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#### **Clerical Assistant**

#### **JOB DESCRIPTION**

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| JOB IDENTIFICATION |
|  Job Title: Clerical Assistant Reports to: North Area Support Manager Department, Ward or Section: Integrated TeamDirectorate or Corporate Department: North & West Operational UnitJob Reference: NWOUNRTHINTGADMI01No of Job Holders:2Last Update (insert date): 9 June 2016 |

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| 2. JOB PURPOSE |
| To provide a broad range of clerical, reception and typing duties whilst providing a confidential service to the Health and Social Care Integrated Team Managers and members of the Integrated Teams. |

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| **3. DIMENSIONS** |
| * Provide an administration service to integrated team members including Integrated Team Leads, Nursing staff, Social Workers, Care at Home staff, Podiatrists, etc
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| 4. ORGANISATIONAL POSITION |
| Admin manager District ManagerIntegrated Team Leader (East & West) Integrated Team MembersThis Job Clerical Assistant x2 |

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| 5. ROLE OF DEPARTMENT |
| To provide a broad range of health and social care services in the community. |
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| 6. MAIN TASKS, DUTIES AND RESPONSIBILITIES |
| * Deal with telephone enquiries, take messages as appropriate and pass them on to relevant staff.
* Deal with email and face to face enquiries and act on them as necessary
* Process incoming and outgoing mail.
* Photocopy/File documentation as required.
* Maintain filing system/storage of records.
* Pulling of Medical Records for Clinics.
* Maintain Petty Cash Records.
* Provide a word processing/audio typing service to team members.
* Assist in the preparation of statistics.
* Input and maintain patient associated databases.
* Process staff timesheets and other documentation.
* Order office stationery supplies.
* Provide cover for annual leave for admin staff as required.
* Arrange meetings and take minutes.
* Required to take responsibility for ‘one off’ tasks such as re-organising filing system.
* Any other duties as deemed appropriate to role.
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| 7a. EQUIPMENT AND MACHINERY |
| Computer/Printer Fax MachinePhotocopier Audio MachineGuillotine  | LaminatorShredderBinderTelephone/SwitchboardGeneral Office Equipment |
| **7b. SYSTEMS** |
| Office filing systemMaintaining Local Patient Database SystemCompletion of timesheets/input to pay systemPopulating Databases |
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| 8. ASSIGNMENT AND REVIEW OF WORK |
| Workload is generated by the Team/Team Manager.Review of work is carried out with the Area Support Manager who is available for advice and leadership when required and at annual appraisal. |

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| **9. DECISIONS AND JUDGEMENTS** |
| The post holder is not directly supervised and uses own initiative to make basic decisions regarding workload priorities and patient enquiries.The Integrated Team Leader / line manager & Integrated Team members are available to advise on any more complex matters. |

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| 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB |
| Incorporating ‘one off’ tasks into busy schedule.Dealing with distressed patients and relatives.Managing time effectively and prioritising work to meet the demands of the team. |
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| **11. COMMUNICATIONS AND RELATIONSHIPS** |
| Communication with patients, staff, carers, external agencies and relatives both verbally and in writing regarding appointments, meetings and other topics. Requires sensitivity when discussing topics of a delicate matter with patients. |

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| **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
| **Physical Demands**Sitting in a restricted position for lengthy periods as majority of work is computer based.**Mental Demands**Working in a busy office environment with constant interruptions and a high volume of enquiries from staff and public via telephone, email and face to face contact at the reception desk.Concentration when typing, filing, answering telephone and taking minutes at meetings.**Emotional Demands**Dealing with unwell or irate/distressed patients and relatives.Coping with conflicting priorities from team members.**Environmental Demands**Continuous use of VDU.Shortage of storage space for filing of records. |

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| 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB |
| Good basic educationPrevious office experienceProficient in use of Software systems e.g Word, Access, Powerpoint, ExcelEfficient keyboard skills/Audio TypingGood organisational and communication skillsThe ability to manage own work load as well as being able to work within a team |

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| **14. JOB DESCRIPTION AGREEMENT** |
| I agree that the above Job Description is an accurate reflection of my duties and responsibilities at the date of signing.  Job Holder’s Signature: Manager’s Signature: | Date:Date: |