

# CLERICAL OFFICER – PAC SUPPORT SERVICES

## Candidate Pack



## Our Trust

At The Shrewsbury and Telford Hospital (SaTH), our vision is to provide excellent care for the communities we serve. Working together across our teams, we provide district general hospital services for around half a million people in Shropshire, Telford & Wrekin, and mid-Wales.

Our main service locations are The Royal Shrewsbury Hospital and The Princess Royal Hospital, Telford, which together provide 99% of our activity. Alongside these, we also provide community and outreach services across the local area.

As one of Shropshire's biggest employers with around 7,000 staff, we offer a wide range of opportunities to build a rewarding career across both clinical and non-clinical roles. Our people are dedicated and passionate, working together to deliver the best patient care. No matter your role, you'll be joining a supportive team environment where you'll be able to make a real difference for our patients.

We are committed to supporting you at every stage of your career with us, whether you're starting something new or looking to take the next step into leadership. With strong partnerships and our newly awarded university hospital status, you'll have access to excellent education, mentoring and experience to help you thrive.

## Our Vision

"To provide excellent care for the communities we serve"

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



# Poppy's Promise

Poppy's Promise is a compassionate care initiative introduced within this Trust to enhance communication, respect and empathy across every aspect of patient care.

The initiative was founded by Katie Russell, following the loss of her daughter Poppy, who tragically died at just twelve hours old due to failures in care and communication. Born from that experience, Poppy's Promise serves as a powerful reminder that while clinical skill saves lives, it is compassion, listening and respect that define the quality of care and human connection. By embedding this promise across our organisation, we ensure that no patient or family ever feels unseen, unheard, or uncared for.

Poppy's Promise is a five-stage framework that supports NHS staff to provide compassionate, consistent and patient-centred care. It aims to create a culture where empathy and communication are prioritised at every level - from education and recruitment to daily patient interactions.

At the heart of the initiative lies the C.A.R.E. framework, which outlines four guiding principles for staff to follow. The CARE principles form the foundation of Poppy's Promise. They describe the behaviours, attitudes and values that underpin every interaction — between staff and patients, staff and families, and colleagues with one another.

CARE is not an additional task. It is how care is delivered.

## C.A.R.E. Meaning and Practice

**Compassion** - Demonstrate genuine kindness, empathy and humanity in every interaction.

Compassion means recognising the emotional as well as the physical needs of patients, families and colleagues, and responding with care, patience and understanding. Small acts of compassion can have a lasting impact.

**Acknowledge** - Actively listen and be fully present.

Use eye contact, names and open body language, and acknowledge the individual's feelings, concerns and lived experience. Every person should feel seen, heard and taken seriously.

**Respect** - Treat everyone with dignity, honesty and fairness at all times.

Respect individual differences, personal circumstances and lived experience. Trust is built through respectful behaviour, consistency and integrity.

**Empower** - Enable people to be active participants in their care and work.

Communicate clearly, encourage questions and shared decision-making, and ensure patients, families and colleagues feel informed, confident and included.

Poppy's Promise is more than a framework - it represents a cultural shift towards human-centred care. By adopting these principles, we:

- Strengthen trust and communication between staff and patients
- Reduce avoidable harm through better understanding and listening
- Improve patient experience and staff wellbeing
- Foster a culture of openness, empathy and shared responsibility

Every member of staff has a role to play in bringing Poppy's Promise to life. Whether you are clinical, administrative or support staff, compassion and communication are part of everyone's role.

### **In daily practice, you can:**

- Take a moment before entering a patient's space - centre yourself, focus on the person, not the task
- Use clear, respectful and kind language
- Listen without interruption and acknowledge emotions expressed
- Be honest and transparent, even when conversations are difficult
- Reflect after interactions - consider how your approach made the patient or family feel

### **All staff within the Trust are expected to:**

- Uphold the values of Poppy's Promise in all patient and colleague interactions
- Attend any training, workshops or refreshers provided as part of the initiative
- Support colleagues in modelling compassionate behaviours
- Raise concerns constructively when communication or respect fall short
- Reflect these principles in both professional and personal conduct within the workplace

Together, we can make every interaction an opportunity to care, listen and make a difference.

That is Poppy's Promise.

## 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 helping patients when they arrive for their appointments, making sure they are welcomed, checked in and that their notes are ready for the clinical team.
- It includes preparing, finding and filing patient notes so they are in the right place at the right time. You will use the Trust's computer system every day to update patient information and keep records accurate.
- You will work as part of a team across different areas, but you will also be able to work on your own when needed.
- Training will be provided for all parts of the job, and you will be expected to follow confidentiality rules and the Trust's values at all times.
- The job can involve moving around a lot and some physical tasks, and you may work at either the Shrewsbury or Telford site.

