

## Job Description

**Title:** Ward Clerk

**Band:** 2

**Reports to:** Admin Manager and Ward Manager

### Job Summary:

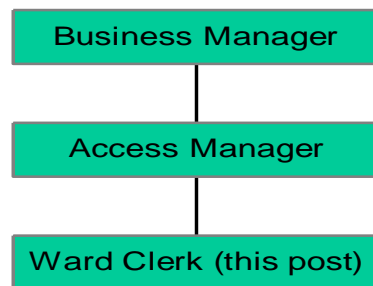
1. To provide administrative and clerical support to the ward.
2. Provide reception duties, greeting patients and relatives and deals with queries from patient, visitors and staff.
3. Responsibility for ensuring that patient activity is recorded accurately and timely using patient information system.
4. Working as part of a larger ward clerk team across a 7-day rota, covering shifts between 8am-8pm.

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### Key Responsibilities:

1. Work as a member of the ward administrative team to facilitate and prioritise all aspects of ward/clinics administration.
2. Provide a receptionist service for the ward/clinic, liaising with patients, visitors and medical staff appropriately and passing their queries on to an appropriate clinician when required.
3. To undertake administrative duties for ward or clinic staff including the management of confidential waste; ensuring that all office equipment is in working order. Collect and distribute mail; fax and photocopy patient related information as required.
4. Organise and book transport for patients using the correct channels to ensure no discharge delays due to transport unavailability.
5. Enter patient details on patient information systems used in the area, ensuring accurate information is available in a timely manner.
6. Ensure that notes relating the episode of care are filed in the case notes and sent to the clinical coding department in a timely manner, before the monthly coding cut off. Escalate any issues in meeting this deadline for any notes to the Administration Manager.
7. Ensure that information is prepared in case notes for the outpatient clinics and external areas as required.
8. Report faults and defects through the appropriate channels for repair.
9. Maintain stock control as required including stock requests and receipt non-stock items on SBS; and provide full assistance to other staff in fulfilling this function as required.
10. Take particular customer service care in resolving problems relating to patient records, dealing with external departments in locating missing case notes, investigating discrepancies between beds and number of patients, and in direct dealings with the departments customers/clients.
11. Be proficient, accurate and timely in processing data and information onto computerised systems.
12. Take an active part in all ward/clinic based meetings and discussion in relation to policy input and department procedures, ensuring all changes are read, understood and implemented.
13. Provide induction training support to all new staff as and when required by your line manager.
14. Take responsibility for recording patient details preparing statistics on data required for analysis such as daily patient movement and discharges.
15. Provide cross cover for other ward areas during as directed by the Administration Manager, Business Services Manager or Matron.
16. Take personal responsibility for your own professional development and training; ensuring all personal development and mandatory training is completed annually.

## Organisational Chart



## Person Specification

### Qualifications

- Educated – GCSE / 'O' Level Standard or equivalent (including English Language)
- Experience of working in an administrative team including knowledge of patient admin procedures.

### Desirable

- Experience of working in a healthcare office environment
- Knowledge of NHS Patient IT systems (training will be provided)

### Skills and Knowledge

- Standard keyboard skills.
- Ability to achieve high levels of accuracy ensuring deadlines are met.
- Excellent communication, interpersonal and organisational skills.
- Able to deal/liaise with staff at all levels.
- Able to prioritise and plan workload.
- Confidentiality and discretion.
- Able to work independently and recognise the importance of teamwork.
- Ability to gather data, compile information, and prepare reports.
- Skill in organising resources and establishing personal priorities.
- Ability to develop, plan, and implement goals
- Strong customer service skills.

### Experience

- Experience with dealing with 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)

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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:**