# NHS TAYSIDE-AGENDA FOR CHANGE JOB DESCRIPTION

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| **1. JOB IDENTIFICATION** | Job Title | Clerical Officer/ Typist |
| Department(s)/Location | Orthotic and Prosthetic Department, TORT Centre |
| Number of job holders | 2 |

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| **2. JOB PURPOSE**  Responsible for the provision of clerical and secretarial duties necessary for the management of the Orthotic and Prosthetic Service in Tayside. |
| **3, ORGANISATIONAL POSITION**    Principal Orthotist/Prosthetist  Group Administrative Assistant  Admin Service Supervisor  Clerical Officer/Typist |
| **4. SCOPE AND RANGE**  The postholder is part of the Musculoskeletal and A&E Clinical Group based in the TORT Centre, in Ninewells Hospital providing appropriate clerical and secretarial support for the Orthotic and Prosthetic Service throughout Tayside.  There are approximately 10,000 appointments per year and 10,173 active patients within the orthotic service. There are approximately 3,500 referrals per annum which are allocated appointments appropriately as per the instruction of the Principal Orthotist. These referrals come directly from the General Practitioner or internally from other specialties within the Tayside area. An acknowledgement letter is sent to every patient for whom a referral has been received. There are approximately 1100 Prosthetic patients within Tayside and Fife, 780 of which are under continual review by the prosthetic service due to the nature of their condition and the need for replacement of prosthesis.  There are approximately 53 orthotic clinics held per week with a throughput of approximately 550 patients. There are approximately 60/80 telephone calls per day due to patients requesting/rescheduling/cancelling appointments and enquiring if their orthotic appliances/footwear are ready. There are approximately 10 prosthetic clincs held per week  There are approximately 200 appointment letters sent out per week as well as requests for ambulance transport for patients who require this.  The postholder ensures that all patient correspondence, clinic letters, clinical outcomes, job cards, are typed timeously ensuring all relevant actions are addressed and correspondence is filed and/or scanned into the case notes/database and letters mailed out to the GPs and/or any other relevant departments. Follow up appointments will be made as appropriate. The postholder will ensure patients are informed when the orthosis prescriptions, prosthetic limbs etc are ready for collection or posting out to patient, where appropriate.    The postholder ensures the clinic templates are full to ensure maximum utilisation and this would involve telephoning patients at home/work at short notice with available appointments. |

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| **5. MAIN DUTIES/RESPONSIBILITIES**  1, Prepare new referrals for screening /coding by Principal Orthotist/Prosthetist or their deputy to ensure patients are allocated an out-patient appointment on the appropriate clinic.   1. Register and modify patient details on the database adhering to local protocols/guidelines, 2. Arrange out-patient appointments, sending out appropriate appointment letters timeously and arrange ambulance transport if appropriate. 3. Arrange consultant led out-patient clinics, in liaison with the consultant, held in TORT or outside contractor as per local protocols/guidelines. 4. On instruction from Principal Orthotist/Prosthetist and/or deputy extend, reduce or cancel clinics as requested ensuring the appropriate cancellation/reduction timescale is adhered to, although at times there may be a need to cancel clinics at short notice due to unplanned leave requiring patients to be telephoned, 5. Daily print and distribute out-patient clinic lists for nursing staff and reception staff, ensuring appropriate Orthotic file notes are available, this often entails retrieving patient files from archives which is in another part of the building. 6. Request appropriate medical case notes and x-rays from the Medical Records Department or collect from other departments when necessary, for consultant led orthotic out-patient clinics. 7. Daily printing and distribution of appointment letters/ambulance forms/job cards, ensuring appropriate actions are taken.   9, Daily checking of actions requested by Orthotists and Prosthetists through database, dealing with these accordingly.  10. Point of contact for all internal and external telephone or face to face enquiries from patients and/or their relatives/carers, GPs etc., some of which may be of a sensitive and complex nature, ensuring these are dealt with in an appropriate tactful and diplomatic manner, observing patient confidentiality and departmental protocols.  11. Audio/copy typing of clinic notes, which can include letters dictated by consultants, and patient outcomes and any other relevant patient information, raising appropriate job sheets from these clinics and making further appointments as required, ensuring all medical terminologies and prescription details are correct before sending to GP or other multi-disciplinary personnel.  12. Ensure a hard copy of the job sheet is passed to the orthotists/Prosthetists and technicians for action and update database as necessary.  13. Follow up job sheets through communication with the orthotists/Prosthetist workshop technicians and/or the database.   1. Mail our prescription forms to patients for chargeable items, as per National Guidelines, raise receipt of payment, and mail out to patient, if necessary, 2. Raise orders for orthotic appliances and footwear (AOF2) and other stock items through the database, print off then mail to the appropriate supplier as per local protocol/guidelines,   16. Receive orthotic appliances/footwear from patients for adaption/amending/repair by Orthotist/technician ensuring that appropriate job sheet is raised,  17. Monitor all orders ensuring delivery and contact suppliers to pursue deliveries if required.  18. Contact patients when orthotic/prosthetic appliance/footwear/limbs etc. have been adapted/amended and are ready for collection, or despatch to patient or appropriate health centre as per instructions by Orthotist/Prosthetist and/or Technician. |

