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| Job Title: | Ward Clerk Administrator |
| Reports to (job title): | Business Support Manager & Ward Manager |
| Line Manager to: | NA |
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| **Job Purpose:**  The post holder to provide a full confidential administration service to the ward, using their own initiative and occasionally without direct supervision.  To contribute to a team environment, remain calm under pressure and be sympathetic with patients, relatives, Consultants and other healthcare staff to help ensure a proficient service for both patients and clinicians.  They will work flexibly to meet the needs of the service; prioritising their workload at all times, managing unpredictable situations using reason, intellect and professional questioning. | |
| **Key Responsibilities:**   * To be responsible for the administrative duties for the Ward and for the daily administration connected with patients’ admissions, investigations and discharges. * To prioritise and manage own workload, working to deadlines to ensure tasks are completed efficiently, despite constant interruptions and frequent changes in tasks. * To establish and maintain the necessary administrative procedures to the smooth running of the department, making suggestions for and initiating improvements to systems and local procedures. * Ensure that effective communication systems exist by dealing with telephone enquiries in a friendly and courteous manner, being mindful of confidentiality. Filter all calls to the appropriate member of staff or take a message ensuring this is passed to the intended person as soon as possible. Make good use of the Ward Clerks diary. * Greet all new patients and visitors to the ward and refer immediately to the most appropriate member of staff. There is a frequent requirement for a high level of tact and diplomacy when dealing with service users, carers and families. * To be confident in using IT Microsoft/Word/Excel and in-house computer systems. Undertake typing of ward correspondence ensuring it is signed off before distributing promptly. * Conduct all clerical duties associated with the admission and discharge of patients. This involves:  1. **Admission** – prepare patient’s folders and include referral documentation, patient’s wristband and labels. On arrival, admit patient on SystmOne. 2. **Discharge** – complete discharge summary, arrange transport (and escort if required) and liaise with family and/or other agency as requested. Ensure discharge summary is copied to patient, Care Home if applicable, and sent to GP’s via SystmOne. Decant patient’s notes and send to appropriate Medical Records department. 3. **Recording Admission & Discharge** enter details in the Admissions/Discharge yellow book.  * Ensure requests from senior staff are carried out immediately on request ie typing, emailing, obtaining results for bloods, referrals, contacting family members and other agencies etc. * Support the Ward Managers with off duty administration. * Request notes from Health Records, other departments and maintain a system for accurately tracking notes to ensure they are easily accessible to support patient care and that filing is carried out in accordance with the Health Records Policies. * Maintain efficient filing systems for the ward, electronically and manually. Keep the notes trolley tidy and ensure all patients’ notes, test results and correspondence is filed in chronological order and available for Doctors’ ward rounds. * Distribute patient’s mail and re-direct mail to patients who have been discharged/transferred. * Carry out the agreed procedure for maintaining the safe keeping of patients belongings. * Electronically raise requisitions for purchase orders, blanket POs, medical supplies, equipment, gasses, stationery, uniform etc and regularly monitor stock levels. Receipt orders and approve invoices on arrival, and keep records for audit purposes. Deal with queries arising.      * Look up and check patient out-patient appointments/follow-up appointments for staff at other hospitals. Arrange transport (and escort if required) and liaise with family and/or other agency as requested. * Ensure death certificates written by the doctor are available for collection at the time agreed with bereaved relatives and undertakers. Email a copy of the death certificate to the Registrar at the Guild Hall, Bath and send original in the post. * Arrange deliveries to other wards/departments in circumstances when the portering service is unable to offer such assistance. * Log and report all maintenance requests to NHS Property Services and follow up as necessary. Arrange maintenance visits from outside companies. * To support the team to organise meetings for clinicians, families and carers and outside agencies ensuring patient documentation is available. * To attend departmental meetings as required. * To cover periods of colleagues annual leave/sickness when required. * Respect all aspects of confidentiality. * Act in accordance with organisational policies and procedures at all times. * Any other duties, commensurate with the grade, as may be required or requested by the Ward Manager and Administration Manager. * Demonstrate the organisations values and behaviours promoting equality and valuing diversity. Encourage and support individuals to recognise the rights and responsibilities of others. * Act in accordance with organisational policies and procedures at all times.   