**JOB DESCRIPTION**

**Job Title:**         **Ward Clerk**

**Base:**          **Acute Medicine and Rehabilitation Directorate**

**Grade:**         **Band 2**

**Accountable to:**    **Ward Manager's Assistant**

## MAIN PURPOSE OF POST

The purpose of this role is to provide an efficient and high standard of clerical service to the ward; to ensure that a welcoming and professional greeting service is provided to patients and visitors; to ensure the smooth running of the admission and discharge process for patients on the ward and to ensure accurate and timely completion of unit databases.

## RESPONSIBILITIES

1.    Act as a first point of contact in person or on the telephone for patients, relatives and visiting staff, welcoming them to the ward and dealing with any queries, including those relating to admission, discharge, visiting times, claiming expenses, accommodation, insurance and parking.

2.    Assist patients who may wish to claim expenses.

3.    Book and track medical records. Maintaining an organised and up-to-date filing system of notes using the ward trolley, ensuring that all medical records are in order before leaving the ward.

4.    Liaise with other departments/hospitals to obtain medical records images and results for authorised users. File reports in the medical record.

5.    Undertake other admin duties including managing post, filing, photocopying and ordering or stationary to ensure the smooth running of the ward.

6.    Ensure all patient records are correct. Collect personal and confidential information from patients or relatives in order to complete the admissions process including assignment to correct consultant; and ensure patient admissions, discharges and transfers are recorded in a timely manner on the patient administration system. Ensure adherence with the Data Protection Act and Trust procedures in respsect of confidentiality and the patient record.

7.  Ensure that information on overseas patients is entered accurately onto EPR and communicated to the Overseas team, to ensure appropriate charges are processed.

8.  Support the ward staff with arranging discharges, liaising with all necessary teams and coordinating patient transport. Ensure that follow-up appointments are booked if required.

9.  Monitor that discharge letters are completed before paitents leave the ward. Report weekly to duty consultant any that are not done within 24 hours of discharge.

10. Ensure that transport for any discharrges is booked at least 24 hours an advance. Be a ward 'expert' for transport booking ensuring that the nursing staff are able to book and check journeys.

11. Undertake surveys/audits as requested by the Ward Manager.

12. Provide cover for other ward clerks during periods of leave and absence.

13. To participate in the induction and training of new members of staff within the team

14. Liaise closely with the coordinator of each shift with regards to admissions and discharges.

15. Liase with other departments in relation to inpatient appointment bookings and followups.

16. Distribute and direct mail as required.

17. Maintain adequate stocks of stationary.

18. Issue car parking forms for patients and relatives as appropriate.

19. Attend Departmental meetings and training as required to ensure that you maintain an up-to-date working knowledge of service and trust procedures

20. Act in a manner aligned to our Trust Values and consistently demonstrate the behaviours that will ensure we achieve our ambition of delivering compassionate excellence.

21. Contribute to own personal development, through attendance at mandatory training and annual appraisal.

22. Perform any other duties appropriate to the grade and objective of the post as directed by the Ward Manager.

**RISK MANAGEMENT**

The management of risk is the responsibility of everyone and will be achieved within a progressive, honest and open environment.

Staff will be provided with the necessary education, training and support to enable them to meet this responsibility.

Staff should be familiar with the
- Major Incident Policy
- Fire Policy

and should make themselves familiar with the 'local response' plan and **their** role within that response.

**RESPONSIBILITIES FOR HEALTH & SAFETY**

The post holder is responsible for ensuring that all duties and responsibilities of this post are carried out in compliance with the Health & Safety at Work Act 1974, Statutory Regulations and Trust Policies and Procedures. This will be supported by the provision of training and specialist advice where required.

**INFECTION CONTROL**

Infection Control is everyone's responsibility. All staff, both clinical and non clinical, are required to adhere to the Trusts' Infection Prevention and Control Policies and make every effort to maintain high standards of infection control at all times thereby reducing the burden of Healthcare Associated Infections including MRSA.

All staff employed by the ORH Trust have the following key responsibilities:

- Staff must decontaminate their hands prior to and after direct patient contact or contact with the patient's surroundings.
- Staff members have a duty to attend mandatory infection control training provided for them by the Trust.
- Staff members who develop an infection (other than common colds and illness) that may be transmittable to patients have a duty to contact Occupational Health.

**CHILDREN'S RIGHTS**

The post holder will endeavour at all times to uphold the rights of children and young people in accordance with the UN Convention Rights of the Child.

**SAFEGUARDING CHILDREN AND VULNERABLE ADULTS**

The Trust is committed to safeguarding children and vulnerable adults throughout the organisation. As a member of the trust there is a duty to assist in protecting patients and their families from any form of harm when they are vulnerable.

**INFORMATION GOVERNANCE**

All staff must complete annual information governance training. If you have a Trust email account this can be completed on-line, otherwise you must attend a classroom session. For further details, go to the Information Governance intranet site.

**DATA QUALITY**

Data quality is a vital element of every member of staff's job role. The Oxford Radcliffe Hospitals recognises the importance of information in the provision of patient care and in

reporting on its performance. Data quality is therefore crucial in ensuring complete, timely and accurate information is available in support of patient care, clinical governance, performance management, service planning, and financial and resource planning and performance.

All staff should ensure that they have read and understood the Trust's Data Quality Policy.

**PERSON SPECIFICATION**

*Essential* defines the minimum criteria needed to carry out the job and the job cannot be done without theses.

*Desirable* refers to criteria which are not essential and which successful applicants would be expected to acquire during their time in post. The desirable requirements are not taken into consideration in a job evaluation panel.

| QUALITY | ESSENTIAL | DESIRABLE |
|---|---|---|
| **Education/Qualifications** | GCSE or equivalent in Maths and English | |
| **Experience** | Experience using the telephone in a professional setting.<br><br>Experience dealing with the public in a professional setting.<br><br>Good level of IT literacy: able to use Microsoft packages confidently. | Previous experience working in a healthcare setting.<br><br>Administrative experience. |
| **Skills, Knowledge and Abilities** | Previous experience working as part of a team and on own initiative.<br><br>Excellent communication skills, able to demonstrate examples of having dealt with challenging situations in the past.<br><br>Ability to be self motivated and proactive.<br><br>Good organisational skills and attention to detail.<br><br>A flexible and positive attitude, willing to learn and progress within the role.<br><br>Able to demonstrate a good understanding of the principles of data protection and patient confidentiality.<br><br>Able to adopt a sensitive approach to difficult situations when dealing with patients and relatives. | Previous experience on a hospital computer system.<br><br>Experience of working with patients.<br><br>Experience of working with sensitive data in accordance to Data Protection policies. |