#### JOB DESCRIPTION

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| JOB IDENTIFICATION |
|  Job Title: Ward Clerk Responsible to: Senior Charge NurseDepartment(s): Admissions Unit 2Directorate: Planned CareOperating Division: Fife Acute HospitalsJob Reference:No of Job Holders: Last Update: March 2020 |

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| 2. JOB PURPOSE |
| * To provide comprehensive clerical and administrative support to the ward, in particular to alleviate the clerical responsibilities of the nursing and medical staff within the ward setting.
* To assist the nurse in charge of the ward with general clerical duties related to the day-to-day and planned administration thereby promoting the efficiency and smooth running of the ward.
* To act as a focal point for multiple enquires by patients, relatives and professionals by telephone and face to face.
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| 3. DIMENSIONS |
| NHS Fife has a management structure based on clinical directorates. Planned Care Directorate l provides a service on both Kirkcaldy and Dunfermline sites.  |

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| 4. ORGANISATIONAL POSITION**Charge Nurses**Ward Clerks |
|  General Manager**🡣**Head of Nursing**🡣**Clinical Nurse Manager **🡳**Senior Charge Nurse Band 7  **🡳**Charge Nurse Band 6  **🡳**Staff Nurses Band 5 **🡳**Health Care Support Workers Band 3 Nursing Auxiliary Band 2 Ward Clerks Band 2 (**this post)** |

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| 5. ROLE OF DEPARTMENT |
| The department provides a high quality, safe and supportive environment in order to care for patients within the surgical unit, meeting the identified physical and psychological needs. The emphasis will be on teamwork, flexibility and the provision of a patient-focused service.To promote the Directorate of Planned Care as a centre of excellence and provide evidence based care |

