#### **JOB DESCRIPTION**

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|  JOB IDENTIFICATION |
|  Job Title: Ward Administrative Assistant Responsible to: Senior Charge Nurse/Midwife, In Patient WardsDepartment(s): Directorate: Operating Division: NHS FifeJob Reference:No of Job Holders: 1Last Update: July 2021 |

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| 2. JOB PURPOSE |
| * As part of the multidisciplinary team, the post holder will carry out a range of delegated clerical and administrative duties to support the ward and in particular to alleviate the administrative responsibilities of the Senior Charge Nurse/Midwife. This will allow the Senior Charge Nurse/Midwife to focus on the professional responsibility of the role and to provide a supervisory presence ensuring a high standard of person centred care and experience as the accountable officer for safe effective and person centred care.
* To assist the nurse in charge of the ward with general clerical and administrative duties, thereby promoting the efficiency and smooth running of the ward.
* To act as a focal point for enquiries by relatives and professionals by telephone.
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| **3. DIMENSIONS** |
| NHS Fife consists of a number of hospitals, providing specialist health and social care services to the population of Fife: 350,000 people.The post holder will carry out essential clerical and administrative duties to support the Senior Charge Nurse/Midwife within in-patient ward areas across NHS Fife and the HSCP. |

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| 4. ORGANISATIONAL POSITION |
| CLINICAL NURSE MANAGER/LEAD NURSESENIOR CHARGE NURSE/ MIDWIFEWARD ADMINISTRATIVE ASSISTANT |

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| 5. ROLE OF DEPARTMENT |
| To provide safe, effective and person centred specialised care to patients within an in-patient setting in NHS Fife and within all community in patient wards across the HSCP in a safe and supportive environment.Fostering a culture that is based on teamwork, quality, flexibility and the provision of a patient focused service. |

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| 6. KEY RESULT AREAS |
| 1. Complete SSTS payroll information for nursing staff within ward/department, including the compilation of information weekly, ie, sickness. This must be done within strict deadlines. This task requires a high level of concentration and an understanding/knowledge of the establishment. The post holder is required to use their own analytical skills when checking payroll queries on behalf of staff which can, at times, be particularly complex. The post holder must have good communication skills in order to communicate the necessary information to the member of staff.
2. Support SCN/MW with related HR duties, ensure all staff files, reports, documentation, training and appointments are up to date in partnership with the SCN/MW.
3. EESS Proxy User for the SCN/MW.
4. Ensure orientation packs are available for new starts and students. Contact University to report student absence.
5. Support Discharge planning and associated documentation and communication to relevant others, ie, community staff, relatives.
6. In the absence of the ward clerk, ensure admission packs are made up ready for use, ensuring relevant and most up to date version of documentation is used. Request case notes for patients admitted to the ward, ensuring there are adequate forms and identification labels available in case notes. File history/continuation notes including laboratory investigation reports in case notes as required, ensuring all documentation is available for ward rounds.
7. Responsible for maintaining stock levels, ordering of supplies/stationery/sundries; ensuring all are well stocked, eg laboratory, dietetics, kitchen, etc; ensuring an effective system to maintain this.
8. Record fridge temperatures and report anomalies.
9. Maintain water flushing records
10. Respond to routine enquiries by telephone, email or face to face from internal and external sources, providing information or directing and prioritising queries as appropriate, to ensure efficiency and effectiveness of service delivery confidentially at all times. Liaise with other services as required.
11. Process paperwork for donations received from patients and relatives for the benefit of the ward/unit, ensuring the donation (cash or cheque) is taken to the Cashier as soon as possible. Prepare thank you letter for the Clinical Nurse Manager’s signature. Deal with any finance related issues at ward level.
12. Assist with completion of clinical, IPC and environmental audits as directed by SCN/MW.
13. Deal with own email and respond appropriately
14. Undertake other/ad hoc appropriate clerical duties that may be allocated by the Clinical Nurse Manager or Senior Charge Nurse/Midwife, or as required to meet the needs of the service.
15. Attend training sessions/courses where appropriate particularly fire lectures, basic life support, etc either in person or virtually
16. Maintain Confidentiality: the post holder must be familiar with the General Data Protection Regulations 2018 (GDPR) with regard to confidentiality and handling of confidential information
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| 7a. EQUIPMENT AND MACHINERY |
| * Personal Computer – access to patient details via Trakcare, Patientrak OASIS, e-mail, TURAS, EESS, Job Train etc.
* Printer – for printing out letters, etc.
* Laminator – for laminating signs and notices
* Photocopier – for copying general correspondence, reports, etc
* Telephone – for communication
* Filing Cabinet – for securely storing paperwork relating to payroll, etc
* Other Office Equipment eg Shredder, Calculator, Laminator

Has a duty of care in relation to the use of equipment, machinery and resources relating to own post.Maintains stationery stock control; orders stationery as necessary. |
| **7b. SYSTEMS** |
| * Electronic data storage for input and access to data using Microsoft Excel, Microsoft Access, etc.
* Access to E-mail and Intranet (Stafflink, Quicklinks)
* Delegation rights for EESS, TURAS, Job Train
* Support Maintenance of patient paper records
* Patientrak and Trakcare – patient information system
* Data input on SSTS
* Ordering via PECOS
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| 8. ASSIGNMENT AND REVIEW OF WORK |
| Work originates from a number of sources, mainly* Senior Charge Nurse/Midwife or Nurse/Midwife in Charge
* Clinical Nurse Manager/Lead Nurse
* Registered Staff
* Office Manager
* Telephone Enquiries/E-mail Enquiries

Workload is reviewed on a regular basis.The Clinical Nurse Manager/Lead Nurse, Senior Charge Nurse/Midwife and Office Manager are available to provide advice and guidance when sought by the post holder.The post holder is directly managed by the Senior Charge Nurse and appraisals and personal development plans (PDPs) are carried out on an annual basis. |

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| **9. DECISIONS AND JUDGEMENTS** |
| Organises, plans and prioritises own workload on a day to day basis.Organises own work space, ensuring it is kept tidy.The post holder is guided by payroll/SSTS procedures, good practice, etc, and understands what standards, results and timescales are expected. There is generally a more senior member of staff available for advice and guidance.Work is reviewed/checked on a regular basis.The post holder is not responsible for the supervision of any staff. |

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| 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB |
| It is a frequent requirement to meet strict deadlines to a very high standard particularly with regard to payroll/SSTS.Maintaining accuracy of information particularly in relation to pay/annual leave/sickness absence.The post holder is expected to work flexibly within the ward/department as priorities can change frequently and the post holder is expected to continue to maintain their own level of output. |

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| **11. COMMUNICATIONS AND RELATIONSHIPS** |
| * Required to deal with enquiries direct or by referral to the appropriate member of staff or recording of a message
* Has regular contact with multidisciplinary team within the unit, mainly verbal communication
* Has contact with different levels of staff from other departments by telephone, face to face and written communication
* Has contact with businesses/companies, members of the public, patients and visitors by telephone, face to face and written communication
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| **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
| **Physical skills**Basic keyboard skills requiredLight physical exertion is required frequently eg bending, kneeling and carrying files, walking and climbing stairs to access photocopying and fax facilities.**Physical Demands**It is a frequent requirement to sit in a restricted area daily whilst working on the computer, answering the telephone etc.**Mental Demands**There is a frequent requirement for periods of concentration eg completion of payroll whilst dealing with constant interruptions i.e. telephone, face to face enquiries.**Emotional Demands**The post holder works within an in-patient setting and, therefore, there can be both direct and indirect exposure to very ill patients.Occasionally there is direct exposure to highly distressing or emotional circumstances or events e.g. Dealing with change within the organisation.Exposure to verbal aggression.**Working Conditions**Frequent daily exposure to VDU. |

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| 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB |
| * Recent clerical experience (not necessarily within the NHS)
* Ability to work as part of a team as well as working independently
* Ability to use own initiative when required
* Excellent communication and interpersonal skills required for both face to face and by telephone. These skills should include the ability to be tactful, courteous and to remain calm at all times.
* Excellent organisational skills required and the ability to organise own workload
* Keyboard skills
* Numeracy skills
* Computer literate
* Proficient in the use of E-Mail
* Requirement to work flexibly and readily adapt to change.
* A level of English language competency and good communication skills (both verbal & written) necessary to perform the role safely and effectively
* Understands how and when to use correct and appropriate PPE in relation to the area of work
* Your 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: |