

DIAGNOSTICS – Pathology Service

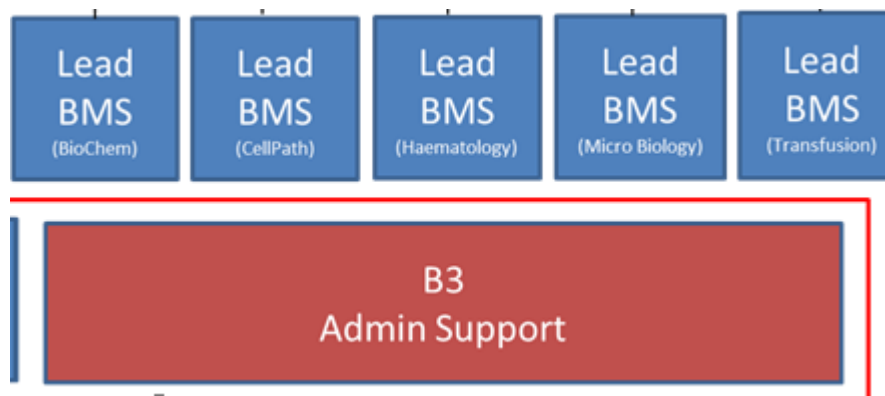
JOB DESCRIPTION

Clerical Officer Band 3

1. **Post Title:** Clerical Officer – A&C Grade 3
2. **Base:** The Royal Shrewsbury Hospital
3. **Department:** Pathology Laboratory
4. **Line Manager responsible to:** Lead Biomedical Scientist
5. **Professionally responsible to:** Lead Biomedical Scientist
6. **Post purpose/summary:** To support the Lead Biomedical Scientist with providing the day to day general office functions in order to support relevant discipline. To maintain good records in accordance with laid down policies. To support with the ordering, receipting of goods. Support with recruitment and maintain good personnel files. To notify the Lead Biomedical scientist of any discrepancies. To attend and take minutes as required.

You may be required to cover clerical duties at another hospital base.

7. Organisational position:



8. Scope and range:

- You are assigned to the relevant discipline, which may be Blood Sciences, Cellular Pathology, and microbiology and will work within that team.
- You are required to work with a low level of supervision, undertaking duties/instructions that may be communicated to you verbally, or in writing.
- You may be required to deputise for the Pan-Pathology Office manager. Periodically you will liaise with other members of staff in Pathology, and similarly with other users of the service, largely within the Trust. You will investigate and solve supply related problems e.g. deliveries, invoices.
- You will provide training and are responsible for ensuring safe working practices for the staff performing duties within your team.

9. Main duties and responsibilities of the post-holder:

To deputise for the Pan-Pathology Manager, including supervising band 2 staff as required

- 9.1 To enter data on the ORACLE purchasing system; goods receipting and invoice matching for all pathology departments and deal with queries arising from discrepancies.
- 9.2. To pursue outstanding orders as required.
- 9.3 To assist with the upkeep of non-medical staff personal files
- 9.4 To receive and deal with telephone queries in a professional manner.
- 9.5 To assist in internal auditing of sections to ensure quality of service.
- 9.6 Maintain specific databases for consultant and scientific staff (e.g. vaccines)
- 9.7 Assist with the manual processing of pathology reports if required. This involves sorting and filing printed reports from scheduled print runs, into their correct locations, collating and subsequently preparing them for dispatch to their correct location at pre-determined times of the day.
- 9.8 Handle enquiries from patients and visitors to Pathology, advising and seeking advice when necessary, to ensure they are provided with accurate information. The nature of the enquiries are wide-ranging, and may range from giving directions to other areas of the hospital, to advising patients on the sample container to be used for a particular test, and those attending the Phlebotomy outpatients for a blood test. There may also be wide-ranging enquiries and/or requests from hospital porters, engineers, managers, clinicians, company representatives, GP surgery staff and police and Coroners' Officers.
- 9.9 Assist in general office duties: photocopying, laminating documents, answering the telephone, distributing mail and information to locations around the department, arranging patient appointments. Access and configure labelling requirements on the computer for subsequent printing.
- 9.10 Maintain records of annual leave for non-medical Pathology staff as required on behalf of the respective Lead Biomedical Scientist. Record requests from leave slips, advising staff of their entitlement throughout the leave year, when asked to do so. Preparing annual leave spreadsheets.
- 9.11 Maintain records of all sickness absence for the non-medical Pathology staff with the help of a computer spreadsheet, ensuring all sickness information is recorded on the Health Roster programme and preparing Return to Work interview forms for the managers.
- 9.12 To apportion private patient income and arrange payments to the trust and to each Consultant, in accordance with original patient's request to a protocol agreed with each department, providing secretarial support to this financial function joint funded by Consultants and the trust. Must adhere to the Trust's Standing Financial Instructions at all times.