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| **6. KEY RESULTS** |
|  **Key Result Areas*** Provide full comprehensive clerical support to the charge nurse and the nursing team whilst maintaining a tidy and well-organised work area.
* Responsible for providing a live bed state in paper form to bed bureau as per policy or through Trakcare as appropriate including all admissions, transfers, discharges, extended length of stays and deaths. Where the bed state has been completed by members of staff the ward clerk will check that this is accurate and live.
* Responsible for continually maintaining effective communications regarding bed availability, discharges and transfers with bed bureau and bed management team.
* Support the nurse in charge by liaising with bed bureau and bed manager where bed availability does not meet the demands of the service.
* Receive, respond and return phone calls from patients regarding bed availability liaising with bed bureau and nurse in charge as appropriate.
* Receive the lists of booked elective cases with medical and nursing notes and prepare the administration paper work and update diaries accordingly. Liaise with medical records/secretaries where queries exist or documentation, case notes or x-rays are not present.
* Receive elective and emergency patients and complete appropriate paper work; updating records i.e. admission books, diaries, bed-state.
* Initiate effective communications with patients on arrival to the ward and maintain this throughout when patients are waiting in waiting areas or day rooms regarding bed allocation. Liaise with kitchen and nursing staff regarding fluids and food for these patients as appropriate.
* Ensure that all documentation pertaining to the episode of care is available and appropriately filed in medical case notes and patient identification labels are available.
* Organise and arrange appointments for patients attending clinics, or returning to the ward, provide the patient with this information directly face to face or send in the post. Ensure this is accurately recorded in case notes, bed state and Trakcare.
* Responsible for relaying information to patients, regarding messages from family, investigation times, discharge transport arrangements and appointments etc.
* Liaise directly on a regular basis with Consultant Medical Staff and Junior Medical staff and all other professionals as appropriate.
* Request/retrieve X-Ray film scans and reports for in-patients/day cases, ensuring that all these are available for ward rounds, etc.
* Respond to enquiries face-to-face and on the telephone, i.e. internal and external, patients and their families, other professionals and ensure these are dealt with courteously and efficiently. Provide information, directing and prioritising queries using own initiative and referring to the nurse in charge where appropriate.
* Receive laboratory test results and place in designated area for doctor to review and file test results in medical notes.
* Forward test results for discharged patients to medical secretaries, ensuring that discharge date and destination are noted on results - occasionally.
* Responsible for stationary stock control including ensuring adequate supplies of request forms, medical and nursing documentation and other stationery are available.
* Ensure that case note tracer systems on Trakcare are maintained and that regulations regarding confidentiality, access and security are adhered to.
* Responsible for supporting ward staff in collecting patient take home drugs from pharmacy.
* Responsible for initiating arrangements and booking patient ambulance transport, (planned, short notice and emergency bookings), liaising with ambulance control on a regular basis.
* Responsible for initiating patient discharge letters with medical staff.
* Responsible for relaying straightforward information to community staff including district nurse referrals and community services.
* Responsible for contacting other departments to make requests i.e. Repairs, and following this up to ensure any requested work is carried out.
* Support the Charge Nurse regarding general admin work and specific tasks in line with the needs of the ward, this includes specific tasks and others using own initiative, including:
	1. Booking staff on study days
	2. Recording staff annual leave records & European Time Regulation
	3. Checking ward off duty against Directorate office master off duty on a weekly basis
	4. Liaise with the bank office regarding bank nurse requests
	5. Organising meetings and venues
* Prepare and input on a weekly basis statistical information onto computer database regarding the ward manpower resources
* Open and action written mail and all ward e-mail, responding where appropriate and directing/prioritising to assist in the efficiency of the service delivery.
* Responsible for deciding where nurses / medical staff require to be interrupted i.e. during ward rounds, meetings in order that messages are passed on or to obtain advice on matters depending on urgency of situation.
* Responsible for informing Directorate team and medical secretaries of theatre cancellations.
* Liaise with theatre staff regarding theatre operation lists ensuring they are aware of any list changes or delays.
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| 7a. EQUIPMENT AND MACHINERY |
| * **Filing cabinet**- To safely store paperwork pertaining to all documentation required on the ward
* **Computer-** Storing information, access to patient details on Trakcare, e-mail, intranet etc
* **Land line phone-** Enquiries about patients, ordering, making appointment, general phone enquiries
* **Printer-** Printing of Trakcare slips, e-mails, Information from the intranet
* **Photocopier-** All paperwork need on the ward
* **Fax Machine-** GP letters, referrals to other hospitals, orders to ADC
* **Laminator-** Laminating all information for the ward
* **Telephone-** Communication
* **Calculator-** Weekly manpower figures
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| **7b. SYSTEMS** |
| * Office filing system
* Electronic data storage: Microsoft Word, Excel, PowerPoint, E-mail, Internet/Intranet
* Maintenance of patient paper records
* Trakcare – Integrated patient information system
* Manpower establishments on computer database
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| 8. ASSIGNMENT AND REVIEW OF WORK |
| * The post holder works within the nursing team and is responsible for prioritising and planning own workload using initiative.
* Workload is generated by the requirements of the service, line manager, nursing and medical professionals etc.
* The post holder will be responsible to the charge nurse for work review and formal appraisal of performance.
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| **9. DECISIONS AND JUDGEMENTS** |
| The post holder is required to make decisions regarding workload priorities and to determine which issues Should be resolved without reference to the nurse in charge.* Prioritising own workloads
* Using own initiative
* Ad hoc and planned workload requiring problem solving approach
* Not directly supervised
* Patient and family enquires
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| 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB |
| * Dealing with distressed patients/family face-to-face and on telephone regarding bed capacity, as demand regularly exceeds capacity resulting in delayed admissions.
* Managing time effectively, prioritising work to meet the needs of the service and deadlines, in an environment where the post holder is constantly interrupted by the telephone and in demand by a wide range of professionals with competing demands.
* If I.T. system unavailable clerk would be expected to retrieve paper records manually and keep a manual record to be added electronically when system re-engaged
* Ensuring that the Doctor reviews and signs blood and test results timeously to ensure information available for ward rounds
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| **11. COMMUNICATIONS AND RELATIONSHIPS** |
| **Internal*** Patient contact - constantly
* Telephone enquiries – constantly
* Charge Nurse – continuously
* Medical records – regularly
* Nurses, all grades - continuously
* Porters – Daily
* Bed Manager – Continuously
* Appointments – As required
* Secretaries – regularly
* Consultants – Daily
* Senior House Officers – Daily
* Junior House Officers – Continuously
* All other relevant departments e.g. Estates, Supplies, Stores, - As required
* Other wards and departments – Daily
* Estates – regularly

