#### **JOB DESCRIPTION**

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| JOB IDENTIFICATION |
| Job Title: Higher Clerical Officer  Responsible to: Locality Coordinator  Department: Administration  Directorate: East Ayrshire Health and Social Care Partnership  No of Job Holders: 1  Last Update: 10th January 2018 |

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| 2. JOB PURPOSE |
| To provide a comprehensive, hospital-orientated administrative, secretarial and clerical support to the multidisciplinary team based within the Community Hospital |

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| **3. DIMENSIONS** |
| East Ayrshire has a patient population of approximately 122,000 patients, 17 General Medical Practices with 91 GPs. There are 10 Community General Nursing Teams, including the Out of Hours Service, with over 240 members of staff.  The East Ayrshire Health & Social Care Partnership is responsible for Primary Care and Out of Hours Community Response Services, including Dental Services and Pharmacy, for all of Ayrshire. There is 1 Community Hospital, 7 Health Centres, and 10 Health Clinics. In addition there are 19 Dental Practices, and 2 Orthodontic Practices with 55 General Dental Practitioners and 31 Community Pharmacies.  Budgetary Involvement  Ordering of Stationery and Supplies  Imprest Transactions (Petty Cash) |

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| 4. ORGANISATIONAL POSITION |
| Community Services Locality Coordinator  Higher Clerical Officer (this post)  Admin Assistant x 1 |

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| 5. ROLE OF DEPARTMENT |
| The Business Support Team in East Ayrshire Community Hospital provide an extensive level of administrative and clerical support, structured to allow the relevant Senior Mangers to plan, develop and deliver in-patient and out-patient services to meet the identified needs of the local population.  The Business Support Team also provides a comprehensive administrative and clerical support service to the multi-disciplinary teams working within East Ayrshire Community Hospital to ensure a high quality, safe and supportive environment. |

