



Covid-19 Vaccination
Admin/Clerical Support
Band 2
Job Pack



1. JOB DESCRIPTION

Job Title: Clerical Officer

Department(s):

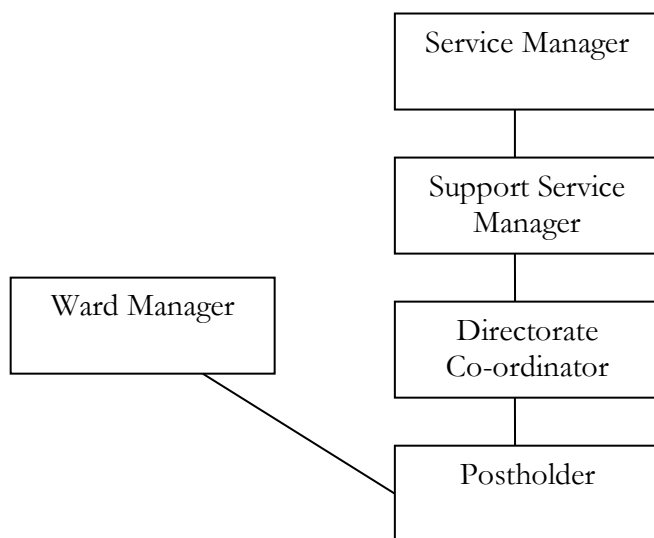
CAJE ID: AS.0099

No of Job Holders:

2. JOB PURPOSE

To provide a comprehensive administrative service to the medical and nursing teams within the ward environment

3. ORGANISATIONAL POSITION



4. SCOPE AND RANGE

To provide a high quality administrative service for medical and nursing staff. Exchange information with patients and staff on the admission, transfer and discharge of patients both verbally and in written format.



5. MAIN DUTIES/RESPONSIBILITIES

- Provide a high quality administrative service for the medical and nursing staff to ensure efficiency in patient care.
- Ensure availability of case notes at the time of patient admission, which may involve liaising with other hospitals.
- Deal with telephone and face-to-face enquiries from all staff groups, patients, relatives, carers providing information directly and prioritising queries as appropriate ensuring efficiency and effectiveness of service delivery.
- Responsible for arranging review appointments for the appropriate clinic and arranging transport to facilitate the patient journey.
- Responsible for ensuring all blood reports, X-ray reports, nursing kardex and all relevant correspondence are filed in case notes after being signed by a doctor.
- Responsible for ordering stationery to ensure adequate resources are available for the team.
- Maintaining patient files ensuring information is accurate and up to date. Provide data entry service for nursing staff as and when required.
- Manage all ward mail, responding where appropriate and directing/prioritising to assist in the efficiency of the service delivery
- Ensure discharge letters are completed and coded timeously. Provide information and advice to patients and relatives regarding admissions and appointments.
- Ensure patient management system is maintained on a real time basis.

6. EQUIPMENT & MACHINERY

Personal computer
Photocopier, Fax, Printers
Bar Code Scanners
Office Equipment including telephones.

7. SYSTEMS

Patient Management System
Laboratory Result System
Microsoft Outlook
Microsoft Office



8. DECISIONS & JUDGEMENTS

The post holder is not directly supervised and uses own initiative to make basic decisions regarding workload priorities and patient enquiries.

The Directorate Co-ordinator is available to advise on more complex matters.

9. COMMUNICATIONS & RELATIONSHIPS

Communicates with external agencies, staff, patients, relatives and carers, both verbally and in writing regarding admissions and appointments. The post holder must acknowledge the sensitive nature of the topics discussed and use skills of tact and diplomacy, maintaining patient confidentiality at all times.

10. DEMANDS OF THE JOB (physical, mental, emotional)

Managing computerised patient management system

Combination of sitting and standing frequent requirement to walk to answer ward telephones, distribute mail and retrieve case notes from other areas.

