

## HERTFORDSHIRE PARTNERSHIP UNIVERSITY NHS FOUNDATION TRUST

### JOB DESCRIPTION FORMAT

#### **Ward Clerk**

**Band:** 3

**Hours** 37.50

**Directorate:** Strategic Business Unit West

**Responsible to:** Ward Manager

**Accountable to:** Ward Manager

**Base:** Albany Lodge

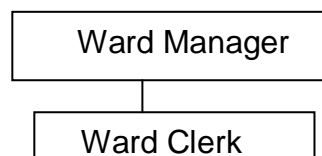
#### **Job Summary:**

The post holder will be required to provide comprehensive, professional, effective administrative support to the Inpatient Unit. This position will be the first point of reference and, as such, the successful candidate must display a considerable degree of initiative, possess mature judgement and maintain a calm, friendly and efficient manner when dealing with service users, their relatives, colleagues and visitors.

The post holder will be required to work independently using initiative and applying a high degree of confidentiality to all of their work. To undertake non-routine duties without direct supervision, working within broad procedural guidelines. The post is managed rather than supervised.

All staff should comply with the Trust's Anti-Discriminatory Statement, Employee Charter, Trust Policies and Procedures, Code of Conduct and Equality and Diversity.

#### **Organisational Chart:**



### **Job Responsibilities:**

- Responsibility for ensuring all correspondence is accurately and appropriately presented using current methodologies and medical terminology used by the team.
- To be skilled and experienced in the full range of secretarial work practices, software programmes, and specialised functional terms.
- To be proficient and expert in EPR (PARIS), advising and guiding others in team, supporting new users and instructing them as necessary.
- To use proficient internet skills to access, search and retrieve data relevant to team. To use knowledge and experience to meet the needs of the teams by completing non-routine tasks on a daily basis
- To update skills as necessary and attend mandatory training and maintain records as per Trust Policy

### **Working Relationships and Communication Requirements of the Job**

- Ward Manager
- Team Leaders
- Clinical Team
- Administration Staff

### ***Communication requirements***

- To Communicate effectively with the Team Manager and team
- To relay confidential, sensitive information to colleagues and outside agencies, in person or on the telephone.
- To be experienced with a range of communication methods including telephone, fax, e-mail and scanner, Telephone conferencing
- To use a range of communication skills to develop effective relationships with managers, teams and colleagues.

### **Financial Responsibility**

- To manage and be responsible for petty cash
- To manage and be responsible for service users money, keeping up to date records and receipts
- To check staff monthly time sheets for accuracy

## **Analytical and Judgemental Skills**

The post holder will use their own judgement to find solutions to staff requests/needs, and visitor's problems, through the use of analytical and problem solving skills. Handling queries and ensuring that relevant information is imparted and confidentiality is maintained.

## **Planning and Organisational Skills**

- To manage and organise own time and work efficiently and adhere to deadlines to enable the smooth running of the Inpatient department
- To report and ensure equipment and environment faults are dealt with by relevant persons
- To maintain service users paper records
- To deal with all service user enquiries, exercising initiative with regard to necessary action, using sensitivity and tact.
- Ensuring all messages are relayed as quickly as possible to Managers and their teams
- To complete Weekly PD17 sickness returns
- Chasing actions, outputs and outcomes.
- The post holder will be expected to establish and maintain effective bring-forward systems and maintain delayed transfer of care data
- Handling queries from colleagues and others connected with the services.
- Be aware of and able to make adjustments to plans at short notice.
- Keep data/information systems up to date and stores information correctly and safely.
- Admissions: preparation of folders if service user is new to the service, or the receiving of old folder if transferred, logging of admission onto Paris.
- Recording of staff training and logging of attendance to training
- Faxing, sending off faxes as requested by staff and in the normal running of the unit
- Inputting on to E-Roster
- Responsible for informing services users/carers, colleagues and outside agencies of appointments, changes to appointments, cancellations in person, telephone or by letter.
- To negotiate agreements and co-operation from patients using tact at all times
- To be the first point of call for service users, using developed communication skills and liaising with others to ensure the best possible care.

## **Physical Working Conditions and Environment**

- Standard keyboard skills to access Care Notes and the Choose and Book systems.
- To be responsible for the photocopier, franking machine and fax. Report faults; ensure there is an adequate supply of paper. Access the Internet, HPFT Intranet, e-mail and texting.

### **Information Resources**

- To use appropriate software and equipment on a daily basis to access databases.

### **Additional Information:**

On occasion the post holder may be requested to travel to other sites to cover

### **Knowledge and Skills Framework:**

The post holder will be expected to meet the requirements of the NHS Knowledge and Skills Framework (KSF) appropriate outline for the post.

*Approved outlines are available on the HPT e-ksf local library*

### **Health and Safety**

The post holder has a duty of care to themselves and to others with whom they come into contact in the course of their work as laid down in the Health and Safety at Work Act 1974 and any subsequent amendment or legislation.

### **Infection Control**

All Trust staff will:

Act as a role model and champion for the highest standard of all aspects of infection prevention and control and implementation of all Infection Prevention and Control Trust policies and guidelines.

Demonstrate respect for the roles and endeavours of others, in implementing good standards of hand hygiene.