Working Conditions:  This role will be based primarily at either Paulton Memorial Hospital or St Martin’s Hospital although there may on occasion be cross-working at both sites. Travel between the Acute and other Community services and Primary Care Networks within the geographical boundary of Bath and North East Somerset Community Health and Care Services may also be required.  Organisational Chart :  Head of Nursing  🡫  Matron  🡫  Business Support Manager & Ward Manager  🡫  **Ward Clerk**  Contacts:  Multi-disciplinary Team Staff, Doctor & Consultants  Clinical Systems Team  Corporate Teams including Finance and Procurement  Primary Care Teams - including GPs and Community Nurses  Social Services - including Social Work teams  Domiciliary Care Providers  Third Sector Services. | |
| **Our Values**  Our values are our moral compass and core to our DNA. They underpin the way we deliver our services and treat those who use our services.  To many organisations values are just words which don’t translate into reality of the day to day. At HCRG Care Group, our values flow through everything that we do, they define who we are, what we stand for and set the expectations of our colleagues, communities, customers and partners. They have been defined by our colleagues and have been integral to our journey so far and will be integral to our future as well.  We have three values which help us stand out from the crowd, not just because there’s only three, but because they are unique to who we are. They’re our moral compass and define the way we *Care Think* and *Do* our bit.   1. **Strive for Better** – Think  * Challenge * Improve * Learn  1. **Heartfelt Service** - Care  * Inspire * Understand * Communicate  1. **Team Spirit** - Do  * Accountability * Involve * Resilience | |
| **Confidentiality and Information Security:**  As a HCRG Care Group employee you will be required to uphold the confidentiality of all records held by the company, whether patients/service records or corporate information.  This duty lasts indefinitely and will continue after you leave the company’s employment.  All information which identifies living individuals in whatever form (paper/pictures, electronic data/images or voice) is covered by the 1998 Data Protection Act and should be managed in accordance with this legislation. This and all other information must be held in line with NHS national standards including the [Records Management: NHS Code of Practice](https://www.gov.uk/government/publications/records-management-code-of-practice-for-health-and-social-care), [NHS Constitution](http://www.nhs.uk/choiceintheNHS/Rightsandpledges/NHSConstitution/Pages/Overview.aspx) and [HSCIC Code of Practice on Confidential Information](http://systems.hscic.gov.uk/infogov/codes/cop/code.pdf) and should only be accessed or disclosed lawfully.  Monitoring of compliance will be undertaken by the Company. Failure to adhere to Information Governance policies and procedures may result in disciplinary action and, where applicable, criminal prosecution.  **Information Governance Responsibilities**  As a HCRG Care Group employee you are responsible for the following key aspects of Information Governance (not an exhaustive list):   * Completion of annual information governance training * Reading applicable policies and procedures * Understanding key responsibilities outlined in the Information Governance acceptable usage policies and procedures including NHS mandated encryption requirements * Ensuring the security and confidentiality of all records and personal information assets * Maintaining timely and accurate record keeping and where appropriate, in accordance with professional guidelines * Adherence to the clear desk/screen policy * Only using email accounts authorised by HCRG Care Group – eg @HCRGcaregroup.co.uk, NHSmail etc. These should be used in accordance with the Sending and Transferring Information Securely Procedures and Acceptable Use Policies. * Reporting information governance incidents and near misses on CIRIS or to the appropriate person  eg line manager, Head of Information Governance, Information Security Lead * Only using approved equipment for the use of HCRG Care Group business | |
| **Governance**  Clinical governance is a framework through which organisations delivering health and care services are accountable to continuously improving the quality of their services and safeguarding high standards of care by creating an environment in which clinical and other forms of care flourishes.  Employees must be aware that clinical governance places a duty on all staff to ensure that the level of care services they deliver to patients is safe and high quality, and that they follow/comply with HCRG Care Group policies and procedures. | |
| **Registered Health Professional**  All staff who are a member of a professional body must comply with standards of professional practice / conduct. It is the post holder’s responsibility to ensure they are both familiar with and adhere to these requirements. | |
