#### **JOB DESCRIPTION**

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| JOB IDENTIFICATION |
| Job Title: Ward Clerk  Responsible to (insert job title): Admin & Secretarial Services Manager  Department(s): Admin & Secretarial Services  Directorate: Emergency Care  Operating Division: Acute  Job Reference:  No of Job Holders: 17  Last Update (insert date): 22.03.2023 |

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| 2. JOB PURPOSE |
| To provide clerical support to the Ward Teams within the Emergency Care Directorate, in particular to alleviate the clerical responsibilities of the Junior Medical Staff, and to assist the Senior Charge Nurse with general clerical duties related to the day-to-day administration, thereby promoting the smooth running of the Ward/Department. |

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| **3. DIMENSIONS** |
| NHS Fife Acute Services Division has a management structure based on Clinical Directorates.  The Emergency Care Directorate provides a service on both the Dunfermline and Kirkcaldy sites, with a total 1081 WTE staff.  There are 857 WTE Nursing Staff.  Supporting Emergency Care Wards and Departments on the Victoria Hospital site, there are a team of 13 WTE Ward Clerk staff (total 18 staff members), with additional Bank Staff use.  The Client group is patients under the care of Emergency Care Directorate Medical and Nursing Teams. |

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| 4. ORGANISATIONAL POSITION |
| Admin & Secretarial Services Manager  Ward clerk  Ward clerk Ward clerk     Ward Clerk Supervisor/Co-ordinator  Ward clerk  Ward clerk |

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| 5. ROLE OF DEPARTMENT |
| To provide an efficient administrative and clerical/ward clerk service to all relevant medical and nursing staff within the Emergency Care Directorate, in order to support the provision of direct care and treatment of patients. |

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| 6. KEY RESULT AREAS |
| On a daily basis, update relevant manual/paper and electronic systems appropriately relating to patient activity as required, including electronic tracking of patient casenotes via the Patient Administration System.  * On a daily basis, ensure that the Patient Administration System is updated appropriately, in relation to outpatient appointments, day case admissions and in-patient admissions, as appropriate and relevant to the individual Ward/Department, following local guidelines and standard operating procedures, ensuring confidentiality at all times. * Print relevant patient lists from electronic systems and any other documentation as requested/required.  On a daily basis review and tidy patient casenote trolley, as appropriate  * On a daily basis request/chase-up/retrieve casenotes for patients admitted to the Ward/Department or required for out-patient attendance or other requirement, ensuring that there are adequate identification labels and necessary paperwork available in the casenotes. File all necessary documentation in the casenotes as per local procedures, ensuring that all documentation is available for ward rounds, clinics etc. * When required, return casenotes to the main storage facility or to other areas of the hospital as necessary in a timely manner * As required ensure that request forms for relevant tests are forwarded to appropriate department after completion medical staff. * Twice daily, sort and check test results forwarded to the wards, ensuring that test results are distributed to medical staff for perusal without delay. * On a daily basis ensure results which have been checked and signed by clinicians, and which should be filed in casenotes (those which are not available on our electronic systems), are filed accurately according to type of report and in date order. * On a daily basis forward test results received for discharged patients on to medical secretaries, other Wards/Departments, as appropriate, ensuring that discharge date and destination are noted on results. * As required (daily/weekly/variable) arrange necessary transport (ambulance/taxi) for patients being discharged or transferred to other hospitals, ensuring that correct mode of transport and patient disabilities are completed. * As required (daily/weekly/variable) liase with ambulance control to arrange same day transport for emergencies or patients being discharged at short notice. * When required liaise with appointments department regarding further appointments for patients on discharge. * On a daily basis check e-mails and distribute appropriately as necessary. * On a daily basis open and distribute mail to staff, patients, etc. responding where appropriate and directing/prioritising to assist the efficiency of the service delivery. * On a daily basis report any faults, repairs etc to the estates department and keep report book up to date – chasing up any outstanding repairs. * When required investigate discrepancies between bed statement and number of patients. * On a monthly basis collate thank you audit and send to appropriate department. * On a weekly/monthly basis make up a supply of admission packs – ensuring that all documentation is present and correct. * On a weekly/monthly basis ensure that adequate supplies of all nursing/ward stationery are available by ordering via local processes including photocopying where appropriate. * Place orders via electronic procurement system at request of Senior Charge Nurse, and liaise with relevant parties, as required. * On a daily/as required , send/email/fax bank/agency requests or referrals to other departments. On a daily basis answer telephone enquiries from relatives or other agencies, passing on information to nursing staff or patients where appropriate. * Ensure loose patient related material is filed in casenotes in a timely manner. * When required take cash/cheque donations to the cashiers office. * On a daily basis be a point of contact for visitors, relatives and other professionals where appropriate. * Maintain a tidy and well-organised work area. * Undertake any other ad hoc clerical duties e.g. photocopying, laminating etc as required to meet the needs of the Ward/Department. * Provide cover to other Emergency Care Directorate Wards/Departments as required/requested by the Ward Clerk Supervisor/Co-ordinator, Admin & Secretarial Team Leader or Admin & Secretarial Services Manager, to ensure safe and effective service provision. |

