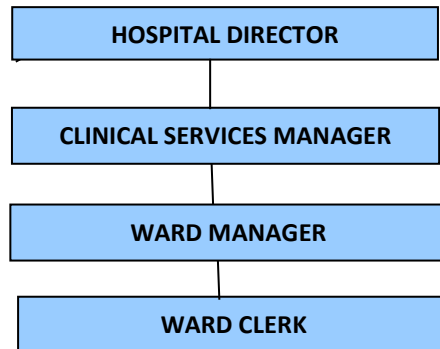


**JOB TITLE:** : **WARD CLERK**

**PRINCIPLE CONTACTS** : **PATIENTS, VISITORS, CONSULTANTS AND STAFF**

**RESPONSIBLE TO:** : **WARD MANAGER**

**ACCOUNTABLE TO:** : **HOSPITAL DIRECTOR**



**MAIN OBJECTIVES OF ROLE:**

To provide administrative assistance to the Ward Department

**PRINCIPAL DUTIES:**

- To undertake duties in relation to the inputting of data onto the computer system software.
- Demonstrate impeccable customer service skills when escorting patients and family members to their rooms from reception.
- Assisting the ward with the orientation of patients and rooms.
- Completing necessary paperwork to support the ward.
- Printing out of paperwork and ensuring placed with the correct consultant file.
- Offering general support to ward staff when required.
- Photocopying and filing of documentation.
- Making of appointments via the use of the computer software and Microsoft Outlook.
- Answering phone calls and dealing with appointment queries.
- Directing calls regarding advice after operations to the relevant person.
- Taking accurate patient or secretarial details in order to get a call back to them.
- Liaising with theatre and reporting information back to the ward.
- Franking of letters
- Faxing
- The printing of daily admission lists in order to understand patient flow
- Urgent paperwork completion for patient transfers
- To be responsible for ensuring all relevant enquiries referring to the Customer Service and Ward department are handled efficiently and effectively, liaising with patients, Consultants and other relevant hospital staff to maximise clinic usage.
- Preserve the confidentiality of patient information. You will be working with and have access to highly confidential information and the need to respect this confidentiality is of the utmost importance.

**GENERAL:**

1. To participate in a range of quality audits e.g. HAP, Investors in People, etc.
2. To provide a safe environment for the safety and welfare of patients and staff by complying with: -
  - Health & Safety At Work Act
  - Fire Prevention and Management
  - COSHH
3. To participate in the hospital annual appraisal scheme.
  - **To be aware of and comply with all Hospital policies and procedures**
  - **To adhere to all matters relating to Health & Safety**
  - **To participate in all hospital wide Quality Assurance initiatives**
4. To, at all times, maintain own working environment in a clean, neat and decluttered manner and adhere to the Hospitals' Infection Prevention practices and procedures so as to proactively contribute to the protection of patients, visitors and staff from acquiring a healthcare associated infection.

**THIS JOB DESCRIPTION IS NOT EXHAUSTIVE AND WILL BE SUBJECT TO ANNUAL REVIEW IN LIGHT OF DEVELOPMENTS WITHIN THE SERVICE IN CONSULTATION WITH THE POST-HOLDER.**

Signed: \_\_\_\_\_ (Post Holder)

Signed: \_\_\_\_\_ (Manager)