#### JOB DESCRIPTION

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| JOB IDENTIFICATION | |
| Job Title: Patient Services Clerk  Responsible to (insert job title): Senior Charge Nurse  Department(s): Urology DTC VHK/QMH  Directorate: Surgical; Planned Care  Operating Division: Acute Services Division  Job Reference:  No of Job Holders: 3  Last Update (insert date): 06/05/2025 | |
| 2. JOB PURPOSE | |
| To provide clerical support to the Urology department within Planned Care Directorate at Victoria Hospital and Queen Margaret Hospital.  To ensure the smooth administration of the service thereby assisting in the delivery of a high quality service to patients and relatives.  To act as receptionist to the patients attending clinics.  To act as a focal point for multiple enquiries by patients, relatives, healthcare professionals by telephone and face to face.  Schedule appointments for nurse led clinics  To support the Senior Charge Nurse in the the smooth running of the Urology service throughout Fife. | |
| **3. DIMENSIONS** | |
| NHS Fife has a management structure based on clinical directorates. The Surgical Planned Care Directorate provides a service on both Kirkcaldy and Dunfermline Sites.  The Urology Diagnostic & Treatment Centre is based within Victoria Hospital and Queen Margaret Hospital. NHS Fife has a management structure based on clinical directorates. | |
| 4. ORGANISATIONAL POSITION | |
| Divisional General Manager  🡫  Clinical Services Manager Band 8B  🡫  Clinical Nurse Manager Band 8A  🡫  Senior Charge Nurse Band 7  🡫  Charge Nurse Band 6  🡫  Staff Nurse Band 5  **🡫**  Healthcare Support Workers Band 3/ Nursing Auxiliary Band 2 / **Patient Services Clerk Band 2**  **(This post)** | |
| 5. ROLE OF DEPARTMENT | |
| To provide a high quality, safe and supportive environment in order to care for patients/clients, carers, relatives and staff to meet identified care needs.  To assess, plan, implement and evaluate nursing care in partnership with multidisciplinary colleagues and ensuring robust clinical governance.  To facilitate ongoing education and training of pre and post registered students. | |
| 6. KEY RESULT AREAS | |
| * Provide full clerical support to the Senior Charge Nurse within the Urology Unit. * Act as an ambassador for the Urology unit ensuring that the first impression for patients and relatives is of efficiency and kindness. * Organise and arrange appointments for patients attending clinics within the unit. * Generate clinic lists for specialist staff within the unit and ensure patient case notes are available for clinics. * Receive telephone calls from patients in an efficient and courteous manner. * Respond to routine enquiries from patients, relatives, healthcare professionals and ensuring that these are dealt with courteously and efficiently. * Enter clinic data onto the trackcare System. * Responsible for stationery stock control, including ordering to ensure adequate resources available for service. | |
| 7a. EQUIPMENT AND MACHINERY | | |
| * Personal Computer – for storing information on Clinic databases. Access to trackcare/ setting up of new clinics for consultants and nurses within the trackcare system, generating letters to GPs and Optometrists; generating clinic lists; generating patient information leaflets in large print * Photocopier and follow me printe * General Office Equipment. * Phone Systems with direct lines for patient helplines. | | |
| **7b. SYSTEMS** | | |
| * Office filing system * Electronic data storage: Microsoft Word for Windows (version 10 ), Excel, PowerPoint, Internet/Intranet * Trackcare • Audit systems * Sci-Gateway * Sci-Store * Health care portal | | |
| 8. ASSIGNMENT AND REVIEW OF WORK | | |
| * The post holder works within the admin team and is responsible for prioritising and planning own workload using initiative. * Workload is generated by the requirements of the service, line manager, nursing and medical professionals etc. * The post holder will be responsible to the charge nurse for work review and formal appraisal of performance. | | |
| **9. DECISIONS AND JUDGEMENTS** | |
| The post holder is required to make decisions regarding workload priorities and to determine which issues should be resolved without reference to the nurse in charge.   * Prioritising own workloads * Using own initiative * Ad hoc and planned workload requiring problem solving approach * Not directly supervised * Patient and family enquires | |
| 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB | |
| * Managing time effectively, prioritising work to meet the needs of the service and deadlines, in an environment where the post holder is constantly interrupted by the telephone and in demand by a wide range of professionals with competing demands. * If I.T. system unavailable admin would be expected to retrieve paper records manually and keep a manual record to be added electronically when system re-engaged. * Frequent demands on time, having to prioritise own workload | |
| **11. COMMUNICATIONS AND RELATIONSHIPS** | |
| **Internal**   * Patient contact – constantly * Telephone enquiries – constantly * Charge Nurse – continuously * Nurses, all grades – continuously * Secretaries – regularly * Other wards and departments – Daily   **External**   * Other hospitals and GP surgeries * Community services | |
| **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** | |
| **Emotional demands**  Dealing sensitively, patiently and confidentially with patients and their families during  routine contact and in times of distress - regular basis.  **Mental demands**  Concentration required for short and longer periods depending on task, area of  responsibility, deadlines, despite constant interruptions from phone calls, professionals  and visitors.  Competing demands from all professionals and medical staff – continually.  Communicating with patients / families who may have special needs or have a barrier to understanding- occasionally.  **Physical skills**  Keyboard skills requiring a degree of speed and accuracy – regularly.  Ability to meet deadlines and prioritise workload – continuously.  Numeracy skills.  **Physical demands**  Sitting is required for considerable periods of the day – therefore working in a restricted position – regularly.  Significant walking is carried out to other departments, management offices and when working  in clinic area – continually.  **Working condition**  Exposure to verbal aggression from patients/families, face-to-face and on telephone –  Occasionally.  Exposure to a demanding and stressful environment – continually. | |
| 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB | |
| * Significant clerical / administration experience desirable * Previous clerical / administration experience in the in-patient hospital setting * Up to date keyboard skills with a working knowledge of Microsoft Word & Excel packages * Numerate * Good organisational/problem solving/interpersonal skills with calm disposition * A level of English language competency and communication skills necessary to perform this role safely and effectively * Ability to work on own initiative and as part of a team | |
| **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: |