High degree of concentration is required due to the frequency of interruptions that can cause change of tasks.

Exposure to clinical information and bereaved relatives can at times be distressing.

More or less continuous use of VDU and exposure to ward odours and fluids.

11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

Managing time effectively, prioritising work to meet competing demands. Dealing with distressed relatives and patients.

12. KNOWLEDGE, TRAINING AND/OR EXPERIENCE REQUIRED TO DO THE JOB

Good basic education.

Basic understanding of office procedures.

Proficient in use of Software systems.

Good organisational and communication skills.



NHS LANARKSHIRE
PERSON SPECIFICATION
Clerical Officer - Band 2

Criteria	Essential	Desirable
Qualifications & Training Level of education, professional qualifications, training and learning programmes/courses	Good basic education	
Experience Length and type of experience, level at which experience gained		Experience of using Patient Management System (Trakcare)
Knowledge Depth and extent of knowledge	Basic understanding of office procedures	
Skills/Abilities Range and level of skills i.e. communication (oral, written, presentation), planning/organisation, numeracy, leadership etc	Proficient in use of software systems Keyboard skills Good organisational skills Good communication skills	Ability to work as part of a team
Specific Job Requirements Environmental conditions, unsociable hours, car driver etc	Flexible to suit service needs	



NHS LANARKSHIRE INFORMATION FOR CANDIDATES/CONDITIONS OF SERVICE

<u>JOB TITLE:</u>	Covid-19 Vaccination Admin & Clerical Support
<u>GRADE:</u>	Band 2
<u>SALARY SCALE:</u>	<p>£18,600 - £20,606 per annum (pro rata). Movement in the salary scale is subject to NHS Lanarkshire Pay Determination.</p> <p>Salary will be paid monthly by Bankers Automated Clearing System direct to a nominated Bank Account.</p>
<u>LOCATION:</u>	NHS Lanarkshire Wide
<u>CONDITIONS OF SERVICE:</u>	The Conditions of Service are those approved and amended from time to time by the National Agenda for Change Terms and Conditions Agreement.
<u>HOURS OF WORK:</u>	Various
<u>H.C.S.W MANDATORY INDUCTION STANDARDS:</u>	<p>Your performance must comply with the “Mandatory Induction Standards for Healthcare Support Workers in Scotland” 2009; and with the Code of Conduct for Healthcare Support Workers, both as amended from time to time. These documents can be found at www.workinginhealth.com/standards/healthcaresupportworkers</p> <p>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.</p> <p>A training plan will be developed to give you every opportunity to achieve these standards. Your Line Manager will discuss this with you.</p>
<u>ANNUAL LEAVE:</u>	The annual leave entitlement is 27 working days, rising to 29 working days after 5 years service and 33 days after 10 years service. In addition to this you are entitled to 8 statutory holidays per annum to be taken between the period 1 April to 31 March each year. It is the practice of NHS Lanarkshire to calculate annual leave in hours.
<u>SUPERANNUATION (PENSION)</u>	<p>From 1 March 2013 new employees will automatically be enrolled in the NHS (Scotland) Superannuation Scheme, or if you are an existing member your membership will continue.</p> <p>Further information on the benefits of the scheme, can be found www.sppa.gov.uk</p>



RIGHT TO WORK IN THE UK

NHS Lanarkshire has a legal obligation to ensure that it does not employ any worker who has not been granted the relevant permission to work in the UK. This permission is without exception granted by the UK Border Agency. We are required to check the entitlement to work in the UK of all prospective employees, regardless of nationality or job category.

All applicants regardless of nationality must complete and return the Confirmation of Right to Work in the UK Statement with their completed application form. You will be required to provide appropriate documentation prior to any appointment being made. Applications from candidates who require a Tier 2 Certificate of sponsorship (formerly Work Permits) will only be considered if no suitable UK or EEA national is identified for this post. For further information on the UK Border Agency's new points based System which now governs the way individuals from outside the EEA can work in the UK please visit www.bia.homeoffice.gov.uk.