Value and recognise the ideas and contributions of colleagues in their endeavours to reduce the incidence of healthcare associated infection.

### **Values and Behaviours**

Our values and behaviours have been developed by over 800 service users, carers and members of staff. They describe how we aim to be with service users, carers and each other. By living our values we will deliver our ambition to be a leading provider for everyone we work with.

- We are **welcoming** so you feel valued as an individual
- We are **kind** so you can feel cared for
- We are **positive** so you can feel supported and included
- We are **respectful** so you can feel listened to and heard
- We are **professional** so you can feel safe and confident

#### **Our values set the tone for:**

- The way we plan and make decisions.
- The way we behave with service users and each other.
- The kind of colleagues we recruit.
- The way we induct, appraise and develop our staff.

### **Equality and Diversity**

Hertfordshire Partnership University NHS Foundation Trust is committed to providing an environment where all staff, service users and carers enjoy equality of opportunity.

The Trust works to eliminate all forms of discrimination and recognise that this requires, not only a commitment to remove discrimination, but also action through positive policies to redress inequalities.

Providing equality of opportunity means understanding and appreciating the diversity of our staff, service users & carers and ensuring a supportive environment free from harassment. Because of this Hertfordshire Partnership University NHS Foundation Trust actively encourages its staff to challenge discrimination and promote equality of opportunity for all.

### **Confidentiality**

All staff must be aware of the Data Protection Act 1984, and its subsequent amendments, which is now in force. This means that protection of data about individuals is a requirement of the law and if any employee is found to have permitted unauthorised disclosure, the Trust and the individual may be prosecuted.

### **Standards of Business Conduct and Conflicts of Interest**

The Trust has adopted a Standards of Conduct Policy, which reflects NHS Management Executive Guidelines. It is the responsibility of staff to ensure that they do not abuse their official position for personal gain or seek to advantage or further private business or other interests in the course of their official duties. Staff should be informing their line manager if they are working for any other organisation to ensure that this Trust complies with the Working Time Regulations.

### **Information and Records Management**

The postholder must be competent in using IT and have the relevant skills to carry out the activities required for the post.

To comply with the Data Protection Act 1998, Freedom of Information Act 2000 and Department of Health Code of Confidentiality in line with Trust procedures.

To adhere to the Trust's policies on records management including creation, use, storing and retention and disposal of records.

Adhere to the Trust's Corporate Identity (using the standard templates – available on Trustspace).

### **Safeguarding Adults and Children**

The Trust is committed to ensuring adults and children are protected and come to no harm from abuse. All employees have a responsibility to be aware of national and local policies, their individual responsibilities with regards to the protection and safeguarding of both adults and children, and must adhere to them at all times.

### **Organisational Change**

As services develop and change, the post holder may be required to undertake other responsibilities within the Trust.

### **Review:**

This job description is an outline, which reflects the present requirements of the post and is not intended to be an inflexible or finite list of duties and responsibilities. As these duties and responsibilities change and develop the job description will be amended from time to time in consultation with the post holder.

# HERTFORDSHIRE PARTNERSHIP UNIVERSITY NHS FOUNDATION TRUST

## PERSON SPECIFICATION FORMAT

Job Title: Ward Clerk

Department: Acute SBU West

Date last reviewed:19/07/2016

CRITERIA	ESSENTIAL	DESIRABLE
<b>KNOWLEDGE, TRAINING AND EXPERIENCE:</b>  A good standard of education to secondary level. At least 2 years' experience of working in an office environment. NVQ3/RSA3 <b>OR</b> equivalent experience. European Computer Driving Licence or equivalent Good knowledge of all Microsoft packages	√   √   √	√
<b>AREAS OF EXPERIENCE AND KNOWLEDGE:</b>  Microsoft Word Packages Ability to organise and prioritise own workload. To be proficient in diary management. Proficient in email management particular Maintain a filing system, both paper and computerised systems.	√ √ √ √  √	
<b>COMMUNICATION SKILLS</b>  Ability to communicate with a range of people, whilst taking into account the confidential nature of the post	√	

<b>ANALYTICAL SKILLS</b> To make judgements, without direct supervision, as to the importance/urgency of workload issues	√	
<b>DIVERSITY</b> Treat everyone with whom the post holder comes into contact with dignity and respect. Acknowledges others' different perspectives.	√ √	
<b>PHYSICAL SKILLS</b> Advanced keyboard skills. Car driver (unless you have a disability as defined by the Equality Act 2010 which prevents you from driving)	√ √	
<b>PHYSICAL EFFORT</b> The post is office based with an occasional requirement to work in other units to set up meeting, take minutes	√	
<b>MENTAL EFFORT</b> Regular requirement to concentration, frequency and consequences of interruptions. Able to cope with a challenging and unpredictable workload.	√ √	
<b>EMOTIONAL EFFORT</b> Regular requirement to deal meet		



deadlines	✓	
<b>GENERAL</b> Describe any personal characteristics not already mentioned	✓	

**NB: ALL INDICATORS SHOULD BE SUPPORTED BY APPROPRIATE EVIDENCE WHICH IS CLEAR AND CHECKABLE AT INTERVIEW**