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| 7a. EQUIPMENT AND MACHINERY |
| * **Trolleys (for moving and handling of patient casenotes and stationery)** * **Filing cabinet** * **Personal Computer** * **Telephone** * **Desk Printer/Multifunction Device (scanning, copying printing)** * **Laminator** |
| **7b. SYSTEMS** |
| * Office filing systems * Electronic data storage and software systems: Microsoft word, excel, outlook, intranet, Internet and Intranet. * Computerised Patient Administration System (TrakCare) * Terminal digit filing system within Central Records Library * Maintenance of patient paper records * Electronic Procurement System (PECOS) |

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| 8. ASSIGNMENT AND REVIEW OF WORK |
| * Work originates from a number of sources, mainly: Ward Clerk Supervisor/Co-ordinator, Admin & Secretarial Team Leader/Admin & Secretarial ManagerConsultants/Senior Medical Staff/ Junior Medical Staff * Consultants/Senior Medical Staff/Junior Medical Staff * Clinical Nurse Manager/Senior Charge Nurse/Nurse in Charge/Other Nursing Staff * Telephone enquiries * Workload is reviewed on a daily basis * The postholder is expected to work flexibly with other members of the Ward Clerk Team as required, to ensure safe efficient service delivery. * The postholder is directly managed by the Ward Clerk Co-ordinator/Admin & Secretarial   Services Team Leader/Admin & Secretarial Services Manager, and appraisals/Personal  Development Plans are carried out by the Ward Clerk Co-ordinator on an annual basis |

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| **9. DECISIONS AND JUDGEMENTS** |
| * Established structures exist within the service and all work undertaken is subject to procedures   and regulations.   * The postholder is not directly supervised and uses own initiative to independently make   decisions regarding workload priorities, and manage time effectively. The Ward Clerk  Co-ordinator/Admin & Secretarial Services Team Leader/Admin & Secretarial Services Manager  are available to provide advice and guidance as appropriate.   * Any queries/problems outwith normal procedures must be discussed with the Ward Clerk   Co-ordinator/Admin & Secretarial Services Team Leader/Admin & Secretarial Services Manager.   * The postholder is not responsible for the supervision of any staff. |

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| 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB |
| * Problems can be experienced when dealing with telephone enquiries when a member of staff required to assist is not immediately available. * Lack of information or late information relating to patient or work requirements. * Liaising with other departments e.g. radiology, A & E, and Health Records to ensure all information is accurate. * Dealing with distressed, anxious or even aggressive patients or relatives, or bereavements on the Ward/Department. * Locating patient case notes which cannot be found in their tracked location. * Ability to concentrate and remain focused during busy/demanding periods. |

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| **11. COMMUNICATIONS AND RELATIONSHIPS** |
| * Required to deal with a large volume of telephone enquiries directly or by referral to the appropriate member of staff * Regular contact with staff throughout the organisation, external organisations/agencies, patients and relatives, with verbal/face-to-face, telephone and email communication * Contact with all levels of staff from various Departments including Senior/Junior Medical Staff, Nursing Staff, and colleagues in other Departments * Remain courteous and calm at all times * Maintain confidentiality when dealing with verbal and written information |

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| **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
| * Requirement for continual moving and handling (and electronic tracking) of patient casenotes * A level of concentration required at all times when dealing with patient casenotes/patient related   material to be filed in casenotes   * Working area can become overcrowded when all Medical Staff are in the area prior to ward rounds. * Constant interruptions by telephone, ward staff and patients whilst carrying out duties. * Exposure to frequent distressing/emotional circumstances due to bereavement or terminal illness. * Verbal aggression by relatives/patients in person or over the telephone. * Exposure to unpleasant smells on the ward. |
| 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB |
| * Educated to ‘O Grade/ Standard Grade level, including English and Maths, or equivalent/relevant   experience.   * Previous clerical/admin/reception experience (2 years minimum preferred) * Numerate. * Good communicator/ interpersonal skills. * Keyboard skills/familiarity with Microsoft packages, particularly Word and Excel * Ability to work as part of a team and to work well independently * A level of English language competency and communication skills necessary to perform this role   safely and effectively   * Ability to prioritise and work under pressure * Requirement to work flexibly and adapt readily to change   “Mandatory Induction Standards and Code of Conduct for Healthcare Support Workers – NHS Circular CEL(2010)23  Your performance must comply with the “Mandatory Induction Standards for Healthcare Support Workers in Scotland” 2009; and with the Code of Conduct for Healthcare Support Workers, both as amended from time to time, which are enclosed, (further copies can also be obtained online at [www.workinginhealth.com/standards/healthcaresupportworkers](#) or from the NHS Fife Human Resources Department). Failure to adhere to the Standards or to comply with the Code may result in poor performance measures or disciplinary action and could lead to your dismissal." |

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| **14. JOB DESCRIPTION AGREEMENT** | |
| A separate job description will need to be signed off by each jobholder to whom the job description applies.  Job Holder’s Signature:  Head of Department Signature: | Date:  Date: |

Ward Clerk VHK – Issue 1 – April 2005