

### Job Description, Ward Clerk

**Job Title:** Ward Clerk

**Grade:** Band 2

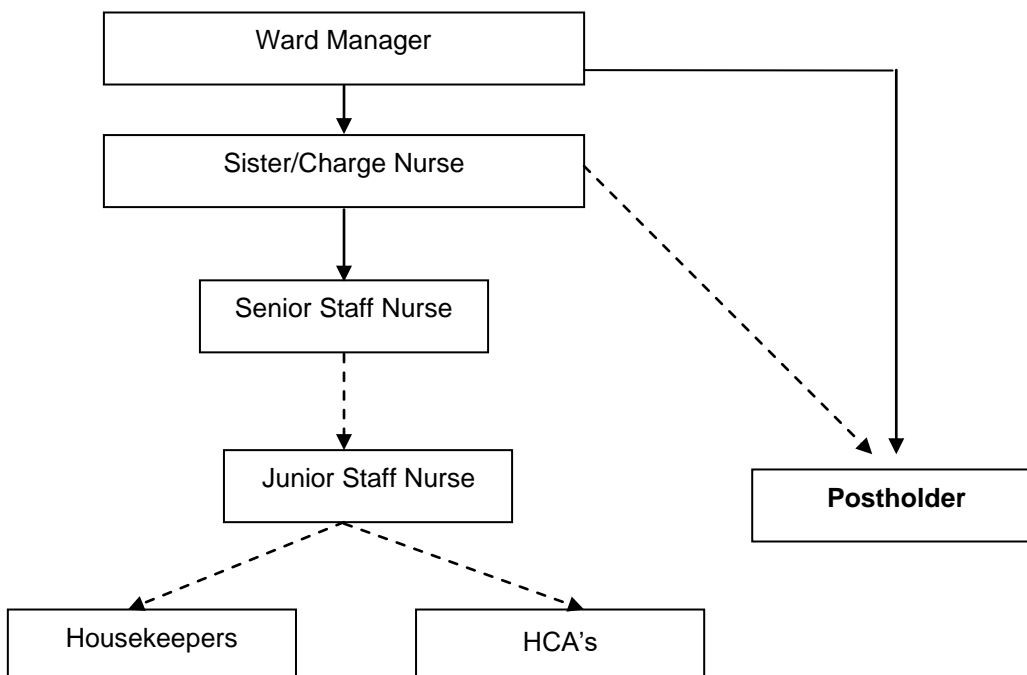
**Responsible to:** Ward Manger

**Accountable To:** Ward Manger

#### **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 onto the ward, 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 emergency patients.
2. Receive/welcome visitors onto the Ward 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 ward 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. Ensuring demographics of admitted, transferred and discharged patients are up date electronically and manually. Ensure that sema-helix demographics accurately reflect the ward bed state. Participate in training of staff on the use of Sema.
13. Ensure ward register is up-to-date with patient admissions and discharges.
14. Monitor ITU department email ensuring nurse-in-charge is made aware of any relevant communications relevant to team.
15. Photocopy any necessary paperwork.
16. Maintain a satisfactory stock of ward paperwork.
17. Ensure the patient notes/documentation is stored in a safe manner, with records filed accurately within Trust guidelines.
18. Liaise with ward teams to ensure the timely completion of death certificates ensuring appropriate documentation is forwarded to general office/bereavement service.
19. To undertake any other clerical duties as designated by the Ward manager/Nurse-in-Charge.

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

### **Health & Safety**

As an employee of the Trust you have a responsibility to:

1. 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
2. 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

3. 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:

1. ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself; and
2. 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
3. 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
4. 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:

1. participate in statutory and mandatory training as appropriate for the post; and
2. maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct; and
3. take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates; and
4. 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**

1. 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.
2. As an employee of the Trust you have a responsibility to ensure that:
  - o you are familiar with and adhere to the Trusts Safeguarding Children procedures and guidelines.
  - o 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.

The above job description is a summary of the main responsibilities of the postholder, and not an exhaustive list of duties to be undertaken. The duties may be redefined in accordance with the demands of the service. Any redefinition will be subject to agreement between yourself and the person in charge of the ward and deemed by you both to be within your level of competence.

Signature of employee: ..... Date.....

Signature of Supervisor: ..... Date.....