

Job Description

Title: Clerical Officer

Band: 2

Staff Group: Admin & Clerical

Reports to: Access Manager

Job Summary:

1. Working as part of a team to provide admin and clerical support to the Musculoskeletal Access Centre to assist in the smooth running, preparation and scheduling of Outpatient clinics and theatre lists, in accordance with the principles contained within the Trust's Waiting List Policy and Outpatient Access Policy and in line with the current waiting time targets.
2. To maintain a polite friendly and efficient service for patients and their relatives.
3. To ensure data is accurately recorded on the Trust's Patient Admission System.

Trust Organisational Expectations

The post holder will:

1. Proactively and positively contribute to the successful overall performance of the Trust.
2. Deliver excellent levels of customer service to all patients/visitors and staff at the Trust.
3. Develop effective ways of working and create strong partnerships and relationships with all stakeholders to support the implementation of the Government's policies on Health.
4. Develop an organisational culture that fosters collaborative working among all staff groups, to ensure a focused commitment to delivering quality services and outcomes.
5. Act as an advocate for the Trust & its contribution to the Health Service arena through creating effective partnerships and relationships with internal and external stakeholders.
6. Comply with corporate governance structure in keeping with the principles and standards set out by the Trust.
7. Support the Trust culture of collaborative, flexible cross-team working and commitment to delivering quality services and outcomes, which support the Government's policies on public health
8. If your employment is to a post that requires you to be registered with a professional body, the continuation of your employment is conditional upon you continuing to be registered with the appropriate professional body. The Trust will require evidence of current registration.
9. In compliance with the Trust's practices and procedures associated with the control of infection, you are required to:
 - Adhere to Trust Infection Control Policies assuring compliance with all defined infection control standards at all times.
 - Conduct hand hygiene in accordance with Trust policy, challenging those around you that do not.
 - Challenge poor practice that could lead to the transmission of infection.

Proactively, meaningfully and consistently demonstrate the Trust Values in your every day practice, decision making and interactions with patients and colleagues.



Shared Core Functions

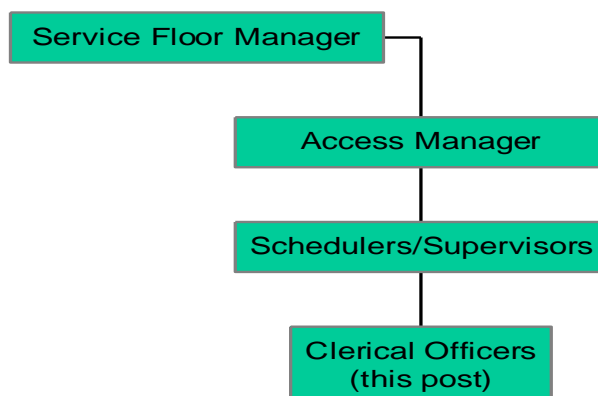
1. Provide the range of necessary administrative to an agreed individual or team in a highly efficient manner and so ensure that your designated area of work runs smoothly and efficiently.
2. Work with those you support to develop a collaborative working partnership which positively contributes to their overall efficiency & role performance.
3. Proactively identify additional support services which would increase the efficiency of those you support and instigate these activities in agreement with your executive / team.
4. Work collaboratively with other Support services staff and support them to deliver successfully as required.
5. Maintain and improve your knowledge & understanding of the health service arena generally and, more specifically, the area of focus for those you support.

