

FAIRFIELD INDEPENDENT HOSPITAL

JOB DESCRIPTION

JOB TITLE	Outpatient Clerk
DEPARTMENT	Outpatients
FAIRFIELD PAY BAND	B
HOURS	37.5 or 22.5 per week Shifts between 8.00 am and 8.00 pm Including Saturday on rota
CONTRACT	Permanent
RESPONSIBLE TO	Outpatients Manager
ACCOUNTABLE TO	Outpatients Manager

Job Summary

To provide a comprehensive administrative service to support the multidisciplinary team involved in patient care in the Outpatient Department.

Duties & Responsibilities

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

1. Ensure patients case notes are available in clinic, and checked to ensure that all results are available.
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 with the provision of a quality service for the patients.

4. Support the nursing staff and other members of the multidisciplinary team in the efficient running of clinics.
5. Process the pathology reports once they have been checked by a trained Nurse.
6. Arrange follow up appointments for patients as and when appropriate.
7. Carry out other clerical duties as required, this will include but not be limited to sending and receiving faxes, opening and sorting post, photocopying, processing clinical results, ensuring consulting rooms are stocked with necessary paperwork.
8. Maintain stock levels of stationery within the Outpatient area.
9. Ensure all resources are used efficiently to reduce waste.
10. Report all accidents and incidents to the Nurse-in-Charge.
11. As a member of the Outpatients team, help to identify any changes in working practice to improve the service provided.
12. Liaise with consultants regarding clinic changes.
13. Set up clinics for the following day.
14. Carry out any other reasonable duties commensurate with the role and delegated or requested by the manager or supervisor, as the needs of the service require.

The above list is not exhaustive but reflects main duties of the post.

Additional responsibilities

Communication

The post holder will be required to adhere to the organisation's standards of customer care and uphold the Hospital values acting with integrity and putting patients first at all times.

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. All employees must act in ways that support equality and diversity and recognise 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: