

# Candidate Information Pack

## Including Job Description & Person Specification



Croydon Health Services provides integrated NHS services to care for people at home, in schools, and health clinics across the borough as well as at Croydon University Hospital and Purley War Memorial Hospital.

CUH provides more than 100 specialist services and is home to the borough's only Emergency Department and 24/7 maternity services, including a labour ward, midwifery-led birth centre and the Crocus home birthing team.

Purley War Memorial Hospital (PWMH) in the south of the borough offers outpatient care, including diagnostic services, physiotherapy and ophthalmology services run by Moorfields Eye Hospital, alongside an onsite GP surgery.

Our experienced staff take care of people of all ages across the borough of Croydon.

We are a very close-knit and friendly organisation where everyone of our 3600 members of staff is valued. We strongly believe that our employees are our greatest asset.

**Join us and be a part of the team that is making Croydon proud.**



## Our values

We will always be **professional**, **compassionate**, **respectful** and **safe**.

### Professional

- Set ourselves very high standards and share best practice
- Keep our uniforms smart, and be professional and consistent in our approach
- Work in partnership to best support our community's needs
- Use resources wisely without compromising quality or safety

### Compassionate

- Treat everyone as we would want to be treated ourselves
- Demonstrate kindness, dignity, empathy and compassion
- Make time for the people we are caring for, to understand their needs and wants
- Organise our services to give people the best possible experience of care

### Respectful

- Be courteous and welcoming, and introduce ourselves
- Value the diversity and needs of everyone
- Always involve people in decisions about their care, listening to and respecting their wishes
- Appreciate the contribution that staff from all backgrounds bring to our services

### Safe

- Be open and honest in everything we do, sharing what we do well and admitting our mistakes, to constantly improve our care
- Protect the confidentiality of those in our care and show sensitivity to people around us
- Feel free to raise concerns so we are always learning
- Make time for training and development and support research so people always receive the highest standards of care.



## JOB DESCRIPTION

<b>JOB TITLE</b>	<b>Ward Clerk</b>
<b>DIRECTORATE</b>	<b>Integrated Adult Care</b>
<b>DEPARTMENT</b>	<b>Wandle 3</b>
<b>BAND</b>	<b>2</b>
<b>RESPONSIBLE TO</b>	<b>Ward manager</b>
<b>ACCOUNTABLE TO</b>	<b>Matron</b>
<b>RESPONSIBLE FOR</b>	<b>N/A</b>

### JOB SUMMARY

- Adapt and use a range of IT systems to fulfil the role and to work without supervision as well as in a team.
- Discharge patients accordingly and update Cerner with the relevant details e.g. close pregnancy, pass details to the Health Visitors, check red books, vouching online and collect discharge summaries from ward.
- Retrieve, prepare, file and track patient records, manually and/or using HIM tracking.
- Answer enquiries on the telephone or in person and take appropriate action.
- Meet, greet and direct visitors, patients and healthcare professionals when they arrive at the reception area.
- Ensure and enforce visiting rules, hours and number of visitors are adhered to at all times.
- Maintain the safety of the ward by monitoring and opening the main entrance door and ward entrances to visitors (via electronic buzzer), challenging visitors when necessary.
- To keep up to date with the changing needs of the services, and any revised processes, policies and procedures of the Trust.
- Provide cover for other staff members within the admin team during times of need.
- Any other admin duties as commensurate with the role.

### MAIN DUTIES AND RESPONSIBILITIES

#### To include

- Acting as a receptionist, greet patients, liaising with relatives in person or on behalf of the line manager/nurse in charge



- To assist and work as a team in the day to day running of the ward
- Making follow up appointments for all patients discharged from the ward
- Enter all data required on PAS and Patient Centre systems and awareness and competent with CERNER application.
- Enter all details into ward admission book including discharge date
- Discharge patients on Patient Centre. Address and send discharge letters to GPs
- To retrieve and prepare patient records for the ward on an as and when basis.
- Ensure all notes are tracked in and out of the ward
- Track urgent results for medical and nursing staff
- Maintain patient records ensuring that notes are filed in the correct order and folder within the medical notes trolley on a daily basis
- Assist staff in finding missing notes.
- Marry up all discharge notes including case notes when processing discharges
- Maintain and monitor ward stationery and equipment supplies. Re-ordering stock when necessary on behalf of line manager/deputy
- Ensure ward office equipment and medical equipment is maintained in good order and liaise with IT and EBME regarding equipment maintenance
- Maintain a record of all equipment – tracking them in and out of the ward
- Undertake any ad hoc administrative tasks delegated by medical team and line manager
- To ensure all relevant paperwork is prepared, completed and faxed to Social Service (particularly out of borough services) and District Nurses
- To be responsible for maintaining the computer systems and patient board with details on date of admission, length of stay and expected date of discharge and any other information resulting from the daily MDT board meeting
- Deliver patients property and valuable to the general office, registry or nominated next of kin as required

### **GENERAL**

1. To work in accordance with the Trust's Values to consistently demonstrate the behaviours required. The postholder is required to carry out his/her role in accordance with the organisation values, standards and behaviours, in a Professional, Compassionate, Respectful and Safe way.
2. To ensure that Croydon Health Services Trust's policies and procedures are adhered to.



3. To have responsibility for the Health, Safety and Welfare of self and others and to comply at all times with the requirements of the Health and Safety Regulations and the Trust's Health and Safety policies and procedures.
4. To ensure confidentiality at all times, only releasing confidential information obtained during the course of employment to those acting in an official capacity in accordance with the provisions of the Data Protection Act and its amendments.
5. To work in accordance with the Trust's policies to eliminate unlawful discrimination and promote equality and diversity in the workplace. To positively promote at all times equality of opportunity in service delivery and employment in accordance with Trust policies, regardless of age, disability, race, nationality, ethnic or national origin, gender, religion, belief, sexual orientation or domestic circumstances.
6. To adhere to the Trust Infection Control Policy, procedures and guidelines, and in particular practice strict hand hygiene at all times while carrying out clinical duties, in line with the responsibilities placed on employees by the Health Act 2006: Code of Practice for the prevention and control of healthcare associated infections (HCAIs). The prevention and control of HCAIs must be embedded into everyday clinical practice and applied consistently.
7. All clinical staff hold responsibility for ensuring they have sound knowledge of standard infection control precautions and that no omission on their part or within the sphere of their responsibility is detrimental to the interests or safety of their patients, visitors and colleagues. Clinical staff must keep their infection control knowledge and skills up to date by attending the Trust's mandatory infection control training, a record of which will be kept and information provided to line managers as required.
8. To comply with the Trust's Safe Guarding Children and Vulnerable Adults policies, procedures and protocols. All individual members of staff (paid or unpaid) have a duty to safeguard and promote the welfare of children, young people and vulnerable adults This will require you to:
  - Ensure you are familiar with and comply with the London Child Protection Procedures and protocols for promoting and safeguarding the welfare of children and young people.
  - Ensure you are familiar and comply with the Croydon Multi Agency Safeguarding Vulnerable Adults Pan London Procedures.
  - Ensure you are familiar and comply with local protocols and systems for information sharing.
  - Know the appropriate contact numbers and required reporting lines.
  - Participate in required training and supervision.
  - Comply with required professional boundaries and codes of conduct

**NOTE:**

- A child is someone under the age of 18 (this would include unborn children).
- A vulnerable adult is 'someone who is or may be in need of community care services by reason of mental or other disability, age or illness; and who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation' (this includes carers).

Copies of the Protocols and Procedures are available on the Trust Intranet under Child Protection. Staff are advised on how to access the appropriate contact numbers and the Protocols and Procedures when attending Safeguarding training. Updates and revisions are notified to all staff via 'What's New'.

09. Budget Holders are responsible for adherence to Standing Financial Instructions



10. Managers are responsible for adherence of maintaining expenditure within budget and addressing deviations from budget

11. To undertake such other duties as may be reasonably required from time to time as are consistent with the responsibilities of the post.

**You are the difference –Staff Pledges**

All staff are expected to demonstrate a considerate and respectful attitude.

I will always introduce myself to patients and other staff “Hello my name is”

If I see that someone looks like they need help, assistance or they look lost – I will always – Can I help you?

If I can’t help you I will always ensure that I refer you to someone who can

If I see behaviour that is inappropriate I will feel empowered and supported to always challenge it

This job description is not an exhaustive document, but is a reflection of the current position. The job holder may from time to time be asked to undertake other reasonable duties. Any change will be made in discussion with the job holder in light of service needs.

**Job Description Agreement**

This job description can be updated annually as part of the personal development plan.

This job description has been updated and agreed by:

Current post holder : .....

Date: .....

Line Manager: .....

Date .....



## PERSON SPECIFICATION

**JOB TITLE:** Ward Clerk

**BAND:** 2

**DEPARTMENT:** Wandle 3

**DATE:** 2020

HEADINGS	ESSENTIAL	DESIRABLE	HOW TESTED
<b>EDUCATION AND QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>• Educated to GCSE standard or equivalent</li> <li>• Demonstrate literacy and numeracy</li> </ul>		A/I
<b>KNOWLEDGE AND UNDERSTANDING</b>	<ul style="list-style-type: none"> <li>• Knowledge of customer service</li> <li>• Willing to undertake in-house training</li> </ul>	<ul style="list-style-type: none"> <li>• Show tact and diplomacy</li> </ul>	A/I
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Working with the public</li> <li>• Working in a customer care setting</li> <li>• Ability to work on own initiative and within a team</li> <li>• Previous experience in a similar role</li> </ul>	<ul style="list-style-type: none"> <li>• NHS experience</li> <li>• Knowledge of Cerner</li> <li>• Provide IT support to others</li> <li>• Knowledge of maternity pathway</li> <li>• Knowledge of HIM tracking / medical records</li> </ul>	A/I



HEADINGS	ESSENTIAL	DESIRABLE	HOW TESTED
<b>SKILLS/ABILITIES/PERSONAL QUALITIES</b>	<ul style="list-style-type: none"> <li>• Good communication and interpersonal skills</li> <li>• Computer skills – Word, Excel, email, Internet</li> <li>• Able to produce work to a high standard of accuracy</li> <li>• Ability to cope under pressure</li> <li>• Aware of patient confidentiality</li> <li>• Organised, proactive and approachable</li> <li>• Attention to detail</li> <li>• Physically fit</li> </ul>	<ul style="list-style-type: none"> <li>• Show resilience and assertiveness in times of need</li> <li>• Able to discuss sensitive issues with clinicians, doctors, midwives and the general public.</li> <li>• Explain and communicate with people who maybe in distress.</li> </ul>	A/I

