

WARD CLERK/RECEPTIONIST

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.

- The role involves supporting doctors, nurses, and other staff with clerical and IT tasks to help patient care.
- You will welcome patients and visitors, check records, and make sure paperwork is ready and accurate.
- You will answer phones, arrange services like tests or transport, and keep patient information up to date.
- You will help with filing, photocopying, mail, and keeping ward supplies and records in good order.
- You may work in different wards across the trust to cover absences and ensure smooth service.
- You will follow trust policies, complete training, and work closely with the ward team to provide helpful support.

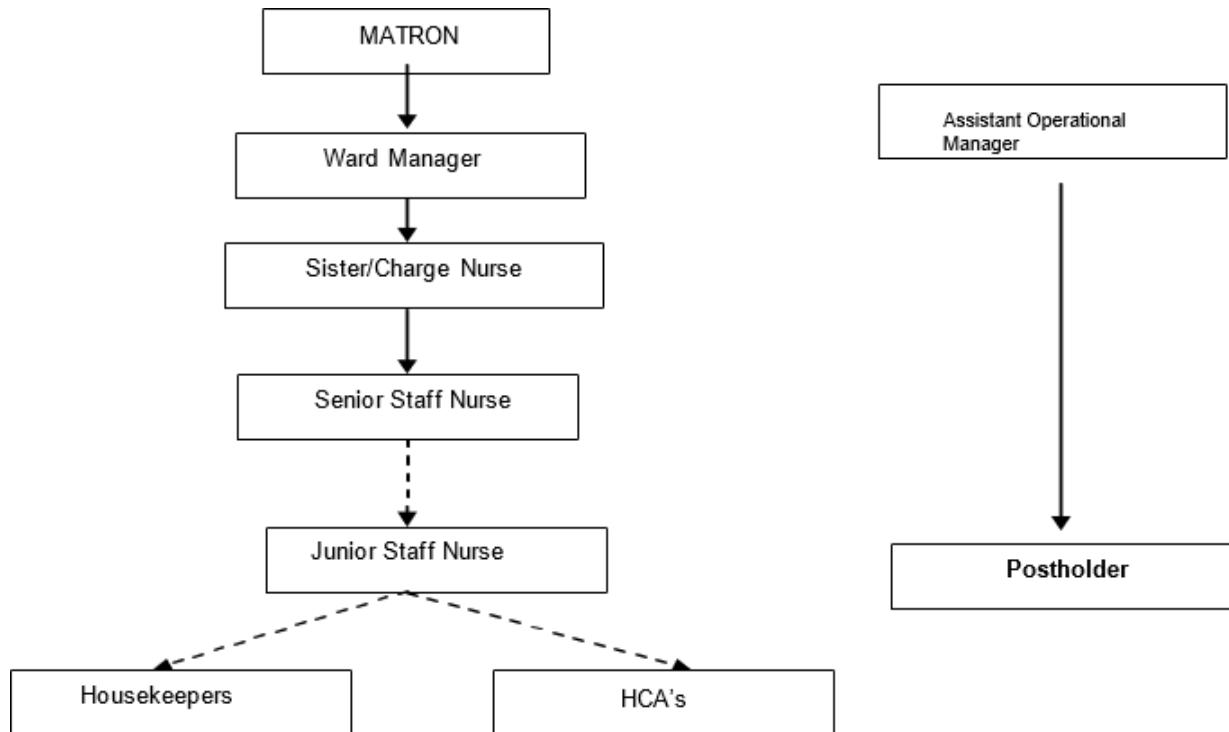
Job Description

Job title:	Ward Clerk / Receptionist
Grade:	Band 2
Site:	The Princess Royal Hospital, Telford
Accountable to:	Ward Manager
DBS required:	Yes, Standard DBS

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 post holder will be required to:

- 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.
- Receive/welcome visitors into the unit and inform Sister/Charge Nurse or deputy of any query they may have.
- Answer the telephone, responding to questions or requests as appropriate.
- Request the services of allied healthcare professionals as requested by nursing staff (eg Phlebotomist/ECG Technician/Radiographers/Porters).
- Make outpatient referrals as requested by nursing staff.
- Notify Pathology of urgent blood specimens when requested by nursing staff.

