

Job Description
Support Clerical Assistant

Post Title:	Support Clerical Assistant
Grade:	Band 2
Managerially accountable to:	Administration Manager
Responsible to:	Administration Manager
Professional Guidance:	Administration Manager
Key relationships:	Medical Secretaries Appointments Call Centre Medical Records
Qualifications: Experience:	<p>Essential: Administrative Experience 4 GCSE'S A-C Grade including Maths and English</p> <p>Desirable: ECDL NVQ 2 Business Admin NHS Experience</p>

Overall aims

1. Provide an efficient and comprehensive secretarial support service to the secretary/PA, prioritising work to ensure deadlines are met.
2. Ensure effective communication with associated departments.
3. Assist in the organisation of the Clinical Team's workload.
4. Electronic and manual search for notes.

Main duties and responsibilities

1. Using Microsoft office application, produce clinical correspondence with audio transcription. To include communication to General Practitioners and other health professionals, clinical letters, notes and discharge summaries.
2. Ensure all queries from colleagues and external organisations are dealt with quickly and effectively in the department, producing file notes as necessary.
3. To adhere to agreed policies, procedures and protocols.
4. Ensure the smooth running of the office/team including the assessment of priorities and the initiation of preparatory action.
5. Opening and dealing with incoming correspondences as appropriate.
6. Photocopying, general office duties and the use of PAS (Patient Administration System) when necessary.
7. Book in and book out notes to other departments using the in-house Patient Document Tracking (PDT) system.
8. File results, letters and various other documentation in medical notes.
9. Maintain comprehensive office systems ensuring prompt access to information.
10. Ensure shared knowledge within the team.
11. Contribute to ongoing projects as required.
12. Respond to telephone calls from anxious and distressed patients, taking messages and resolving problems when possible, in a professional and competent manner.
13. Arrange and service meetings as required
14. Keep up to date with technological developments with regard to developing appropriate skills in the use of current office technology. E.g. word processing, spreadsheets, databases, electronic mail, presentations etc.

15. Maintain and encourage safe working practices and environment in accordance with local Health and Safety Policies.

Main challenges to:

1. Organise the office efficiently in a complex, changing environment.
2. Manage multiple tasks ensuring deadlines are met.
3. Communicate appropriately with a range of people at different levels of the organisation.
4. Co-ordinate the work of the team within the department, ensuring appropriate communication both within and outside the department.
5. Be flexible, self motivated and work with minimum supervision.
6. View the service provided as Trust-wide and therefore must be flexible with regard to location.
7. To participate in reflection, self evaluation and continuous professional developments including performance review.

General

Implement and adhere to agreed policies, procedures, protocols including national initiatives and propose changes on improvements to departmental working practices.

View the Service as Trust wide and therefore must be flexible with regard to location

Participate in reflection, self evaluation and continuous professional developments including performance review. Contribute to on-going projects as required.

Maintain and encourage safe working practices and environment in accordance with local Health and Safety policies.

Assist in the management of resources by monitoring stationery levels, order as appropriate, and reporting faulty office equipment to the correct person.

Occasionally handle cash and cheques ensuring that donated funds are handled appropriately in accordance with current policies.

Environment

The post holder will be aware of physical effort with regard to sitting for long periods to carry out word processing and the manual handling issues related to transfer of substantial numbers of heavy medical notes.

Exposure to frequent interruptions to routine, relating to telephone calls and personal requests and demands. Be aware of the prolonged exposure to Visual Display Units (VDU) and the associated health and safety risks.

Frequent exposure to working in a stressful environment which could include coming into contact with ill, abusive and aggressive patients. Exposure to medical photographs within clinical notes which could be of a distressing nature.

Health and Safety

Employees must be aware of the responsibilities placed upon them under the Health and Safety at Work Act (1974), to ensure that the agreed procedures are carried out to maintain a safe environment for employees and visitors.

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.

Equal Opportunities

All duties and responsibilities should be undertaken, at all times, in compliance with the Trusts Equal Opportunities Policy.

Data Protection

Personal data is protected under the Data Protection Act (1999) and the post holder will ensure it is securely held and that the requirements of the Act are followed.

Smoking Policy

The Trust operate a No Smoking Policy.

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- 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.

This job description is a summary of the main responsibilities and is not intended to be an exhaustive list of duties or tasks. It will change and develop in line with organisational needs.

Statement

This job description will be agreed between the post holder and the manager to whom he/she is accountable to. It may be reviewed in light of experience, changes and developments.

The information being handled by employees of Shrewsbury and Telford Hospital NHS Trust is strictly confidential. Failure to respect the confidential nature of this information will be regarded as a serious breach of regulations, which will result in action under the Disciplinary Procedure including possible summary dismissal.

It is the employee's responsibility to ensure all records (computerised and manual) are accurate and up to date, and that errors are corrected or notified as appropriate.

It is the manager's role to monitor and assure the quality of data collected or recorded by or In his/her area of responsibility.

All employee's are responsible for ensuring they attend the relevant mandatory training as agreed with their manager.

It is the employee's responsibility to ensure they follow the latest version of all policies and procedures which apply to them and the manager's responsibility to ensure their staff's compliance.

JOB DESCRIPTION AGREEMENT

Signed_____ (post holder) Date_____

Signed _____ (manager) Date_____