#### **JOB DESCRIPTION**

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| JOB IDENTIFICATION |
| Job Title: Ward Clerk  Responsible to (insert job title): Senior Charge Nurse    Department(s): Administration Support Services  Directorate: East Division Health & Social Care Partnership  Operating Division: NHS Fife  Job Reference:  No of Job Holders: 4  Last Update (insert date): January 2019 |

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| 2. JOB PURPOSE |
| The postholder will provide comprehensive secretarial and clerical support to the Senior Charge Nurse, Specialist Doctor/Hospital Practitioner and any other Multi-Disciplinary Team Members. To aid with assessment and support with timely admissions and discharges from Inpatient wards. |

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| **3. DIMENSIONS** |
| The East Division of Fife’s Health & Social Care Partnership serves a population of 171,153.  There are 5 Community Hospitals within the area – Glenrothes Hospital (53 beds), St Andrews Community Hospital (38 beds), Adamson Community Hospital (23 beds) and Cameron Hospital (70 beds)  This post relates to Ward Clerks within the Care of the Older Adult Cameron Hospital  Cameron Hospital   * Balgonie Ward – 25 Recovery and Adaptation beds * Balcurvie Ward – 25 Recovery and Adaptation beds * Letham Ward – 14 Stroke Rehabilitation beds |
| 4. ORGANISATIONAL POSITION |
| **Hospital Services Manager**  **Senior Charge Nurse**  **Ward Clerk (this post)** |

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| 5. ROLE OF DEPARTMENT |
| **Cameron Hospital– Care of the Older Adult**  The above wards provide a facility for the treatment, care and rehabilitation of the older patient and complex discharge planning. |
| 6. KEY RESULT AREAS |
| Provide a comprehensive secretarial and clerical support to the Medical staff, Senior Charge Nurse, Charge Nurse and Nursing staff including letters (occasionally winscribe), databases and spreadsheets.  1. Trakcare Superuser - train new staff members and provide support. Daily check of patients in ward against paper copy. Print off daily copy for Ward (Ward specific). Ensure all patient information correct on system. 2. Produce and email weekly deceased patient report for Registry office. 3. Print off wristbands and demographic labels for all new admissions as required. 4. Input clinical coding (discharge diagnosis) to Trakcare for all discharged patients. Sort any coding errors pulled from central report. 5. Prepare and complete DHSS (Department of Health and Social Security) forms for all patients on admission and discharge and send on to Pensions Service. 6. Input rotas, excess hours, and all leave on SSTS for ward, ensuring payroll deadlines met. Record annual leave and absences on ward hard copy and update spreadsheets. 7. Order weekly/ad hoc stores, stationery and nursing documentation using PECOS. Receipt all items and report any discrepancies. Notify Estates department of new equipment received to ensure asset numbers issued and PAT Tests carried out. Ensure adequate stationery and documentation supplies are maintained at all times. 8. Report faults to Estates Department through MICAD. 9. Compilation of patient admission packs including Medical/Nursing notes folder, patient charts folder and information packs for patient and relatives. 10. Provide telephone service for ward, recording and passing on messages when required. . 11. Check emails daily and deal with or direct to responsible person. 12. Open and distribute mail. 13. Maintain and, when required, request medical records for all patients and liaise with Medical Records Department as necessary. Tidy records and ensure tracked correctly on Trakcare 14. Access IDD system to view and print off discharge letters so these can be coded. 15. Ensure nursing staff have completed PF2 notification of death/discharge forms for all discharged patients. 16. Receive monthly admissions and discharges report and record on spreadsheet. 17. Book taxis and ambulances for patients (Ward specific). 18. Access CHI 24 system for patient information if required. 19. Access Patient Clinical history from Patientrack (Ward specific) 20. Attend all mandatory training and any other specific training required for post. 21. Occasionally attend ward meetings and take minutes when required. 22. Provide cover for other Ward Clerks during periods of annual leave and sickness absence. 23. Any other duties commensurate with the post and grade. |

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| 7a. EQUIPMENT AND MACHINERY |
| Computer Transcriber  Scanner  Telephone Answering Machine Photocopier |
| **7b. SYSTEMS** |
| The post-holder will be responsible for ensuring systems are maintained for:-   * Trakcare * SSTS * Patientrack (Ward specific) * CHI 24 * Patient Medical Records * PECOS * IDD * Microsoft Office * NHS Mail * Winscribe * Micas * TURAS |

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| 8. ASSIGNMENT AND REVIEW OF WORK |
| Work is generated by the Senior Charge Nurse, Specialist Doctor/Hospital Practitioner and Nursing staff. Work is planned and prioritised by the post-holder and is carried out within the parameters agreed.  The post holder is supported by Senior Charge Nurse who is available for advice and support as necessary. |

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| **9. DECISIONS AND JUDGEMENTS** |
| The post-holder will be expected to prioritise their own workload to ensure that all deadlines are met.  The post-holder must work flexibly to meet the demands of the service. Advice can be sought from the Senior Charge Nurse. |

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| 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB |
| The post-holder will be required to plan and organise their own time to ensure a high standard of secretarial and clerical support is provided to the clinical staff, thus supporting the ward team to deliver a high quality, effective service. |

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| **11. COMMUNICATIONS AND RELATIONSHIPS** |
| The post-holder will be expected to establish working relationships and be involved in communicating with individuals both within and outwith NHS Fife including statutory bodies and outside agencies.  **Internal**  Regular telephone, email and face to face contact with GP’s, health care professionals from within NHS Fife and Fife Acute Hospital Division and other support staff, referring all queries to Nursing staff.  **External**  Regular telephone and face to face contacts with patients, their relatives or carers, the general public, voluntary agencies and statutory bodies referring all queries to Nursing staff. |

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| **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
| **Physical Skills**  Whilst performing the duties of this post, the post-holder is regularly required to stand/sit/walk about, talk and hear and must be able to read a VDU screen.  Physical manual handling of patient medical records/management of filing system.  **Mental Demands:**  Retention and communication of knowledge and information.  Concentration required. |
| 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB |
| * Good basic level of education either Standard Grade/Higher or equivalent. * Have a good standard of English and numeracy to be able to carry out all key result areas safely. * Knowledge of a range of clerical procedures to support duties listed under ‘Key Result Areas’. * Possess excellent communication and interpersonal skills. * Be proficient in the relevant IT packages to support the duties listed under ‘Key Result Areas’ and a working knowledge of Microsoft Office. Good typing/audio skills (30 wpm typing) * Have the ability to work using own initiative and recognise when guidance/advice is required. * Identify training needs through Personal Development Planning. * Previous office experience within a healthcare setting would be advantageous. * Be familiar with the Caldicott Guidelines, Data Protection Act 1998 and the Freedom of Information (Scotland) Act 2002 with regard to patient confidentiality and handling of patient information. * Mandatory Induction Standards and Code of Conduct for Healthcare Support Workers – NHS Circular CEL(2010)23 * 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: |