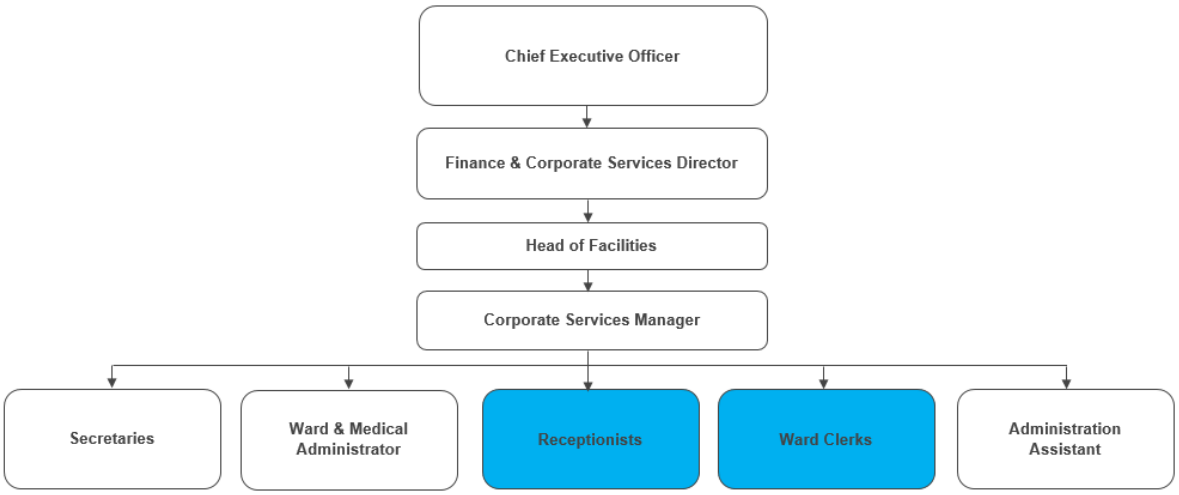
Bolton Hospice
caring from the heart

JOB DESCRIPTION

Job Title:	**Ward Clerk / Receptionist**
Department:	Administration
Post Holder:	**tbc**
Grade:	Admin 2
Reports to:	Corporate Services Manager
Responsible for:	N/A

Organisation Chart:



The duties and responsibilities of this post have been assessed as levels of competence required and reflect the skill and knowledge needed to satisfactorily perform the duties of the post.

Job Purpose:	To provide a full, effective and efficient administrative support service to the Medical and Clinical teams within the Wellbeing Hub and Inpatient Unit. To maintain and update the in-house electronic patient information system. To liaise with patients and their families, as directed. To provide administrative support to the Senior Nursing Staff, as directed and sensitively deal with bereaved relatives.
Key Working Relationships:	Corporate Services Manager Service Leads, IPU, Wellbeing Hub Clinical & Medical Teams Administration Team

Role Responsibilities:

Ward Clerk:

- Support the Medical team, Clinical teams and Wellbeing Hub Service Lead to effectively manage all paperwork, room and activity bookings, data collection and computer records associated with the referral, admission, discharge, attendance at Outpatient clinics, drop-in activities and care of patients within Hospice at Home.
- Manage all paperwork and computer records associated with the admission and discharge of patients.
- Administer all patient referrals, including liaison with GP surgeries and other external bodies.
- Deliver the photocopying, scanning, emailing and filing requirements of the Clinical Team.
- Provide cover for colleagues in both the ward and the Hub areas as well as on the main reception desk.
- Type correspondence, reports and summaries, including outpatient letters, discharge summaries, inquest and investigation letters and take minutes at regular meetings.
- Type correspondence for all Medical Consultants, Doctors and Advance Nurse Practitioner through Electronic Patient Records (EPR).
- Deal appropriately and professionally with telephone calls and enquiries from General Practitioners, other hospitals, wards, departments, health care professionals, patients and their relatives.
- Administration of departmental mail and franking of hospice mail.
- Co-ordinate staff diaries as required.
- Carry out all routine office procedures e.g. filing, photocopying and scanning, for the Wellbeing Hub team and the Medical and Clinical teams.
- Liaise with external service and activity providers to plan and co-ordinate Wellbeing Hub activities, making internal room bookings, communicating catering requests and ensuring appropriate provision of equipment for meetings and activities within the Wellbeing hub.
- Maintain the security and confidentiality of patients' records and reports and scanning patients' case notes and letters into iCare.
- Support the appropriate administration of all patient referrals, including liaison with GP surgeries and other external bodies.
- Liaise with patients and their families to obtain essential information and to ensure patient biographical data is updated.
- Arrange patients' appointments and transport.
- Complete incident/accident forms in line with Health & Safety regulations and the hospice's policy.
- Answer the telephone and provide cover on main reception as required.
- Rotate and assist in the provision of holiday cover for the Ward Clerks on the Inpatient Unit.
- General upkeep and housekeeping of the ward office.
- Any other duties as specified by the Corporate Services Manager.
- Ensure and maintain patient confidentiality distribution of patient information and organise the safe collection and destruction of confidential waste.

Receptionist:

- To greet and direct all visitors to the Hospice and to ensure accurate electronic signing in and out recording of their visits.

- To ensure all visitors adhere to current Covid infection control measures and testing requirements as per Hospice and government guidelines.
- To liaise with the Corporate Services Manager and the Hospice Volunteer Co-ordinator in the provision of volunteer cover when required.
- To accept donations brought into the Hospice and ensure they are recorded in accordance with Hospice procedures.
- To provide a daily meal ordering service to all staff and visitors, taking payments, recording requirements and balancing the monies.
- To manage flower acknowledgements and internal transport issues in accordance with Hospice procedures.
- To create regular written updates for volunteer support to ensure continuity of reception services out of hours.
- To liaise with Bolton Foundation Trust to manage external medical records, receipts and returns accurately and efficiently.
- To report faults and maintenance issues with the Bolton Foundation Trust Estates.
- To liaise with nursing staff to ensure patient information is up to date in order to manage appropriate visiting procedures.
- To attend all mandatory training as requested.
- To be aware of and adhere to all policies and procedures of Bolton Hospice.
- To provide a degree of flexibility within the Admin Team as required by the Corporate Services Manager.
- Any other duties as required.

General Responsibilities:

Health and Safety

All employees have a duty to report and accidents, complaints, defects in equipment, near misses and untoward incidents, following hospice procedure.

Ensure health and safety legislation is complied with at all times, including COSHH and Workplace Assessment.

Confidentiality

All information relating to patients, patients' families, staff, volunteers, supporters and suppliers gained through your employment with Bolton Hospice is confidential. Disclosure to any unauthorised person is a serious disciplinary offence.

Infection Control

Prevent spread of infection. Comply with policies and procedures for correct disposal of waste, sharps and soiled linen.

Training

Managers are required to take responsibility for their own and their staff's development. All employees have a duty to attend training as required by the Hospice.

Safeguarding Vulnerable People (Children and Adults)

All employees have a responsibility to protect and safeguard vulnerable people (children and adults). They must be aware of child and adult protection procedures and who to contact within the Hospice for further advice. All employees are required to attend safeguarding awareness training and to undertake additional training appropriate to their role.

Disclosure & Barring Service Check

This post is subject to a Disclosure & Barring Service check.

Continuous Personal Development

You are responsible for your own professional development, identifying training and development needs to your line manager and completing all mandatory training as required. You must attend any specialist training and development activities relevant to your role within the hospice.

Valuing Equality and Diversity

All hospice staff should carry out their duties in accordance with the values and principles of our Equality and Diversity strategy. It is the responsibility of all employees to support the hospice commitment to do all we can to ensure we do not exclude, alienate or discriminate in any way and to promote a positive attitude to equality and diversity in adherence to our Equality and Diversity policy.

Living Our Values Everyday

All staff must actively support the vision, aim and values of the hospice, promoting our core values at all times and in all aspects of your work.



The range of duties and responsibilities outlined above are indicative only and are intended to give a broad flavour of the range and type of duties that will be allocated. They are subject to modification in the light of changing service demands and the development requirements of the post holder.

This job description is an outline of the main responsibilities. It will be subject to periodic review and amendment.

Employee Name:			
Employee Signature:		Date:	

Manager Name:			
Manager Signature:		Date:	

PERSON SPECIFICATION

Job Title:	**Ward Clerk / Receptionist**
Department:	Administration
Grade:	Admin 2

The person specification sets out the qualifications, experience, skills, knowledge and personal attributes which the post holder requires to perform the job to a satisfactory level.

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
QUALIFICATIONS	A good standard of numeracy and literacy.	NVQ Level 2 in Administration, or equivalent qualification.	Application Form Certificates
EXPERIENCE	Administration experience	Experience of working in a clinical environment	Application Form Interview
SKILLS	Ability to communicate with distressed patients and relatives in a sensitive manner Well-developed interpersonal skills, able to communicate effectively with colleagues at all levels Good written skills Excellent organisational skills, including the ability to manage time and prioritise workload effectively Excellent telephone manner Excellent IT skills proficient with Excel, Word and Outlook Able to work independently and on own initiative, within specified guidelines or processes	Able to work on own initiative.	Application Form Interview
KNOWLEDGE	Excellent IT skills, working knowledge of Microsoft products Good understanding of a clinical / NHS environment and medical terminology	Some understanding of a clinical environment and electronic record system.	Application Form Interview
PERSONAL ATTRIBUTES	Able to work independently and on own initiative, within specified guidelines or processes. Adaptable and able to work in a team environment. Able to work appropriately with confidential and sensitive information. Able to work under pressure. A commitment to the vision and values of Bolton Hospice.	Willingness to attend training events as and when required.	Application Form Interview