

FAIRFIELD INDEPENDENT HOSPITAL

JOB DESCRIPTION

JOB TITLE:	WARD CLERK
DEPARTMENT:	WARD
BAND	B
HOURS:	27.5 PER WEEK INCLUDING SOME SATURDAYS ON ROTA SHIFTS WILL DEPEND UPON CLINICAL ACTIVITY
CONTRACT:	PERMANENT
RESPONSIBLE TO:	WARD MANAGER
ACCOUNTABLE TO:	WARD MANAGER

Job Summary

To provide a full comprehensive administrative and clerical service in support of the multidisciplinary team involved in patient care on the ward.

Duties & Responsibilities

To provide an efficient and professional reception and clerical service which gives confidence to patients and their relatives. To include:

1. Escorting patients to room in a friendly and courteous manner and providing relevant information to patients and relatives clearly and in a way that patients and relatives understand. Ensure correct details for correct patient. Explain Hospital services information.
2. Answer all telephone enquiries, taking and relaying messages in a polite and helpful manner, taking action as appropriate
3. Liaise with other members of the team both internal and external obtaining and communicating necessary information accurately to assist the provision of a quality service for the patients
4. Liaise with Reception and File Room staff to ensure patients main case notes are requested and or available at all times and documentation is filed therein appropriately following each episode of care.
5. To support the nursing staff and other members of the multidisciplinary team in the efficient and courteous discharging of patients. To chase up, retrieve and return case notes/medical records and x- rays and other test results as appropriate so that all information is available for the multidisciplinary team to make decisions on each patient.

6. To arrange follow up appointments for patients as and when appropriate. Fax district nurse referrals generated by the registered nurse.
7. To carry out other clerical duties as required, this will include the sending and receipt of faxes, filing or appointment letters, the opening and sorting or post.
8. To assist in the ordering of ward stores and to maintain stock levels of stationery within the ward area
9. To report all accidents and incidents to the nurse in charge
10. To ensure that the hospital property is properly used and care for.
11. Organisation of discharge files (filing all documents).
12. Send discharge summaries to GPs electronically.
13. Input data onto the electronic database in a timely manner, ensuring accuracy of information
14. Plan and prioritise own workload, taking into account the needs of the service
15. Collate information from patient case notes as required by Ward Manager for audit purposes.
16. Liaise with patients and medical practitioners on the telephone to deal with queries
17. Work as part of the multidisciplinary team according to clinical activity, taking into account the need for differing shift patterns to suit the needs of the ward.
18. It is expected that the post holders will cover duties at periods of annual leave and sickness.

The above list is not exhaustive but reflects main duties of the post. It will be reviewed annually to respond to the changing needs of the service, in consultation with the post holder.

Job Description Statement and Agreement

This job description is intended to be an interpretation of the general scope and proposed responsibilities of the post and does not form part of the contract of employment. Therefore you may be required to undertake other duties and responsibilities commensurate with your role.

Additional responsibilities

Health & Safety

It is the responsibility of all employees to work with managers to achieve a healthy and safe environment, and to take reasonable care of themselves and others. Specific individual responsibilities for Health & Safety will be outlined under key responsibilities for the post.

Infection Control

All staff will adhere to infection control policies and procedures at all times.

Information Governance

As an employee you will have access to information that is sensitive to either an individual or to the organisation and you are reminded that in accordance with the requirements of Information Governance, NHS Code of Confidentiality, Data Protection Act 1998 and also the terms and conditions in your contract of employment, you have a duty to process this information judiciously and lawfully; failure to do so may result in disciplinary action.

Rehabilitation of Offenders Act 1974

This post is subject to an exception order under the provisions of the Rehabilitation of Offenders Act 1974. This stipulates that all previous convictions, including those that are 'spent' must be declared. Previous convictions will not necessarily preclude an individual from employment within the Hospital but must be declared in writing at the appropriate stage during the recruitment process.

Equality & Diversity

It is the responsibility of every member of staff to understand our equality and diversity commitments and statutory obligations under current equality legislation including the Disability Discrimination Act 2005, the Equality Act 2006 and the Race Relations (Amendment) Act 2000 and to:

All employees must act in ways that support equality and diversity and recognizes the importance of people's rights in accordance with legislation, policies, procedures and good practice.

Smoke-free Policy

This Hospital operates a Smoke-free policy. This means that smoking is not permitted anywhere within owned or leased premises, including within their grounds and within owned or leased vehicles.

The job description does not form part of the Contract of Employment.

Name of Postholder:
Signature of Postholder:
Date: