability to deal with hard-of-hearing people. • Ability and patience to deal with demanding or difficult enquiries from a range of patients • Flexible approach 	<ul style="list-style-type: none"> • Customer Care training • Committed to personal development

OTHER

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none">Flexibility to work across both main base sites of RSH and PRH	<ul style="list-style-type: none">Keen to undertake further training

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 AND CYBER SECURITY

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 Trust's 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

The Trust is a no smoking/e-cigarette/vaping organisation except for designated external areas, in accordance with Trust Policy.

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.



Proud to have signed
The Pregnancy
Loss Pledge





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