

Job Description



Job Title: Ward Clerk

Department: Corporate Resources

Responsible to: Medical Administration Team Manager

Primary Work Base: Warwick

(NB as we are a multi- site organisation some flexibility relating to place of work will be required. We reserve the right to change the work base of our employees to meet our business needs.)

Role Purpose:

To contribute towards the smooth running of Myton's clinical services on our inpatient units by providing clerical and administrative support to clinical staff who are involved in caring for patients and families. Ensuring information and correspondence are processed in a timely manner to promote effectiveness and efficiency, acting as a resource for clinical staff, patients, their families, visitors and volunteers.

Myton Core Values

Our Core Values underpin everything we do and all employees are expected to comply with our Values and reflect these in their day to day work.



Main Duties & Responsibilities

1. To deal with calls and contacts from referrers, clinicians, patients' relatives and visitors to the ward in a timely and efficient manner
2. To liaise between the patients, carers, families and Myton clinicians
3. To accurately maintain patient records in paper notes and electronic database notes, including adding new referrals
4. To provide administrative support to clinical staff including word processing, photocopying, filing, opening and distribution of incoming post and checking and responding to e-mails

5. To maintain all patient documentation and ensure delivery to the appropriate department on discharge or death (hospice and hospital notes plus x-rays) and also to ensure appropriate documentation is attached to hospice notes following a death (appropriate cremation form)
6. To update the daily bulletins as necessary including deaths, admissions and discharges and inform necessary people of changes
7. To liaise with Funeral Directors
8. To update the Doctor's notice board
9. To inform appropriate healthcare professionals, authorities and governing bodies of patient death or discharge in a timely and appropriate manner
10. To liaise with the clinical teams to maintain and monitor the Ward diary and book bank nurses as requested to ensure appropriate cover for IPU at all times
11. To inform other departments of admissions, discharges, deaths and changes to patients' requirements
12. To generate patient identification labels prior to admission and ensure sufficient stock levels are available
13. To provide cover in the absence of Administrator to ensure hospice notes are made available for new admissions, complete admission/discharge/referral registers, monitor e-mails and phone messages daily and process appropriately
14. To order hospital notes in a timely manner, which may involve using external databases
15. To order and distribute nursing uniforms as agreed with the Ward Manager and to co-ordinate and maintain stock levels
16. To be responsible for shredding all confidential waste
17. To ensure stock levels of required forms and stationery are maintained, replenished when necessary, and accessible to all staff
18. To ensure all patient information materials are available for patients on admission
19. To receive patients on admission when nursing staff are not available
20. To book volunteer or ambulance transport for patients as required
21. To undertake any other duties commensurate with the post

GENERAL RESPONSIBILITIES & OBLIGATIONS OF ALL EMPLOYEES

Policies and Procedures

The post holder is required to have a good understanding of and to comply with all relevant Myton policies, procedures and guidelines. Any contravention of Myton policies or procedures may result in disciplinary action.

Volunteers

Myton recognises the valuable contribution that volunteers make and we expect all employees to be able to support and work effectively with our volunteers.

Confidentiality and Data protection

It is a requirement of employment with Myton that all staff must comply with the obligation of confidentiality relating to personal information that could identify individuals. The Data Protection Act 1974/1998 safeguards the handling of information held in both electronic and manual filing systems and it is the duty of all staff employed by Myton to uphold the principles of the Act, adhere to Myton policies and to maintain strict confidentiality at all times.

Infection Control

All employees of Myton must be aware of infection prevention and control policies and are expected to follow them at all times. Any breach of infection control policies which places patients, visitors or colleagues at risk may result in disciplinary action.

Equality & Diversity

The post-holder must at all times carry out his/her responsibilities in line with Myton's Equality & Diversity Policy.

Health & Safety

Employees must be aware of the responsibilities placed upon them under the Health and Safety at Work Act 1974, to ensure the agreed safety procedures are carried out to maintain a safe working environment for patients, visitors & colleagues. The post holder is required to conform with Myton's policies on Health & Safety and Fire Prevention, & to attend related training as required.

Safeguarding Vulnerable Adults and Children

It's the duty of all staff working for Myton to safeguard children and vulnerable adults and undertake safeguarding training at an appropriate level.

Code of Conduct

Employees are required to represent Myton in a positive light and embody the corporate identity in appearance, demeanour, values and ethics.

Review of Job Description

This job description is an outline of the key duties and responsibilities of the role and is not intended as an exhaustive list. The job description may change over time to reflect the changing needs of the service. The post holder may be required to undertake other duties that could reasonably be considered commensurate with the post. This job description is subject to periodic review and may be changed/updated following consultation with the postholder(s).

Employee/Managers Signature

I agree that this Job Description is a true reflection of the main duties and responsibilities of my role:

Employee Name: _____

Signature: _____ **Date:** _____

Managers Name: _____

Signature: _____ **Date:** _____

Last reviewed August 2023