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| 6. KEY RESULT AREAS |
| 1. Provide an extensive confidential administrative, secretarial and clerical support service to the multidisciplinary team within the Community Hospital to ensure a high quality, safe and supportive environment. 2. Establish and maintain appropriate internal / external communication systems to ensure appropriate dissemination of information. 3. Support the maintenance of accurate Nursing Staff training records by arranging training dates, recording attendance. 4. To support and coordinate promoting attendance, by liaising with Senior Charge Nurses regarding sickness absence and arranging return to work interviews and any subsequent paperwork. 5. To extract complex clinical data from patients’ case records, discharge summaries, Clinical Portal and EMIS in order to allocate diagnostic codes for inclusion in Scottish Morbidity Records. 6. Assign International Statistical Classification of Diseases and Related health problems, 10th Edition (ICD10) [http://www.who.int/classifications/icd/en](#) and Office of Population Census and Surveys Classification of Surgical Operations and Procedures (Version 4.7) (OPCS4.7) code numbers to diagnostic and procedural terms to National Standards 7. To record data in accordance with ISD conventions and coding rules and ensure coding books are maintained and updated on a regular basis. 8. To provide the hospital with accurate patient related information by the constant and continual retrieval, input and amendment of data through Track Care Patient Administration systems. 9. Deal with telephone and face to face enquiries from all staff groups, patients, relatives, carers, providing information, directing and prioritising queries as appropriate. 10. Co-ordinate and attend meetings, transcribing notes and disseminating minutes as required. 11. Maintain office filing systems and nursing staff personal files ensuring information is accurate and up to date at all times to ensure ease of retrieval of relevant information and maintaining confidentiality. 12. Responsible for daily cash handling of petty cash and weekly banking, processing donations and processing patient valuables in accordance with Standing Financial Instructions. 13. Responsible for requisition of stationary and supplies, ensuring adequate resources available. Ordering equipment and any non-stock items for the community hospital whilst adhering to standing financial instructions. 14. Extract, collate and summarise data to enable preparation of standard, verbal, written or statistical reports or returns as required by the multidisciplinary team. 15. Receive and distribute incoming / outgoing mail timeously for all departments. 16. Ensuring confidential information is not, under any circumstances, divulged to any unauthorised persons, in line with the Data Protection Act 1998 and Caldicott principles. 17. Collate rota for GP cover within EACH and distribute to relevant personnel. 18. Providing liaison contact for patients, visitors, other clientele (both internal and external) attending the premises, ensuring all aspects of customer care are met. 19. Forwarding forms/pictures for new members of staff to Keri Security and dealing with any queries that may arise regarding door entry badges. 20. Calculation of annual leave/public holiday and confirmation of entitlement for hospital nursing staff and regular audit of same throughout the annual leave year. 21. Maintaining patient fund accounts to trial balance using the Trojan system, undertaking all income and expenditure transactions i.e. patients’ funds and endowments/donations, within acceptable time limits whilst ensuring compliance with the Standing Financial Instructions and audit requirements. 22. Contacting DWP and other relevant bodies on patients’ behalf on admission and discharge to ensure appropriate benefits are in place. 23. Issuing travelling expenses to qualifying members of the public attending the hospital for clinical investigation/review. 24. Maintaining postages and petty cash books, accurately recording all transactions for any petty cash allocated, in preparation for authorisation for reimbursement by the Locality Co-ordinator. 25. Booking venues for on-site meetings and events, and ordering hospitality for same. 26. Reporting all repairs required within the premises to the BAM Helpdesk/Estates Helpdesk as appropriate, logging maintenance job numbers as allocated and indentifying outstanding requests, particularly to ensure there are no hazards of a health and safety nature. 27. Responding to requests for parental leave for all nursing staff within the hospital, sending out confirmation letter with appropriate balance left to take. 28. To pass on complaints to the Locality Co-ordinator in accordance with the NHS Complaints Procedure and adhere to NHS Policies and Procedures with particular reference to Health & Safety, Confidentiality, Data Protection Act, Medical Records Destruction Policy and Standing Financial Instructions. 29. Preparing and organising Consultant Psychiatrist patient reviews, sending out appointment letters to patients and relatives. 30. Attain a good knowledge of all areas within the Administration Team and to provide cover for colleagues as and when required. 31. Demonstrating to bank clerical staff undergoing local induction and orientation, the workings of the hospital administration office in preparation for their providing cover during periods of annual leave and sickness absence, as well as providing on-going (in-house) training to new administrative staff. 32. Filing of all lab results and other documentation in patient’s case notes in wards as required. |

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| 7a. EQUIPMENT AND MACHINERY |
| Equipment is used on a daily basis:   * Personal Computer * Photocopier * Scanner * Telephone * Franking Machine * Laminator * Shredder * General Office Equipment |
| **7b. SYSTEMS** |
| * Maintaining office filing system * Inputting data and maintaining local Patient Administration System (Trackcare) * Processing Electronic data storage e.g. Word, Access, Excel, PowerPoint * Maintaining manual Health Records filing system * Maintaining Financial Systems * Trojan * Postholder uses Simple Code in order to select appropriate diagnostic and procedural codes to input into the Scottish Morbidity Record. * Will utilise computer systems appropriate to the role including SSTS, PECOS and Datix. |

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| 8. ASSIGNMENT AND REVIEW OF WORK |
| Work is primarily generated by the daily activities of the hospital and will be subject to regular appraisal by the Locality Co-ordinator within set objectives and regular on-site meetings. |

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| **9. DECISIONS AND JUDGEMENTS** |
| The postholder must have the ability to use their own initiative to make decisions regarding workload priorities.  The postholder must have the ability to anticipate and solve problems using their own  initiative. |