- Request and collect (or deliver when requested) notes and x-rays from various departments.
- Order transport for patients as requested by nursing staff, competing appropriate paperwork.
- Ensure records are sent from the unit correctly compiled and completed following patient discharge.
- Report identified maintenance defects to engineers, competing appropriate paperwork.
- Distribute, sort and re-address mail.
- Ensure demographics of admitted, transferred and discharged patients are updated electronically and manually. Ensure that sema-helix demographics accurately reflect the units bed state.
- Photocopy any necessary paperwork.
- Maintain a satisfactory stock of ward paperwork.
- Assist with other colleagues within the unit.
- Ensure the notes trolleys are in good order, with records filed accurately within Trust guidelines.
- Work in other areas of the Unit to ensure cover for the needs of the service

Professional Responsibilities

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

Personal Development

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

Liaison

- Liaise with all members of the ward team regularly, ensuring admin and clerical support is offered freely.
- Liaise with other members of the Trust team as required or directed in order to provide effective communications with all relevant stakeholders.

- Liaise daily with ward clerks on other wards to ensure that ward clerk duties are completed each day throughout the Unit
- Demonstrate tasks and roles to relevant personnel as instructed.

Use of information

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

Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Possess or be willing to undertake NVQ Level 2 & 3 in Business Administration 	<ul style="list-style-type: none"> • Qualification in word processing / IT skills
Experience/Knowledge	<ul style="list-style-type: none"> • An understanding of the requirements of the role • Demonstrate effective time management skills. • Ability to prioritise and manage own workload to meet service demands. • Ability to work well independently and within a multidisciplinary team. • Attention to detail. • Awareness of personal limitations 	<ul style="list-style-type: none"> • Knowledge of hospital administration system • Customer Care Experience

Skills	<ul style="list-style-type: none"> • Basic Computer skills • Evidence of effective verbal-face to face / telephone, non-verbal, written communications skills • Demonstrate effective time management skills • Evidence of good interpersonal skills 	
Other	<ul style="list-style-type: none"> • Ability to work under pressure and meet work load demands 	

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;
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to;
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety.

Infection Prevention and Control

The prevention and management of acquired infection is a key priority for the Trust. Any breach of infection control policies is a serious matter which may result in disciplinary action. 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;
- 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 staff;
- 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;
- 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. Failure to do so may result in action being taken in accordance with the Trust's Disciplinary Procedure.

- **Confidentiality and Security** - Your attention is drawn to the confidential and sensitive 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** - The unauthorised use or disclosure of information relating to the Trust's activities or affairs, the treatment of patients or the personal details of an employee, will normally be considered a serious disciplinary offence which could result in dismissal. 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. Unauthorised disclosure of any of this information may be deemed as a criminal offence. If you are found to have permitted the unauthorised disclosure of any such information, you and the Trust may face 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 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;
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates;
- participate in the Trust's appraisal processes including identifying performance standards for the post, personal objective setting and the creation of a personal development plan in line with the KSF outline for the post.

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 aims to empower colleagues at all levels to have the confidence, capability, passion, and knowledge, to test changes and make improvements at SaTH and in the communities we serve.

To support this, we have developed the SaTH Improvement Method, a structured approach to change that provides practical tools and techniques to help you understand what success looks like with clear aims, enables you to measure progress and plan meaningful improvements.

You won't be doing this alone. Whether you're new to improvement or already leading change, the Improvement Hub is here to guide you with expert advice, hands-on support, and a wide range of training opportunities to help you grow and thrive throughout your time at SaTH whilst making improvements in your area of

work. Join us in shaping a culture of continuous improvement, where every colleague is supported to make a difference.

Equal opportunities and diversity

The Shrewsbury and Telford Hospital NHS Trust is an Equal Opportunities Employer, fully committed to fostering an inclusive workplace where all staff feel valued and able to thrive. We believe that a diverse workforce, reflective of our community, is essential for delivering the best patient care.

We will not discriminate against any job applicant or colleague based on any protected characteristic, including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, ethnic or national origin), religion or belief, sex, or sexual orientation. Selection for appointment, training, development, and promotion will be based purely on merit and the individual's ability to meet the role requirements.

As a post-holder, you have a personal responsibility to uphold the Trust's commitment to equality by treating all colleagues and patients with respect and dignity. You must actively support measures introduced to ensure equality of opportunity and will not discriminate, harass, or bully others, or condone such behaviour.

