

Job Description



Job Title: Ward Clerk

Band: 6b

Salary Range: £19,524 - £20,752 per annum pro rata

Hours: 15 hours weekly – working on Mondays and Fridays 7.5 hours each

Department: Care - Clinical Admin

Location: Inpatient Unit, St Michaels Hospice, Bartestree

Reports to: Clinical Admin and Data Manager

Responsible for: 2 Volunteer Ward Clerks and 5 Volunteer Pharmacy Drivers

Job Purpose:

To provide an administrative and clerical support service for the busy Inpatient Unit (IPU) Monday and Friday, thus enabling the effective day to day running of the unit.

Key Responsibility Areas:

Service Delivery

- Determine and deliver all routine clerical tasks relating to the IPU ensuring relevant processes are in place.
- Provide administrative support to the co-ordinating IPU nurse Monday and Friday.
- Responsible for safe storage and access to patient information as per GDPR regulations and patient confidentiality
- Ensure patient information is filed in case notes or uploaded to EMIS Web systems upon receipt
- Assist with sourcing and the ordering of equipment, from known medical suppliers, items needed for the IPU Ward (trolleys, bladder scanners, dignity curtains).
- Responsible for pharmacy and transport requests relating to IPU patients.
- Maintain electronic patient records within EMIS Web for admissions, discharges and deaths.
- Prepare and submit death notifications to CQC and ensure Ward Clerk section of Care Plan 15 has been actioned.
- Review and action items from Ward diary and communications book daily.
- Communicate current IPU bed statement, detailing admissions, discharges and deaths to Care Departments promptly at the start of the day,
- Complete the daily mandatory tasks for the Ward Clerk.
- Communicate daily handover notification to next Ward Clerk using Ward Clerks email group.

People

- Become an Emis Super User to assist colleague within the IPU Department with Emis Web user support.
- Provide support to Day Services in the absence of the Day Services Co-ordinator.
- Plan and direct volunteer ward clerks and pharmacy drivers.
- Ensure volunteer compliance with hospice policies and procedures.
- Work as part of the Clinical Admin Team.

Building External Relationships

- Ensure processes are in place and followed for ordering, tracking and returning of WVT patient notes.
- Liaise with Medical Examiner's Office regularly by email or telephone, to track and monitor progress of the referral to the Office, following the death of a patient, ensuring each stage is completed in a timely manner.
- Promote a good working relationship with Funeral Directors, ensuring procedures regarding release of Cremation Certificates have been followed correctly.
- Establish and maintain effective working relationships with multi-disciplinary team within the hospice and external agencies.

Planning / Organising

- Complete syringe driver monthly audit for servicing and/or repair by medical engineers.
- Check and maintain levels of stationery for Ward admissions, deaths and discharges.
- Maintain stock and supply of all leaflets required for recently bereaved family members.
- Organise and prepare papers associated with IPU nursing team meetings.

Communication

- Sensitively answer telephone calls to the IPU and accurately convey messages/information to staff and patients.
- Provide a welcoming first point of contact for IPU visitors and professionals.
- Confidently and sensitively, manage face to face contacts with distressed family members and friends of IPU patients, at all times dealing with these situations in a professional, calm and reassuring manner.

Person Specification

1 Specialist Knowledge and experience

Essential

- Experience of providing administrative support within a Health and Care environment
- Intermediate level of computer skills including MS Office – Word, Excel, Outlook.

Desirable

- NVQ L3 Business Administration qualifications

2 Skills and behaviours

Organisation Organises own time effectively and creates own work schedules. Prioritises and prepares in advance. Sets realistic timescales.

Relating to others: Quickly builds rapport and easily establishes relationships. Relates well to different types of people, listens and gets on with them.

Communication: Speaks confidently and fluently. Talks at a suitable pace and level. Holds others attention when speaking. Writes fluently, clearly and concisely. Adapts own written communication style to suit others.

Reliability Is reliable; follows directions from supervisors and respects policies and procedures. Shows commitment to the organisation and task completion.

Team Working: Fits in with the team. Develops effective and supportive relationships with colleagues. Is considerate towards them and creates a sense of team spirit.

Fact finding: Knows where to find relevant information. Checks facts and data. Retrieves and absorbs information quickly.

3 Special Conditions

- Disclosure and Barring Service Check. Enhanced.
- Predominantly keyboard work, training will be provided on the safe use of visual display units.

Equal Opportunities Statement

At St Michael's Hospice we are committed to an equal opportunities approach in everything we do. This means that we seek to ensure anyone connected with St Michael's, from patients and families through to donors, supporters, volunteers and staff are treated fairly, appropriately and with dignity and respect.

January 2022