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| JOB DESCRIPTION Ward Clerk |

**RESPONSIBLE TO:** **Administration Manager/Ward Manager**

**ACCOUNTABLE TO:** **Administration Manager**

**JOB SUMMARY**

To manage the administrative procedures within the ward and to provide a prompt, courteous service to all patients, visitors, and members of the clinical team. Liaise with other members of the admin team to ensure that the department receives a first class, seamless service.

### Principal Duties and Responsibilities

* To take responsibility for booking post operative appointments if necessary. Liaise with the outpatients department if necessary.
* To monitor patient movement in the ward and ensure that all patient notes and files are logged electronically.
* To deal with all general enquiries from patients, relatives and clients liaising with the team leader as appropriate.
* To input clinical audit data onto the Proxima system.
* To input clinical outcomes date onto the Proxima system.
* To log all files that are returned to medical records department on a regular basis.
* Print off daily reports for the ward manager.
* To attend meetings and take minutes when requested.
* Maintain an accurate filing system of minutes, memo’s and letters.
* To complete insurance claim forms on behalf of patients.
* To take telephone messages accurately and pass on to the relevant person.
* To advise nursing staff when patients are being returned to the ward from theatre.
* To ensure that patient record files are stored in accordance with data protection.
* Actively participate in monthly/quarterly stock audits, clinical governance reviews and CQC inspections.

**Health and Safety**

As an employee of Practice Plus Group, the post holder has a duty under the Health and Safety at Work Act 1974, to:-

* Take reasonable care of the health and safety of themselves and all other persons who may be affected by their acts or omissions at work.
* Co-operate with their employer to ensure compliance with Health and Safety legislation and the Health and Safety policies and procedures of the hospital, not intentionally or recklessly interfere with, or misuse, anything provided in the interests of health, safety, or welfare, in pursuance of any of the relevant statutory provisions.

**Data Protection**

The postholder must at all times respect the confidentiality of information in line with the requirements of the Data Protection Act. This includes, if required to do so, obtain, process and/or use information held on a computer in a fair and lawful way, to hold data only for the specified registered purposes and to use or disclose data only to authorised persons or organisations as instructed.

This list of duties and responsibilities is not exhaustive and the postholder may be required to undertake her relevant and appropriate duties as reasonably required by the management team.

This job description is subject to regular review and appropriate modification.

I confirm I have read and understand this Job Description

Name of Postholder …………………………………..

Signature …………………………………...

Date …………………………………...

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| **PERSON SPECIFICATION – Ward Clerk** |

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| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| Qualifications | * Good standard of education * Computer literate | * Formal qualification in business administration |
| Experience | * 3 year’s relevant administration experience | * Knowledge of health and safety requirements * Experience gained in a similar setting * Healthcare experience. * Knowledge of surgical items. |
| **Skills and Knowledge** | * Good communication both verbal and written * Customer care * Varied “life skills” * Good interpersonal skills * Demonstrates common sense * Sensitivity and empathy with people * Ability to work without close supervision * Ability to work as part of a team * Ability to work under pressure * Ability to prioritise workload | * Evidence of personal goals * Willing to develop personally and professionally |
| Other Factors | * Committed to the overall aims of Practice Plus Group. * Committed to the provision of quality services. * A flexible, positive attitude to performing a variety of duties. * Willing to develop/learn in the role. * Fit to undertake the duties of the post. * Ability to be flexible with regard to working hours * Ability to work within a multi-cultural environment |  |