Key Responsibilities:

1. To provide an efficient and effective clerical support to facilitate patients accessing all clinical services provided by the Musculoskeletal Care Group. Ensuring visitors are received courteously and promptly upon arrival in the departments.
2. To ensure medical records (x-rays and notes) and all required correspondence and results are available and accurately prepared for clinical sessions
3. To provide a professional and courteous service in response to telephone and in person enquiries, as required actioning appropriately
4. To ensure that the clinics and theatre lists run smoothly and efficiently; ensuring they are booked in a timely fashion, the relevant information is communicated suitably to interested parties and medical records are requested appropriately, etc.
5. To ensure appropriate utilisation of theatre space by proactively monitoring the booking of patients and taking action with under or over booked sessions
6. To ensure timely appointments are booked and take place in order to ensure patients are fit for admission
7. To ensure that specialist equipment is booked and available in time for operations
8. To assist with the requirements of patients, medical staff and other colleagues in relation to the clerical function. For example and tracking patient notes.
9. To ensure records and information are easily accessed and accurate and that actions are taken at an appropriate time. Maintain accurate and effective central filing system & maintenance of the Patient Admissions System.
10. To recognise the importance to the service that appropriate staffing cover is maintained to ensure the department is covered at all times.
11. To ensure all communications are accurate, timely and well presented in accordance with the corporate identity

12. To ensure patients' privacy is protected by maintaining confidentiality when dealing with staff, patients and the public.
13. To contribute to waiting list targets by ensuring that actions are taken at an appropriate time
14. To ensure waiting list management is carried out in accordance with the Trust's Waiting List Policy
15. To ensure patient information is validated by carrying out appropriate waiting list validation
16. To maintain service delivery by ensuring prior planning to support the scheduling of theatre lists.
17. To ensure adherence to the Trust's Policies and Procedures, by assisting in staff training and awareness
18. Maintain good patient relations.
19. Ensure a helpful and efficient service is provided to patients and staff by supervising and participating in the day-to-day activities of the department. Liaison with colleagues for co-ordination of diverse aspects of work and supporting team members through offering advice, guidance and support as appropriate.
20. To aid with the monitoring of department activity by helping to produce statistics for central use
21. Extensive use of computerised systems e.g. the Patient Administration System, which supports many of the above tasks. Training will be provided.
22. To ensure the smooth running of the Department by, for example, highlighting to relevant colleague/manager where stationery stock levels are low or photocopier repairs or other repair work is required.

Organisational Chart



Person Specification

Qualifications

ESSENTIAL

- Education to GCSE Level
- Previous experience of providing clerical support in a busy and challenging environment.
- Evidence of experience of working with the public

DESIRABLE

- Experience of working in a healthcare environment.

Skills and Knowledge

ESSENTIAL

- The ability to work using own initiative and without supervision.
- Good communication and interpersonal skills.
- Computer literacy & keyboard skills

- Literacy and numeracy
- Good office skills

DESIRABLE

- Knowledge of hospital databases/ information systems.
- Knowledge of Microsoft Office.

PERSONAL QUALITIES:

ESSENTIAL

- Ability to demonstrate confidentiality and trustworthiness.
- A willingness to be flexible and to work as part of a team.
- A willingness and ability to work Bank Holidays and Saturdays, on occasion.
- Self-motivated.
- Ability to achieve a high level of accuracy while ensuring deadlines are met.
- Efficient with good organisational skills and ability to prioritise
- Ability to work under pressure
- Ability to deal with clinicians, general practitioners, management, staff, patients and the general public.

Working Together For Patients with Compassion as One Team Always Improving

Strategic approach (clarity on objectives, clear on expectations)

Relationship building (communicate effectively, be open and willing to help, courtesy, nurtures partnerships)

Personal credibility (visibility, approachable, back bone, courage, resilience, confidence, role model, challenge bad behaviour, manage poor performance, act with honesty and integrity)

Passion to succeed (patient centred, positive attitude, take action, take pride, take responsibility, aspire for excellence)

Harness performance through teams (champion positive change, develop staff, create a culture without fear of retribution, actively listen and value contribution, feedback and empower staff , respect diversity)

Job holders are required to act in such a way that at all times the health and well being of children and vulnerable adults is safeguarded. Familiarisation with and adherence to the Safeguarding Policies of the Trust is an essential requirement for all employees. In addition all staff are expected to complete essential/mandatory training in this area.

Print Name:

Date:

Signature: