

## **Cygnet Hospital**

### **Job Description**

<b>Job Title:</b>	<b>Ward Clerk</b>
<b>Accountable to:</b>	<b>Hospital Manager</b>
<b>Responsible to:</b>	<b>Administration Manager</b>

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#### **Job Summary:**

Duties will include providing administrative support to wards following Ward Round meetings plus other administrative services within the Administration Department when required.

#### **Key Responsibilities:**

- Assisting the wards to generate & complete relevant forms following Ward Round meetings where necessary (e.g. Notice to Accounts / S17 Leave forms / Pre Leave Assessment Forms).
- Helping to ensure the wards are compliant with various clinical dashboards (e.g. advising when care plans are due for review).
- Ensuring paperwork is submitted so the patient database is kept up to date.
- Assist with the collection of required data to meet corporate requirements.
- Cover the Ward Round Administrators when required – attending Ward Rounds, taking minutes, editing and issuing the reports.
- Maintain effective filing systems and decant service user notes in line with Medical Records policy and procedure.
- Liaise internally regarding ward round meetings as required.
- Liaise with external agencies, referrers, out patients, relatives and other professionals.
- Attend and take minutes at meetings as requested.
- Record all enquiries using appropriate documentation and ensure action is taken where necessary.
- Provide cover in the Reception area for breaks, leave etc. to include handling the hospital switchboard efficiently and carrying out other duties in this area as requested.
- Provide cover and support to the Administration Department as requested.
- Ensure confidentiality and security of patient related data at all times.

#### **Training and Professional Development:**

- Ensure attendance at all mandatory training sessions (Health & Safety, Infection Control, Manual Handling, Fire, Personal Safety/Breakaway)
- Co-operate fully with the organisation's procedures for performance appraisal including the identification of training and developmental needs and demonstrate a commitment to meet these.
- Undertake additional duties that contribute to patient care and the effective working of the units upon reasonable request of a senior member of staff.

**Health and Safety:**

- Report all untoward incidents to the Administration Manager.
- Be familiar with the arrangements of the Fire Evacuation and keep up to date with fire prevention and safety training.
- Inform the appropriate person on any malfunction of equipment.
- Ensure that company policies and procedures related to Health and Safety are adhered to.

**Please note:**

The post-holder and the General Manager will review this job description with guidance from the Hospital Manager. This will form part of the process of Annual Performance Appraisal.

This document is a guide to the duties of the post-holder and not an inflexible exhaustive specification. It is subject to review and may be altered by mutual agreement in light of future developments.

**Person Specification - Ward Clerk**

	<b>Essential</b>	<b>Desirable</b>	<b>Method of Assessment</b>
<b>Training and Qualifications</b>	<ul style="list-style-type: none"> <li>• Good General Secondary Education</li> <li>• IT Skills</li> <li>• Typing Skills</li> <li>• High level of literacy skills (spelling, grammar etc)</li> </ul>	<ul style="list-style-type: none"> <li>• Shorthand / Minute Taking</li> <li>• Audio typing</li> </ul>	<b>Application Form</b> <b>Interview Assessment</b>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Microsoft Office or similar</li> <li>• Has worked in a secretarial role or similar (minimum 2 years)</li> <li>• Has worked as part of team</li> </ul>	<ul style="list-style-type: none"> <li>• Has worked in a medical / hospital environment</li> <li>• Experience of using clinical software / systems</li> </ul>	<b>Application Form</b> <b>Interview Assessment</b>
<b>Aptitude and Ability</b>	<ul style="list-style-type: none"> <li>• Able to work with a wide variety of tasks and individuals</li> <li>• Ability to problem solve / make decisions within area of work</li> <li>• Ability to work without supervision</li> <li>• Able to organise own workload</li> </ul>	<ul style="list-style-type: none"> <li>• Customer service skills</li> <li>• Interest in learning new skills / taking on new challenges</li> </ul>	<b>Application Form</b> <b>Interview Assessment</b>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Team player</li> <li>• Dress – smart and appropriate</li> <li>• Clear and articulate speech</li> <li>• Verbal communication skills; telephone and face to face</li> <li>• Pleasant and professional manner</li> <li>• Accurate and thorough approach</li> <li>• Highly motivated</li> </ul>	<ul style="list-style-type: none"> <li>• Outgoing, friendly personality</li> <li>• Awareness of diversity issues</li> </ul>	<b>Application Form</b> <b>Interview Assessment</b>