9.13 Undertake the following with respect to private income and expenditure, advising the Finance department accordingly:

- Process Statements of Accounts from Coroners. Match cheques with patients, bank cheques, provide receipts, record and file.
- Prepare computer-generated bills for private patient work performed all areas.
- Match receipt of cheques against patients name and address. Prepare receipt and confirmation of work undertaken and send these to the patient. Bank cheques and cash, record and file.
- Other miscellaneous handling of Staff Fund funds e.g. newspaper bills.

9.14 Support the PA to the Clinical Director and Pathology Manager covering duties when absent. This will include organising diaries, arranging meetings and taking minutes.

9.15 Undertake training that is relevant to the post.

9.16 Assist in maintaining standards defined by UKAS, MHRA, and HTA

9.17 Understand and follow at all times health and safety instructions made clear to you in the course of your duties.

9.18 Attend Team Briefings, Staff Appraisals, Statutory Training and any other mandatory commitments defined by the Trust. Attend meetings and prepare minutes.

9.19 Make an effective contribution to maintaining cleanliness and good housekeeping.

9.20 To be adaptable to change and work flexibly as required including any other duties appropriate to the grade

10 Systems and equipment:

You are required to use a range of equipment typically associated with the above duties: networked PC and photocopier. You will use the telephone, photocopier and laminator, and be competent to use a computer for maintaining Excel spreadsheets, preparing invoices, and accessing and interrogating the Trust's Sema system, and the laboratory's Dart Viewer Autocard scanning facility for request forms You also use the Telepath laboratory computer system for setting and scheduling print runs, and the laser report printers. You do need to know how to perform basic trouble-shooting tasks on the printers (e.g. paper jams) and routine maintenance (e.g. changing toner or cartridges).

10.1 Able to Interrogate and problem solve using local databases:

ORACLE (purchasing system)
Telepath (pathology system)
Sema helix (Trust system)
Open Exeter web browser (PCT database)

10.2 To be fully conversant with Microsoft 'Word, Excel, Access' and to remain conversant with Information Technology developments.

11. Decisions, judgements and freedom to act:

- a. You will work predominantly under a low level of supervision.
- b. There are aspects of your job where you are required to work unsupervised, and deemed competent to do so.
- c. In recognising the clinical value of your work, it is expected that you will work to an accurate, high standard in a timely manner.

- d. You are expected to have a broad knowledge of the consumables used for tests performed in the laboratories, and thus be able to advise patients appropriately.

12. Communication and relationships:

You are expected to handle a very wide range of enquiries from an equally wide source. These are more commonly dealt with face-to-face, but may be by telephone. The job is dependent upon good team-work and the need to work cohesively to meet deadlines.

13. Physical, Mental and Emotional demands of the post:

The job is physically and mentally demanding, in that there is a high level of interruptions, coupled with the need to work accurately and quickly, calling for sustained concentration, accuracy and speed throughout the majority of the day. The post also demands a level of flexibility, as you may be required to cover an area of work on another hospital site at short notice.

14. Working conditions:

There are no significant adverse working conditions associated with this post.

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

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; 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 staff; 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. 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 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; and
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates; and
- 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 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 Trust is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is to empower staff at all levels to have the confidence, capability, passion and knowledge, to test changes and make improvements at the Trust and the communities we serve. Following a successful five-year partnership with

the Virginia Mason Institute in the USA, the Trust 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 to make improvements, whilst also providing training at various stages of your time at the organisation, as part of your continuing professional development.

Job description agreement:

Manager Name: Signature..... Date.....	Post holder Name: Signature..... Date.....
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