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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 Team  Directorate or Corporate Department: North & West Operational Unit  Job Reference: NWOUNRTHINTGADMI01  No of Job Holders:2  Last 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 Manager  Integrated Team Leader (East & West)  Integrated Team Members  This 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 Machine  Photocopier  Audio Machine  Guillotine | Laminator  Shredder  Binder  Telephone/Switchboard  General Office Equipment |
| **7b. SYSTEMS** | |
| Office filing system  Maintaining Local Patient Database System  Completion of timesheets/input to pay system  Populating 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 education  Previous office experience  Proficient in use of Software systems e.g Word, Access, Powerpoint, Excel  Efficient keyboard skills/Audio Typing  Good organisational and communication skills  The 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: |