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| 1. Checking of invoices from suppliers against delivery notes and purchase orders, identifying appropriate code and recoverable VAT, batching as required for authorisation by the Principal Orthotist/Prosthetist or Adminstrative Service Supervisor and forwarding to Accounts Payable Department. 2. Co-ordinate out-patient appointments relevant to the orthotic service to ensure proper continuity of treatment, e.g., obtain necessary patient information from other clinical departments to ensure fitting of orthosis at the correct point of treatment. 3. To collate, record and distribute appropriate statistical information as per local policy/guidelines. 4. Responsible for the security and confidentiality of all medical records held within the department ensuring they are tracked whilst in the area by recording in the appropriate manner. 5. To assist in the induction of new members of staff to the department and provide appropriate mentoring as necessary e.g. demonstrate tasks. 6. Proficient in the use of office technology, photocopier etc. 7. To provide cover for reception during tea breaks/lunch breaks and periods of leave by means of a rota, including paying out of patient travelling expenses and handling petty cash. 8. To provide cover for colleagues during periods of leave, thus undertaking additional duties relating to these posts. 9. To work within NHS Tayside policies and procedures with regard to the use of supplies and equipment, particularly in relation to Health and Safety. 10. Ensure correct procedure is followed for return of goods to the supplier, ensuring the correct information is recorded on the patient file and the principal lead is informed to amend the stock levels.   Induction Standards & Code of Conduct  Your performance must comply with the national “Mandatory Induction Standards for Healthcare Support Workers 2009” and with the Code of Conduct for Healthcare Support Worker. |

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| **6. COMMUNICATIONS AND RELATIONSHIPS**   1. Communicates effectively with group management, TRES staff, medical, nursing, General Practitioners, secretarial / clerical staff and external agencies., i.e., to ensure all relevant correspondence is available for patients attending out-patient clinics and ensuring all clinics are reduced, cancelled or rescheduled as necessary. 2. Use of e-mail to communicate quickly and efficiently, also verbal communication face to face and by telephone. 3. Uses tact, diplomacy and empathy with patients whose first language is not English or are distressed or angry with regard to queries about referrals and/or appointments. 4. Must ensure patient confidentiality at all times. |
| **7. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB**   * **Qualifications**   SVQ Level 3 or gained through equivalent work experience.   * **Skills**   Numeracy, literacy, keyboard skills and organisational skills.   * **Experience**   Previous relevant work experience, i.e. in the NHS or working with the public.   * **On the Job Training**   3-6 months to learn databases, get familiar with TRES, medical, nursing and clerical staff, learn the specific protocols for the department and to attend mandatory training, i.e., fire lectures, load handling, database training etc. |

**ESSENTIAL ADDITIONAL INFORMATION**

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| **8. SYSTEMS AND EQUIPMENT**  There is shared responsibility for the use of the following equipment:   1. PC and the various software packages, Word, Excel, E-mail 2. RETIS database to record all clinical details relating to the patient and making out-patient appointments 3. Trakcare to update RETIS 4. Scanners for all correspondence relating to the patient to be available on the RETIS database. 5. Photocopier 6. Audio Equipment 7. Use of manual filing system for medical records.   Maintenance for the above is reported directly to the relevant department or through the supervisor.  Responsibility for Records Management  All records created in the course of the business of NHS Tayside are corporate records and are public records under the terms of the Public Records (Scotland) Act 2011. This includes email messages and other electronic records. It is your responsibility to ensure that you keep appropriate records of your work in NHS Tayside and manage those records in keeping with the NHS Tayside Records Management Policy and with any guidance produced by NHS Tayside specific to your employment. |
| **9. PHYSICAL DEMANDS OF THE JOB**  **Physical Skills**   1. Advanced Keyboard skills 2. High volume of daily audio /copy typing of all patient correspondence.   **Physical Effort**   1. Retrieval, carrying and storing of Orthotic/Prosthetic clinical records using the manual filing system which requires physical strength to move the shelving. 2. Culling of Orthotic and Prosthetic clinical records and archiving the notes in another area which entails climbing flight of stairs to archive space in building. 3. Sitting in a restricted position at keyboard for large part of postholder’s working day.   **Emotional Effort**   1. Dealing with aggressive patients (approximately monthly) e.g., under the influence of drugs and/or alcohol or unhappy at delays in appointment times and the availability of clinical appliances. 2. Dealing with very severely disabled patients (approximately weekly) and/or their carer when having to retrieve personal details or deal with an enquiry, which may be of a sensitive and complex nature, either on the telephone or face to face which requires patience, tact and diplomacy.   **Mental Effort**   1. High level of concentration required when typing correspondence or inputting data onto the database which is subject to frequent interruptions by the Orthotists, Prosthetists, clerical, nursing staff or telephone calls. 2. Trying to decipher dictation due to faulty tapes, or unclear dictation. 3. Trying to decipher handwriting on written referrals and/or clinical outcomes. 4. Unpredictability of covering colleagues duties for unplanned leave   **Working conditions**   1. Continuous use of VDUs for the majority of the postholder’s working day. 2. Occasional exposure to dust and dust mites from archived medical records. 3. Shared office/based in close proximity to reception desk and patient waiting area can lead to noisy difficult working conditions causing distraction on an ongoing daily basis |

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| **15. DECISIONS AND JUDGEMENTS**  Working under minimal guidance and supervision the post holder would be required to exercise common sense and use initiative when necessary. e.g. if a patient requires an urgent appointment/ repair to equipment the post holder would arrange this outwith clinic times as per local agreements. Directly responsible to the Administrative Service Supervisor for guidance, work review and formal appraisal.  The postholder has a responsibility for managing their defined workload within departmental procedures and policies.  Responsible for supporting colleagues within their area during leave or extremely busy periods to ensure continuity of current workloads. |
| **16. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB**  Multi tasking and prioritising of the daily workload within the department as well as dealing with difficult and awkward patients and/or their relatives.  Deciphering of unclear dictation and medical terminology to ensure correct information is sent to GPs and other multi-disciplinary personnel. |
| **17. JOB DESCRIPTION AGREEMENT**  The job description will need to be signed off using the attached sheet by each postholder to whom the job description applies. |