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##### JOB DESCRIPTION

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| JOB IDENTIFICATION |
| Job Title: Ward Clark  Responsible to: Business Manager, Community Services West  Department: Community Wards – 5, QMH  Directorate: Health & Social Care Partnership West  Operating Division: Community Nursing  Job Reference:  No of Job Holders: 3  Last Update: 16/05/2024 |

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| 2. JOB PURPOSE |
| The postholder will provide comprehensive clerical support to the Charge Nurse and other ward staff which will allow admissions and discharges to wards to be dealt with appropriately and timeously minimising delay in assessment and intervention for the patient. This includes all aspects of filing, ordering, reporting faults and other clerical duties as required. |

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| **3. DIMENSIONS**   * The Community Ward consists of a 30-bed ward. * The ward staff consist of one Senior Charge Nurse, one Charge Nurse and registered nurses and Auxiliaries on rotational shift working * The post holder will be responsible for ensuring all records are maintained as per Directorate and local policy. * The post holder will provide support to the Senior Charge Nurse, other clinical staff linked to the ward, medical staff and members of the multidisciplinary team. * The post holder will have responsibility for reporting all patient matters to the Charge Nurse/Nurse in Charge as required. |

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| 4. ORGANISATIONAL POSITION |
| CCS Admin Manager  Office Co-ordinator  This post  Therapy Staff  OTs and Physios  Charge Nurse  Staff Nurse  Nursing Auxiliaries |

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| 5. ROLE OF DEPARTMENT |
| The wards provide a facility for treatment, care and rehabilitation of the older patient |
| 6. KEY RESULT AREAS |
| 1. Maintain patient’s notes and record filing in a tidy manner. 2. Maintain confidentiality and professionalism when answering the telephone, taking messages and passing on to the relevant person. 3. Compilation of patient admission packs. 4. Be responsible for ward stationery ordering with the assistance of the ward staff. 5. Be responsible for ordering ambulances/patient transport 6. Be responsible for tracking of patients notes on appropriate system i.e. Trakcare 7. Ward clerical duties as required e.g. patients name labels, photocopying. 8. Delivering patient requests for investigations / treatments. 9. Assisting with diary entries during ward round. 10. Be responsible for carrying out monthly NMC checks 11. Be responsible for inputting monthly rota shifts to SSTS 12. Ensure mandatory and statutory training is kept up to date 13. Winscribe   (This list is not exhaustive and may be added to or amended at anytime) |

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| 7a. EQUIPMENT AND MACHINERY |
| Computer  Telephone  Photocopier/Scanner |
| **7b. SYSTEMS** |
| * Office filing system * Maintenance of patient paper records * Trakcare * Electronic data storage: Microsoft word, outlook, intranet * NMC Online Register * PECOS * SSTS |

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| 8. ASSIGNMENT AND REVIEW OF WORK |
| Work will be self generated. i.e. ordering to be processed on time, filing  Work will be assigned by the ward staff  Work will be reviewed on a regular basis and by the use of PDP.  On site Supervision is provided by the ICASS Coordinator and the CCS Admin Manager may be contacted with any outstanding issues |

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| **9. DECISIONS AND JUDGEMENTS** |
| The ward clerk will prioritise workload as necessary.  The ward clerk must work flexibly to meet the demands of the service.  Working to operational protocols and procedures ensuring that the patients/clients confidentiality is maintained at all times. |

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| 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB |
| To work within a busy demanding ward.  Managing time effectively, prioritising work to meet competing demands.  Dealing with difficult phone calls.  Making decisions within their remit if no nursing staff available. |

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| **11. COMMUNICATIONS AND RELATIONSHIPS** |
| Day hospital colleagues and medical secretaries – daily/constant  Patients, general practitioners, clinical and nursing staff regarding outpatient referrals and appointments - frequent  Clinical and nursing staff to track case notes - frequent.  Staff in other hospitals to track case notes or exchange information re patient appointments - frequent.  Ambulance service, external agencies e.g. Sensory Impairment Centre to exchange information regarding arrangements for outpatient appointments – daily  The ward Clark will have good communication skills with staff, patients, and relatives.  The ward Clark will also communicate with other departments as required, e.g. domestics, radiology, cardiology etc. |

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| **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
| * Constantly moving and sorting case notes * Concentration required constantly when sorting/filing test results * Working area can be overcrowded * Constant interruptions by telephone, ward staff and patients whilst carrying out duties * Exposed to frequent distressing/emotional circumstances due to bereavement or terminal illness to patients who have become known to the ward clerk * Verbal aggression by relatives/patients in person or over the phone * Exposure to unpleasant smells on the ward |

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| 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB |
| * Good basic level of education either Standard Grade / Higher or equivalent in English and Maths * 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’ * Have the ability to work using own initiative and recognise when guidance/advice is required * Possess excellent communication and interpersonal skills * Be proficient in the relevant IT packages to support the duties listed under ‘Key Result Areas’   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: |