SICK PAY:

During the first year of service:

One months' full pay and two months half pay.

During the second year of service:

Two months' full pay and two months' half pay.

During the third year of service:

Four months' full pay and four months' half pay.

During the fourth and fifth years of service:

Five months' full pay and five months' half pay.

After completing five years of service:

Six months' full pay and six months' half pay.

MEDICAL EXAMINATION:

New entrants to NHS Lanarkshire are required to pass a pre-employment medical screen. The right is reserved to require the successful candidate to undergo a medical examination and/or x-ray at any time if it is considered necessary.



**IMMUNISATION
REQUIREMENTS,
HEPATITIS B
AND
HEPATITIS C
STATUS**

In order to protect patients, healthcare workers who carry out Exposure Prone Procedures (EPPs) as part of their role, must provide documented evidence that they do not have a blood borne virus that they may pass on to patients whilst carrying out EPP work (i.e. that they are not infectious for hepatitis B, hepatitis C and HIV). Blood test results must be from “identified validated samples” (IVS) and be documented as such.

In some cases, it is possible for healthcare workers who have a blood borne virus, to carry out a range of EPP work. This will be assessed and monitored by an Occupational Health Consultant and the healthcare workers’ treating physician.

Healthcare workers who perform EPPs have a professional, ethical and legal duty to protect their patients and inform occupational health if they know (or suspect) that they are infected with a blood borne virus (hepatitis B, hepatitis C or HIV) now or at any time in the future. Further guidance is given by the relevant Regulatory Bodies.

**NHS KNOWLEDGE
AND SKILLS
FRAMEWORK**

The NHS Knowledge and Skills Framework (KSF) defines and also describes the knowledge and skills that NHS employees need to apply in their work in order to deliver quality services. It provides a single, consistent, and comprehensive framework on which to base review and development for all employees.

KSF will apply to all NHS employees except doctors, dentists and senior and executive level managers. The purpose of the NHS KSF is:

- To support the effective learning and development of all staff, providing the resources to do so.
- To support the development of individuals in the post to which they are employed, so that they are effective at work and are clear about what is required of them.
- To promote equality and diversity.

**IDENTIFICATION
BADGES:**

Identification badges will be provided by NHS Lanarkshire to the successful candidate on the commencement of employment.



CARE AND COMPASSION

As a Nurse, Allied Health Professional or Support Worker what you do and how you do it has a big impact on the quality of health care for people. Establishing effective relationships with people is absolutely essential to their sense of well-being and their attainment of the best possible health and clinical outcomes. It is this that makes the relationship 'therapeutic' that is, the relationship itself is a positive and proactive contribution to health and well-being. The best approach is therefore a simple one emphasising that an effective relationship begins with listening to the person and is based on mutuality, understanding and respect.

The basis of a good therapeutic relationship starts with being clear about people's expectations.

Please go to the following link to find out more details on what the expectations people have of Nurses, Midwives, Allied Health Professionals and their Support Workers in NHS Lanarkshire.

http://www.lanpdc.scot.nhs.uk/Resources/Lists/Publications/Attachments/24/CC_Guidance%202013.pdf

SMOKING:

Staff are not allowed to smoke in:

- The building and grounds of all premises from which NHS Lanarkshire services are delivered, all premises owned or occupied by NHS Lanarkshire and all vehicles parked on these premises
- NHS Lanarkshire vehicles and pool cars at all times
- Leased cars and personal vehicles when transporting other staff or patients within working hours and/or when on authorised business. Staff may smoke only during unpaid official breaks (normally lunchtimes) and only in line with the paragraph above.

NHS Lanarkshire are happy to consider requests for this publication to be in another accessible format ie large print, braille, etc. Please contact us via either of the undernoted methods clearly stating which format is required:

Email: michelle.gormley@lanarkshire.scot.nhs.uk

Telephone Number: 01698 377826