## Job Description

|                        |                                                                             |
|------------------------|-----------------------------------------------------------------------------|
| <b>Job title:</b>      | <b>Clerical Officer – PAC Support Services</b>                              |
| <b>Grade:</b>          | <b>Band 2</b>                                                               |
| <b>Site:</b>           | <b>The Royal Shrewsbury Hospital / The Princess Royal Hospital, Telford</b> |
| <b>Accountable to:</b> | <b>Support Services Manager</b>                                             |
| <b>DBS required:</b>   | <b>None</b>                                                                 |

## Job Overview

Patient Access Support Teams consists of Medical Records, Clinic Prep, Reception and Admission roles. This Job Description is designed to cover each of these areas Full training to be given in recruiting departments as required then specific training in each area where appropriate.

**Reception Teams:** PAC Support Services Team provide support for the majority of outpatient clinics at both the RSH and PRH sites. This role will involve meeting and greeting patients at the time of attendance and ensuring that they are booked into a clinic upon arrival, ensuring notes are ready for the clinical staff. The attendance will also need to be completed using the Trust's Patient Administration System.

**Medical Records:** This role will entail retrieving notes from the filing libraries but also filing them back in numerical order. This may require the use of ladders or step stools (full training will be provided). This role is quite a physical role. Trust Values will apply as above, the use of a PC using the Trust's Patient Administration System will form part of the daily requirements. It is important to be able to work as part of a team as well as on your own.

**Clinic Prep:** This role would involve working as part of a team to ensure that the notes required for outpatient attendances and inpatient episodes are prepped and made ready in time for the patient's attendance.

### **All Posts:**

- Full training given and postholders will be trained across the various clinics.
- The post holder would be expected to use the Trust's Patient Administration System (PAS) SEMA, within all areas of Health Records and Patient Access; this will require extensive use of a VDU on a daily basis.
- The post holder would be expected to meet performance standards specific to the area they are working in.
- Develop and maintain a knowledge and expertise of all Health Records and Patient Access areas in order to provide a comprehensive service to all patients.
- 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.
- Develop and maintain skills to deal with conflict remaining calm and professional at all times
- Participate as a member of the Reception Team sharing duties and responsibilities, including covering during staff absences. A knowledge of all areas will be required.
- The post holder works within well-defined boundaries, using initiative to make planning decisions as required. They will always have access to supervisors (not necessarily their immediate or section supervisor).
- The post will be based at either Shrewsbury or Telford. The postholder may be required to work across sites as directed by the Outpatient Services Manager but appropriate notice will be given. • To be responsible for assisting the Support Services Manager in the training of new staff.
- To be aware of and work within the Trust's Health & Safety policy at all times.
- To be aware of and follow the Trust Values.
- Any other duties as delegated by the Outpatient Services Manager and Patient Access Manager as appropriate to the grading of the post.

- The postholder will gain knowledge of all departments and locations throughout the Trust, peripheral buildings and the offsite locations that the service interacts with.
- A combination of sitting, standing, excessive walking and physical effort involving moving and handling. Responsibilities for Education and Training
- Ensure own mandatory training is undertaken for non-clinical staff (such as safe moving and handling, fire prevention etc) and attend other relevant training programmes to keep up to date.
- Take part in the Personal Development Review process, identifying own training needs for continued personal development. Communication and relationships Patients, Consultants, medical staff, general practitioners, medical secretaries, outpatient, day surgery and specialist nursing staff, all staff throughout Health Records and Patient Access, ward clerks, other hospitals and members of the public competence and to encourage that of colleagues and subordinates.

## Person Specification

|                             | Essential                                                                                                                                                                                                             | Desirable                                                                                                    |
|-----------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------|
| <b>Qualifications</b>       | <ul style="list-style-type: none"> <li>Numeracy and Literacy GCSE 9- 4 (A-C)</li> <li>Basic computer skills and ease with computer systems</li> </ul>                                                                 |                                                                                                              |
| <b>Experience</b>           | <ul style="list-style-type: none"> <li>Previous clerical experience in a busy environment</li> </ul>                                                                                                                  | <ul style="list-style-type: none"> <li>Previous customer Service experience</li> </ul>                       |
| <b>Knowledge and skills</b> | <ul style="list-style-type: none"> <li>Numerate and methodical</li> <li>Work in confined spaces.</li> <li>Lifting and handling (for notes which are heavy)<br/>Moving trolleys and cages filled with notes</li> </ul> |                                                                                                              |
| <b>Other</b>                | <ul style="list-style-type: none"> <li>Team Player</li> </ul>                                                                                                                                                         | <ul style="list-style-type: none"> <li>Some flexibility required to ensure continuance of service</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;
- 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 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.

