



JOB DESCRIPTION

Post Title: Ward Clerk

Responsible To: Lead for In Patient Centre Services

Accountable To: Director of Care and Lead for Healthcare Partnerships

Overall Purpose of the Role

Working within a shift rota across a Monday-Sunday 08.00am -19.30pm week:

- Responsible for providing a wide range of professional administrative, IT and clerical support to ensure data quality and timely reporting
- Responsible for providing excellent communication, negotiation and liaison with other departments, hospitals and care services
- As the initial and continuing point of contact for patients, be responsible for providing a welcoming, comprehensive and efficient administrative service to the In Patient Centre.

Key Responsibilities

1. IPC Administration

- 1.1 Maintain accurate and timely manual /computerised records of all patient admissions, hospital appointments, deaths and discharges using appropriate Hospice computer systems (Infoflex, System One and Lorenzo).
- 1.2 Set up documentation for and attend a daily referral meeting to provide information and support to facilitate the admission of patients
- 1.3 Record outcomes of referral meeting, regarding waiting lists, on Infoflex
- 1.4 Liaise with Yorkshire Ambulance Service to arrange transport for admissions/discharges
- 1.5 Inform relevant health professionals re admissions, deaths and discharges
- 1.6 Prepare patient documentation in advance of the patient's admission, where possible, or as soon as possible following emergency admission. This includes checking that patient notes are available on the IPC prior to the patient's arrival where appropriate

- 1.7 Check that all documentation is complete when the patient is ready for discharge, before allowing the notes to leave the ward
- 1.8 Ensure that discharge letters are available to patients leaving the ward by ensuring that the clinical staff complete all discharge documentation.
- 1.9 Receive visitors to the ward, directing them as appropriate either to the patient area or to the nursing staff.
- 1.10 Ensure all medical notes and test results are available for consultant ward rounds
- 1.11 Maintain and tidy all patient documentation
- 1.12 Ensure that medical records are requested, maintained and returned within appropriate timescales
- 1.13 Ensure junior doctors are aware of outstanding paperwork to enable timely completion of documentation required regarding deaths
- 1.14 Communicate with funeral directors and log arrangements and paperwork prior to transfer
- 1.15 Tidy, correctly order and file relevant information in the patient's notes, before allowing the notes to be transferred off the ward
- 1.16 Produce patient related reports in a timely manner for all health professionals
- 1.17 Print photographs of a sensitive nature and ensure they are saved and accurately logged on the computer
- 1.18 Take responsibility for the loan, safe return and maintenance of nursing equipment
- 1.19 Take responsibility for sending confidential documentation and information requests with regard to LPAs, Dols and Tissue Viability via secure email using NHS and Government web sites. Monitor for responses
- 1.20 Support the Community Nursing Team by processing urgent community referrals in the absence of Clinical Administration and checking the location on the Lorenzo computer system of any pending patients that are in hospital
- 1.21 Bring to the attention of the Nurse in Charge any staff sickness that will leave the ward short staffed and assist in arranging cover.

2. Reception and Communication Duties

- 2.1 To provide high quality reception duties through public and patient interaction, welcoming and greeting patients, relatives, staff and visitors to the Hospice in a friendly, professional, courteous and compassionate manner.
- 2.2 Deal appropriately with enquiries ensuring each is followed up and responded to
- 2.3 Maintain a polite manner when answering telephone calls and when attending to enquiries from visitors or patient relatives. Direct enquiries to appropriate staff members in a timely fashion
- 2.4 Participate in training and development of interns from local colleges
- 2.5 Ensure that all appropriate departments are kept informed regarding any changes which may affect them i.e. admissions, deaths and discharges
- 2.6 Respect and maintain the privacy of communications with patients and relatives
- 2.7 Be aware of all upcoming Fundraising events to be able to promote and provide information to patient's relatives and the general public
- 2.8 Provide daily reports for and liaise with the Chaplaincy team to ensure appropriate provision of multi faith support
- 2.9 Undertake any other administrative activities appropriate to this post as directed by the nursing/medical/managerial staff. Such duties will change over time as new administrative processes develop in response to changes in internal and external environments, within which the Hospice is required to operate
- 2.10 Be fully aware of the role of Reception and Clinical Reception in the event of a fire or other emergency at the Hospice. This part of the role requires a good understanding of the coordination responsibilities detailed in the Fire Action Sheets.

3. General Administration

- 3.1 Receive, sort and distribute mail
- 3.2 Fax, e-mail and photocopy information as requested
- 3.3 Ensure stock levels of stationary is maintained both in Reception area and on the IPC
- 3.4 As required, collect and provide accurate specified statistical data on a daily basis within prescribed timescales.

4. General

All St Luke's employees are required to:

- 4.1 Abide by the Health & Safety at Work Act
- 4.2 Attend mandatory training annually
- 4.3 Respect confidentiality applying to all Hospice areas
- 4.4 Work within Hospice policies and procedures
- 4.5 Comply with the Hospice no smoking policy
- 4.6 Participate in and contribute to team meetings
- 4.7 Co-operate and liaise with departmental colleagues.

All St Luke's employees are expected to:

- 4.8 Demonstrate a commitment to their own development, to take advantage of education and training opportunities and develop their own competence
- 4.9 Support and encourage harmonious internal and external working relationships
- 4.10 Make a positive contribution to fundraising and raising the profile of the Hospice.

5. Our Values

The Board and Executive agreed St Luke's organisational values in 2015 ensuring they reflect our culture and what we want to achieve together. We have four simple values which set out how we work together to achieve success at St Luke's.

No matter what area of St Luke's we work in and no matter who we work for, we are committed to the following ways of working:

- Compassionate
- Dignified
- Inspired
- Pioneering

Values are really important throughout every team here at St Luke's, we are all responsible for ensuring our values are displayed and to ensure they form a core part of everything that we do at St Luke's. They influence our behaviours, our language, the way we interact with each other as employees and also as human beings. In bringing our values to life, we have created a booklet entitled 'The Little Pink Book' which supports all of us at St Luke's in helping us to put our values into action through our behaviours every day.

We expect staff to familiarise themselves with our values and the expected behaviours, and to ask if they feel these conflict in any way with their roles. These values and behaviours will be used as a reference in our day-to-day working lives, and how we respect St Luke's and those associated with it.

This Job Description is not exhaustive. It will be subject to periodic review and may be amended following discussion between the post-holder and employer.

Date Reviewed: March 2022
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