| **Risk Management / Health & Safety**  The post holder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the company.  Staff are required to observe the Hygiene Code and demonstrate good infection control and hand hygiene.    Employees must be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for other employees, patients and visitors.  It is essential to observe strict fire and security precautions at all times.    All staff have a responsibility to access occupational health, other staff support services and/or any relevant others in times of need and advice.    All staff must report accidents, incidents and near misses so that the company can learn from them and improve safety. | |
| **Safeguarding Children and Vulnerable Adults Responsibility**  HCRG Care Group as an employer is committed to safeguarding and promoting the welfare of children and adults at risk of harm and expects all employees to share this commitment by working to relevant safeguarding legislation, multi-agency policies and procedures and HCRG Care Group policies and guidance. All colleagues working directly with people using our services, will support them to participate in decision making in accordance with the Mental Capacity Act 2005. | |
| **Medicines Management Responsibility**  **Nursing or registered healthcare professionals**  Undertake all aspects of medicines management related activities in accordance within the company’s medicines policies to ensure the safe, legal and appropriate use of medicines.    **Skilled non-registered staff**  Undertake all aspects of medicines management related activities in accordance with the company’s medicines policy where appropriate training has been given and competencies have been achieved: | |
| **Policies & Procedures**  All Staff will comply with the Companies Policies and Procedures which can be found on the company intranet. | |
| **General**  HCRG Care Group is committed to serving our community. We aim to make our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so.  We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will recognise the commitment from our staff to meeting the needs of our patients.  The company recognises a “non-smoking” policy. Employees are not able to smoke anywhere within the premises or when outside on official business. | |
| **Equal Opportunities**  It is the company’s intention to be an employer of choice and ensure that no job applicants or employees are unfairly disadvantaged on the grounds of gender, disability, race, ethnic origin, colour, age, sexual orientation, religion or belief, trade union membership or any other factors that are not relevant to their capability or potential. To this end, the company has an Equality and Diversity policy and it is the responsibility of each employee to contribute to its success. | |
| **Flexibility Statement**  This job description is not exhaustive and may change as the post develops or changes to align with service needs. Any such changes will be discussed directly between the post holder and their line manager. |

**PERSON SPECIFICATION**

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| **Essential** | **Desirable** |
| Educational & Qualifications  Educated to GCSE level.  Knowledge & Experience  Knowledge of multi / interdisciplinary team working  Experience of working with other agencies  Skills & Abilities  Ability to manage time  Ability to work under pressure in a changing environment  Good communication skills – verbal and written  Good interpersonal skills  Good problem-solving skills  Good IT computer skills  Other Requirements  Flexible approach to working patterns  Access to transport | Previous experience of NHS health or social care  NVQ 2 in Business Administration  Microsoft 365 |
| Other requirements: -  Nature, level, frequency and duration of physical effort  Standing for long periods of time throughout the day  Making and receiving phone calls throughout the day  Driving to hospitals / meetings within BANES as required  Nature, level, frequency and duration of mental effort  Frequent interruptions from team members and telephone enquiries  Unpredictable changing from one activity to another at the request of a third party (i.e. manager, colleague, service user) on a daily basis  Liaison with health and social care professionals over the phone throughout the day and, on occasions, face-to-face.  Documenting of phone calls / discussions regarding patients / carers’ needs throughout the day.  Nature, level, frequency and duration of emotional effort to undertake duties that are distressing  Dealing with stressful and sometimes difficult phone calls on a variety of matters on a daily basis  Liaising with patients / relatives / carers who may be distressed or upset daily  Exposure to people who can be aggressive or demanding (relatives / patients / carers and other professionals) weekly.  Nature, level, frequency and duration of demands caused by adverse conditions or hazards that are unavoidable  Working in extreme temperatures in Summer and Winter | |

Employee signature:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Manager signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_