# NHS FORTH VALLEY



# JOB DESCRIPTION

**1. JOB DETAILS**

**Job Title: Clerical Assistant**

**Responsible to: Unit Administrator**

**Department: Women & Children Directorate**

**Job Reference: G-AC-B2**

**2. JOB PURPOSE**

To provide an efficient, effective, quality clerical support service.

Carry out assigned / delegated administrative/ clerical tasks to ensure the smooth and effective operation of the department/ service.

Maintain accurate and up-to-date records to ensure effective communication, including the use of IT based recording systems as appropriate.

Deal with patient / client enquiries; update appointments and outcomes using patient administration systems and general clerical duties including filing.

**3. KEY DUTIES**

**Responsibilities**

* **Patient Client Care**

**There is a responsibility to:**

Provide non-clinical information or advice to patients / clients or relatives.

Assist with the provision of the service by contributing to the production and maintenance of patients’ / clients’ records for clinic attendances, ensuring that all correspondence and investigation reports, which have been authorised by clinical staff, are inserted into the case notes.

Ensure that patient / client administration systems are updated with information as appropriate e.g. up-to-date patient / client addresses and contact telephone numbers.

* **Policy and Service**

**There is a responsibility to:**

Work within NHS Forth Valley and local policies and procedures to ensure maintenance of safe working practices for patients / clients and colleagues.

Comply with the relevant policies and procedures and as requested, comment on policies, procedures or potential service developments relating to the area of activity.

Maintain patient / client confidentiality at all times.

* **Finance and Physical Assets**

**There is a responsibility to:**

Monitor stock levels and report the requirement for replacement equipment to ensure that the necessary tools are available within the area.

As delegated, maintain and order stocks and stores (e.g. stationery) or handle patients’ /clients’ cash/ valuables.

Be familiar with the use, storage and maintenance of all equipment used within the area of work and ensure standards of Infection Control and Health and Safety are maintained.

* **Staff Management/Supervision, Human Resources, Leadership and/or Training**

**There is a responsibility to:**

Demonstrate activities to new starters as required.

* **Information Resources**

**There is a responsibility to:**

Process text (letters, documents), input data into databases and file and retrieve records as required by the Line Manager.

Ensure the accurate recording of information and record keeping in line with Regulatory requirements and Professional Body guidelines.

Ensure that information is dealt with in an appropriate, sensitive and confidential manner at all times.

Use IT equipment including local and national systems to read, analyse and record patient / client information within the scope of local and national policies and procedures.

* **Research and Development**

**There is a responsibility to:**

Be aware of any audit and research in progress with in the area

Complete staff surveys and audits as required

**Skills**

* **Physical**

**There is a requirement to:**

**As appropriate to the working area** **and in line with the relevant policies and procedures:**

Use standard keyboard skills to undertake day to day tasks.

Use office equipment in a competent manner.

Use a range of skills to be able to safely move, handle, clean, and store all equipment in the area.

**There is a requirement to be familiar with the general use, storage and care of all equipment used within the clinical area of work.**

* **Communication**

**As appropriate to the working area** **and in line with the relevant policies and procedures there is a requirement to:**

Communicate via e-mail, telephone, letter and face-to-face in completing work activities and dealing with patient / client, carers, relatives and staff as well as providing health related information. There may be barriers to understanding for example anxious patients / clients, cultural differences and language or communication difficulties.

Demonstrate the behaviours expected of all staff and recognise how these can influence others, relationships, the environment and culture and adapt these to meet the needs of any given situation.

Ensure that all communications are carried out in a manner that is respectful and considerate and does not discriminate on the grounds of age, disability, faith, religion or belief, gender, gender reassignment, marriage and civil partnerships, race or sexual orientation, by ensuring that all conversations and discussions are conducted to the highest standards of honesty, integrity, impartiality and objectivity.

* **Analytical and Judgements**

**There is a requirement to:**

Recognise and adhere to the scope of the job whilst using initiative and referring appropriately to the Registered Professional/Line Manager.

Deal with telephone calls ensuring that any messages are recorded accurately and distributed as necessary.

Organise incoming and outgoing mail for collection or delivery as appropriate.

Deal with telephone enquiries from various sources, for example patients / clients, wards, GPs and external agencies and when required, either provide information or refer to other health professionals, escalating issues as necessary.

Exercise judgement when dealing with enquiries on a daily basis.

* **Planning and Organising**

**There is a requirement to:**

Organise own workload.

Assist in making patient / client appointments, sending out letters and clinic information, and organising patient transport (if required).

Assist the team with maintaining an electronic room booking system.

Prioritise tasks as they arise and occasionally, if urgent issues or emergencies occur, re-prioritise accordingly to fit the needs at that time in conjunction with the Registered Professional/Line Manager.

**Effort and Environment**

* **Physical**

**There is a requirement to:**

Work at a VDU in a restricted position throughout the working day, for periods of up to four hours, to input data or process letters/ documents or to carry out reception duties.

Handle patient / client’s health records, which can often be bulky and sometimes heavy (on average 1 – 2 Kg).

Work in confined spaces or awkward positions on a daily basis, dependant on the work being done.

* **Mental**

**There is a requirement to:**

Concentrate throughout the working day for example; data input, filing and retrieval of patient / client health records and answering queries. Although the work pattern is predictable there are constant interruptions from telephone calls and enquiries from other staff that may necessitate in changing tasks and/or re-prioritising work.

* **Emotional**

**There is a requirement to:**

Be exposed to information about distressing or emotional circumstances (typing letters or reports).

Occasionally deal directly with people who are distressed or bereaved.

* **Working Conditions**

**There is a requirement to:**

Use a VDU for long periods on a daily basis

Deal with verbal aggression and potentially physically aggressive behaviours (frequency variable)as well as temperatures of the area.

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**4. FREEDOM TO ACT WITHIN THE JOB**

Work will generated by an appropriate Line Manager and will be self-directed within agreed procedures

Required to plan and organise own day to day work, seeking assistance or guidance when required.

Advice and guidance is readily available from the Line Manager and other Administrative colleagues as appropriate.

Some judgement will be required when dealing with enquiries and during initial problem-solving. The post holder will generally seek guidance from supervisory/ senior staff in non-routine situations.

Work will be reviewed informally on a regular basis and more formally on an annual basis as part of the Personal Development Planning and Review process where any training and development needs will be discussed and agreed.

There is a requirement to take ownership of personal development and take part in ongoing training and that deemed mandatory by the organisation

**5. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB**

SVQ level II or equivalent in English/Maths /Secretarial Studies or equivalent experience of working in a Secretarial/general office environment.

Ability to work with people and as part of a multidisciplinary team

Effective written and verbal communication skills

Ability to carry out assigned tasks effectively in a busy environment.

Good IT skills with the use of spreadsheets and ideally databases, although on the job training in specific systems and procedures is provided pertinent to the work area.

**6. DEPARTMENT ORGANISATIONAL CHART**

Unit Administrator

**Clerical Assistant**

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| **KSF Dimension for Band 2** | **COMMUN-ICATION** | **PERSONAL & PEOPLE DEVELOPMENT** | **HEALTH, SAFETY & SECURITY** | **SERVICE IMPROVE-MENT** | **QUALITY** | **EQUALITY &**  **DIVERSITY** |
| **2** | **1** | **2** | **1** | **1** | **2** |