**External*** Other hospitals and GP surgeries
* External suppliers
* Community services
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| **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
| **Emotional demands**Dealing sensitively, patiently and confidentially with patients and their families during routine contact and in times of distress, post bereavements etc – regular basis. **Mental demands**Concentration required for short and longer periods depending on task, area of responsibility, deadlines, despite constant interruptions from phone calls, professionals and visitors. Competing demands from all professionals and medical staff – continually.Communicating with patients / families who may have special needs or have a barrier to understanding- occasionally **Physical skills**Keyboard skills requiring a degree of speed and accuracy – regularly.Ability to meet deadlines and prioritise workload – continuously. Numeracy skills.**Physical demands**Sitting is required for considerable periods of the day – therefore working in a restricted position – regularly.Significant walking is carried out to other departments, management offices and when working in ward area – continually.**Working condition**Exposure to verbal aggression from patients/families, face-to-face and on telephone – occasionallyExposure to a demanding and stressful environment – continually.  |

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| 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB |
| * Minimum of 3 ‘O’ Grade or Standard Level passes or equivalent work experience.
* Significant clerical / administration experience desirable
* Previous clerical / administration experience in the in-patient hospital setting
* Up to date keyboard skills with a working knowledge of Microsoft Word & Excel packages
* Numerate
* Good organisational/problem solving/interpersonal skills with calm disposition
* A level of English language competency and communication skills necessary to perform this role safely and effectively
* Ability to work on own initiative and as part of a team

Mandatory Induction Standards and Code of Conduct for Healthcare Support Workers – NHS Circular CEL(2010)23Your performance must comply with the “Mandatory Inductions Standards for Health Care Support Workers in Scotland” 2009; and with the Code of Conduct for Health Care Support Workers, both as amended from time to time, which will be issued with your contract (further copies can be obtained from Human Resources). 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 dismissal; or if you are self-employed, such failure will be deemed to be a breach of an essential term of your contract, allowing us to terminate with or without notice |

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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: |

RECRUITMENT AND SELECTION STANDARDS

PERSON SPECIFICATION FORM

Post Title/Grade: Band 2 Ward Clerk

Department/Ward: AU2

Date:

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|  | **ESSENTIAL** | **DESIRABLE** | **MEASURE** |
| **Experience** | Recent experience of working in a team. | Skills and competencies normally associated with significant clerical / administration experience  | Application form and interview |
| **Qualifications/****Training** | Minimum of 3 O’Grade or Standard Level passes, including English and Arithmetic or equivalent work experience. Commitment to under-go relevant training . | SVQ11 / Administration Course | Application form  |
| **Knowledge** | Insight into ward clerk role.Effective organisational skills. | Knowledge of hospital IT systems | Application form |
| **Skills** | A level of English language competency and communication skills necessary to perform this role safely and effectively.Basic keyboard skills,e-mail, Microsoft word | Computer literate  | Interview |
| **Aptitude** | Genuine desire to work in ward hospital setting.Good communication / interpersonal skills with calm disposition.Ability to work on own initiative.Team player.Demonstrate ethics, values and personal qualities / behaviours consistent with the vision, culture and values of NHS Fife. |  | Interview |
| **Other** **e.g. Team Player, Be able to travel** |  |  | Interview |