

EMERGENCY DEPARTMENT CLERICAL OFFICER

Candidate Pack



Job Summary

This summary has been generated using AI to provide a clear and accessible overview of the role. It is intended to support candidates who may find the full job description harder to read, such as those who are neurodiverse, have learning disabilities or lower literacy levels. Our goal is to make the application process more accessible and inclusive for everyone.

- This role supports the Emergency Department by helping at reception, booking patients in, and working with ambulance services. You will use computers to keep patient records up to date and help with paperwork.
- You will speak with patients, families, and staff to give information and answer questions.
- You may work in different parts of the department depending on the needs of the team.
- You will help make sure patient information is kept private and handled correctly.
- You will work as part of a team to help the department run smoothly, including covering shifts when needed.

Job Description

Job title:	Emergency Department Clerical Officer
Grade:	2
Site:	The Princess Royal Hospital, Telford
Accountable to:	Emergency Department Reception Manager
DBS required:	Standard

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

- To be responsible for the reception of A & E patients on the computerised recording system.
- To be responsible for producing and supplying all necessary paperwork to allow the processing of patients through the A & E department.
- To Photocopy notes ready for patient to go to a ward
- To be responsible for the accurate scanning of A & E notes and results if necessary.
- To be responsible for the speedy retrieval of old A & E cards as necessary.
- To be responsible for producing discharge letters, singly or in batch format, which are subsequently sent to GPs either by mail or electronic format.
- 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.
- To be responsible for making clinic appointments for patients who need to attend fracture, and other speciality clinics.
- To be able to use Tel tracking when Flow Co is not available Login needed
- To be responsible for maintaining confidentiality of patient information
- To be responsible for placing Patients onto the Emis system for UTC appointments and 111 appointments then also to Arrive patients on Adastral for 111 appointments.
- To be responsible for maintaining confidentiality of patient information.
- 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.
- To be responsible for maintaining adequate communications with nursing staff in A & E throughout the shift.
- Liaise with other members of the Trust team as required or directed in order to provide effective communications with all relevant stakeholders.
- To assist in the maintenance of the 24-hour service by covering shifts as appropriate and as delegated by Reception Manager.
- To maintain a high standard of data quality.
- To communicate with and escalate to, the Emergency Department Reception Manager, any issues or concerns in relation to data quality.
- Any other duties as delegated by the Reception Manager/Nurse in Charge as appropriate to the grading of the post.
- To support the Emergency Departments across site when a service need arises.

General Duties

- To adhere to the Confidentiality: NHS Code of Practice, Caldicott Report and Data Protection Act 1998 always.
- To take responsibility for oneself and others in accordance with the Health and Safety Act 1974.
- 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.
- 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
- To discuss and plan personal training with Reception Manager.

Human Resources

- Be aware of and adhere to local and national HR policies, procedures and guidelines.
- 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

	Essential	Desirable
Qualifications	• Educated to GCSE standard with Maths • and English Language at grades A-C.	• Information Governance training • NVQ 2 Business Admin or equivalent experience

Experience	• 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	• Good working knowledge of Careflow system
Knowledge and skills	• 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.	• Example • Example • Example

	• Ability and patience to deal with demanding or difficult enquiries from a range of patients • Flexible approach	
Other	• Flexibility to work across both main base sites of RSH and PRH	• 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 and 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. This may be known, suspected, witnessed or have raised concerns. Early recognition is vital to ensuring the patient is safeguarded; other people (children and vulnerable adults) may be at risk. The Trust's procedures must be implemented, working in partnership with the relevant authorities. The Sharing of Information no matter how small is of prime importance in safeguarding children, young people and vulnerable adults.

- 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.

NHS Sexual Safety Charter

The Trust is committed to ensuring that all employees work in an environment that is safe, inclusive, and free from sexual misconduct, harassment, and discrimination. As a signatory to the NHS Sexual Safety Charter, the Trust upholds a zero-tolerance approach to sexual harassment and supports anyone affected by inappropriate behaviour. In accordance with the Workers Protection (Amendment of Equality Act 2010) Act 2023, the Trust has a statutory duty to take reasonable steps to prevent sexual harassment of its employees. All staff, are required to treat others with dignity

and respect at all times and to cooperate with Trust policies, procedures and training designed to maintain a culture of safety, professionalism, and mutual respect.

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.

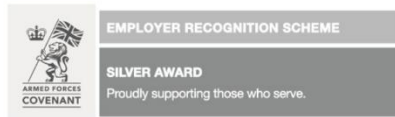
Equal opportunities and diversity

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.



Proud to have signed
The Pregnancy
Loss Pledge

