

Job Description

Job title	Ward Clerk	Job family	Healthcare
Reporting to	Ward Manager	Job code	
Location		Evaluation Date	10 February 2017

Job Purpose

Reporting to the Ward Manager, the post holder is responsible for providing a comprehensive reception and administrative service to patients, visitors and ward staff to ensure the smooth day-to-day running of the ward area. The role is an important part of the administrative team within the hospital.

Responsibilities

- Meet and greet visitors to the ward
- Provide a prompt and efficient telephone response service on the ward
- Ensure that all communication is within the boundaries of patient confidentiality, and seek guidance when unsure
- Ensure the ward administration systems are in place, to support the clinical team
- Prepare patient admission packs
- Record patient admissions and discharges on the relevant IT systems
- Arrange sick certificates for patients on admission and throughout their stay as required
- Obtain patient records from other hospitals as required
- Communicate with the Admissions team, Bed manager, Medical Secretaries and other colleagues regarding bed availability and related matters
- Document information in accordance with Record keeping and GDPR standards
- Order stationary and food supplies for the ward
- Sort and process incoming and outgoing mail on the ward
- Book patient transport as required
- In liaison with site reception, provide a room booking service for the ward
- Undertake photocopying, filing and archiving services
- To maintain patient confidentiality in accordance with the Data Protection Act – Update with GDPR& Priority Group policy

Knowledge / Education / Skills

- Excellent standard of written and spoken English
- IT competence in Microsoft or equivalent
- Strong customer focus
- Organised
- Ability to prioritise
- Flexible and adaptable
- Strong team working ethic
- Ability to maintain professional boundaries
- Good interpersonal skills, calm, efficient and compassionate

Experience

- Experience in an administrative function previously ideally in a similar setting but not essential
- Experience of dealing with the public

Communication

- Excellent telephone manner
- Excellent verbal written communication skills required
- Clear and legible handwriting

Responsibility

Leadership

Able to work as a team member and autonomously

Budgets & Equipment

Ensures that all expenditure is within budget and efficient

Information

Shared responsibility for the confidentiality, security and accuracy of patient records, data and information. Ensuring good quality patient documentation, which meets the Regulatory guidelines and statutory requirements.

Working Environment

Ward based, in a clinical area; Will provide a reception service to patients and visitors to the ward, required to cover other wards and hospital reception where applicable

Safeguarding

All Priory Group colleagues have a responsibility to safeguard the individuals we care for, these may be adults and children or individuals connected to the people Priory Group supports. Colleagues must ensure they are aware of the local child and adult safeguarding policies and procedures in their service, in addition who to contact within the Local Authority Safeguarding Team for further advice.

All colleagues are required to attend safeguarding training appropriate to their role and to undertake additional training in associated areas.

Upholding the Company Behaviours	
This provides some guidance on the types of conduct to support the Company Behaviours	
Behaviour	Evidence
Putting People First	<ul style="list-style-type: none"> • Strives to ensure every colleague is able to make a positive and lasting difference to Service Users and their families • Actively seeks to develop the potential of every service user and staff member
Being Supportive	<ul style="list-style-type: none"> • Celebrates success and supports colleagues through difficult times • Demonstrates loyalty to colleagues, manager and team
Acting with Integrity	<ul style="list-style-type: none"> • Is honest and respectful in all interactions with colleagues and customers • Demonstrates emotional control • Ensures accurate recording of any transactions and interactions on all company documentation • Challenges poor performance and behaviours
Being Positive	<ul style="list-style-type: none"> • Promotes the company in a positive way at all times • Strives for positive outcomes, especially when times are challenging
Striving for Excellence	<ul style="list-style-type: none"> • Always puts service quality first • Shares and encourages innovation • Keeps on top of new developments in the sector