



## WARD CLERK/RECEPTIONIST

### 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



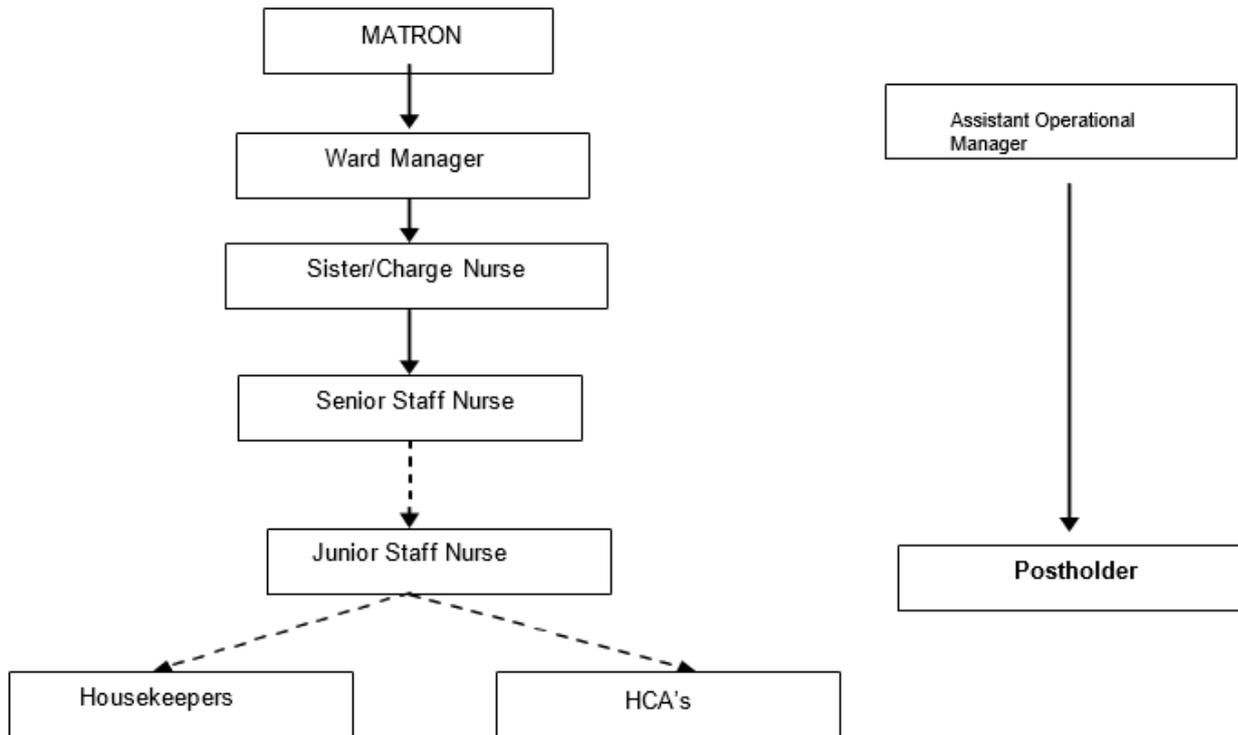
## JOB DESCRIPTION

<b>Job Title</b>	<b>Ward Clerk/Receptionist</b>
<b>Band</b>	<b>Band 2</b>
<b>Directorate</b>	<b>Service Delivery Directorate</b>
<b>Accountable to</b>	<b>Ward Manager</b>
<b>DBS Required?</b>	<b>Yes, Standard DBS</b>

## JOB PURPOSE

The postholder will be expected to provide clerical, administrative and information technology support to medical, nursing, and other staff in relation to the patients being cared for within the Unit. Although primarily based within a particular area/ward, the postholder may be required to work anywhere in the trust to cover short term absence.

## Organisational Chart



## Clerical Responsibilities

The postholder will be required to:

1. Receive/welcome new patients into the unit, checking particulars on their records and ensuring notes are in order. Ensure identity bracelets available for nursing staff. Compile sets of required blank documentation for elective and emergency patients.
2. Receive/welcome visitors into the unit and inform Sister/Charge Nurse or deputy of any query they may have.
3. Answer the telephone, responding to questions or requests as appropriate.
4. Request the services of allied healthcare professionals as requested by nursing staff (eg Phlebotomist/ECG Technician/Radiographers/Porters).
5. Make outpatient referrals as requested by nursing staff.
6. Notify Pathology of urgent blood specimens when requested by nursing staff.
7. Request and collect (or deliver when requested) notes and x-rays from various departments.
8. Order transport for patients as requested by nursing staff, completing appropriate paperwork.
9. Ensure records are sent from the unit correctly compiled and completed following patient discharge.

10. Report identified maintenance defects to engineers, completing appropriate paperwork.
11. Distribute, sort and re-address mail.
12. Ensure demographics of admitted, transferred and discharged patients are updated electronically and manually. Ensure that sema-helix demographics accurately reflect the units bed state.
13. Photocopy any necessary paperwork.
14. Maintain a satisfactory stock of ward paperwork.
15. Assist with other colleagues within the unit.
16. Ensure the notes trolleys are in good order, with records filed accurately within Trust guidelines.
17. Work in other areas of the Unit to ensure cover for the needs of the service.

### **Professional Responsibilities**

1. Ensure that the delivery of all clerical details complies with departmental and Trust policies, procedures, and guidelines.
2. Ensure that any communications by self are perceived in a constructive and helpful manner.
3. Ensure all relevant policies are adhered to at all times.

### **Personal development**

1. To participate in the annual IPR process, ensuring that all agreed objectives are completed.
2. To identify any shortfalls in personal ability and develop action plans to overcome these in conjunction with the Ward Manager.
3. Ensure all mandatory training and any other relevant training as identified by the Ward Manager is completed.

### **Liaison**

1. Liaise with all members of the ward team regularly, ensuring admin and clerical support is offered freely.
2. Liaise with other members of the Trust team as required or directed in order to provide effective communications with all relevant stakeholders.
3. Liaise daily with ward clerks on other wards to ensure that ward clerk duties are completed each day throughout the Unit
4. Demonstrate tasks and roles to relevant personnel as instructed.

### **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"><li>• Possess or be willing to undertake NVQ Level 2 &amp; 3 in Business Administration</li></ul>	<ul style="list-style-type: none"><li>• Qualification in word processing / IT skills</li></ul>

# EXPERIENCE AND KNOWLEDGE

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"><li>• An understanding of the requirements of the role</li><li>• Demonstrate effective time management skills.</li><li>• Ability to prioritise and manage own workload to meet service demands.</li><li>• Ability to work well independently and within a multidisciplinary team.</li><li>• Attention to detail.</li><li>• Awareness of personal limitations</li></ul>	<ul style="list-style-type: none"><li>• Knowledge of hospital administration system</li><li>• Customer Care Experience</li></ul>

# SKILLS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"><li>• Basic Computer skills</li><li>• Evidence of effective verbal- face to face / telephone, non-verbal, written communications skills</li><li>• Demonstrate effective time management skills</li><li>• Evidence of good interpersonal skills</li></ul>	

# OTHER

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"><li>• Ability to work under pressure and meet work load demands</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

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The Royal Shrewsbury Hospital

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[Getting to The Royal Shrewsbury Hospital](#)

## The Princess Royal Hospital

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Apley Castle

Telford

TF1 6TF

[Getting to The Princess Royal Hospital](#)