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| 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB |
| * Managing time effectively, prioritising workload to meet deadlines. * The ability to cope with conflicting demands. * Produce work in an accurate and well organised manner * Dealing with distressed relatives and patients * The ability to work in a highly pressurised environment and coping with frequent interruptions. * The ability to build good communication links with internal and external agencies. |
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| **11. COMMUNICATIONS AND RELATIONSHIPS** |
| The post holder will provide frontline support to staff, visitors and patients providing first point of contact and representing the face of the organisation.   |  |  | | --- | --- | | Internal  Health & Social Care Partnership Staff  Community Nursing Staff  Senior Management  Nursing Staff  Estates & Facilities Department  IT Department  AHP’s  BAM Staff  Hotel Services Staff  Community Clinicians | External  Patients & Carers  GP Practice Staff  Company Representatives  Local Authority Staff  Pensions Agency  Voluntary Agencies |   The postholder will be required to communicate using appropriate skills with staff, patients and members of the public via face-to-face, telephone, fax and email contact taking cognisance of Data Protection Act and Confidentiality and Caldicott Policy. Telephone, fax and e: mail contact. |

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| **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
| ***Physical Skills***  Keyboard skills requiring a high degree of speed and accuracy.  ***Physical Demands***  60% of work is computer based therefore sitting in a restricted position for this proportion of duties  Some lifting is involved when moving and filing health records  Exposure to potential risk when banking.  ***Mental Demands***  A high level of concentration is required when transcribing notes  A high level of concentration is required when coding and inputting patient data.  A high level of concentration is required when counting and processing petty cash and banking.  Concentration is required when filing health records and dealing with enquiries.  The ability to cope with frequent interruptions from telephone enquiries, team and staff members.  The ability to be flexible and have a good knowledge of all duties carried out by all members of the Business Support Team.  ***Emotional Demands***  Exposure to clinical information of a distressing nature  The ability to portray a calm manner when dealing with difficult situations e.g. aggressive, distressed or injured patients  ***Working Conditions***  High use of VDU equipment. |

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| 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB |
| * Excellent interpersonal skills with an enthusiastic and positive attitude including tact, diplomacy, patience and courtesy with employees or outside personnel, excellent people skills with current or previous experience of working in a similar environment. * The ability to remain calm in a very busy and sometimes stressful environment. * The postholder requires to have knowledge of modern office equipment, practices and procedures and may be required to perform many tasks at once, communicating effectively both orally and in writing with the ability to work to deadlines and perform effectively as an individual and as a team member. * Excellent keyboard skills and proficient in the use of Microsoft Office, in particular Outlook, Word and Excel. * Previous experience in the use of PMS, International Classification of Disease Volume 10 and OPCS Classification of Interventions and Procedures Version 4.5. * Proven experience of minute taking. * Knowledge of Medical Terminology. * An understanding of health, safety and environment issues in the workplace. * The ability to deal with highly confidential/sensitive issues in an appropriate manner. * Knowledge of standing financial instructions. * EDCL qualification and SVQ Level III Business Administration or relevant experience. * Car driver is essential. |

**Person Specification**

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| bottom.jpgQualifications & Training – Essential Criteria |
| Standard Grade English, Math or equivalent  ECDL or equivalent  SVQ Level II in administration or equivalent experience |
| **Qualifications & Training – Desirable Criteria** |
| SVQ Level III Business Administration  Medical Terminology |
| **Experience – Essential Criteria** |
| Previous administration experience  Experience of minute taking |
| **Experience – Desirable Criteria** |
| Previous NHS experience  Previous experience in the use of PMS and clinical coding. |
| **Knowledge – Essential Criteria** |
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| **Knowledge – Desirable Criteria** |
| Knowledge of Clinical Coding. Knowledge of NHS IT systems. Knowledge of Standing Financial Instructions. |
| **Competencies & Skills – Essential Criteria** |
| Excellent communication skills.  Proficient in the use of Microsoft Office  Ability to deal with highly sensitive matters in an appropriate manner.  Ability to prioritise workload.  Car driver. |
| **Competencies & Skills – Desirable Criteria** |
| An understanding of health, safety and environmental issues within the workplace. |
| Personal Characteristics and Other – Essential Criteria |
| Ability to work under pressure and use own initiative |
| **Personal Characteristics and Other – Desirable Criteria** |
| Flexibility in approach to working practices  Good interpersonal skills |



