Job Description – Clerical Officer

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| Job Purpose: To provide clerical, administration & PTL review duties for the Maxilla facial & Dental Specialties department. |

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| **Key Dimensions:**  This post is part of a professional multi-skilled team working within the appointment booking, prepping & reception team within the Maxillofacial, Restorative, Orthodontic Department and Paediatric Dentistry. The key responsibilities of this role are the efficient administration with strict adherence and compliance to the Trust Access Policy. |

### Organisational Chart

*Example Organisational Chart*

**Specialty Coordinator**

**Receptionist**

**This Job**

**Pepper/Clerical Officer**

**NVQ**

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| **PRIMARY DUTIES & AREAS OF RESPONSIBILITY**  **Waiting List Management**   1. To ensure that all appointments are booked in accordance with Trust waiting list policies. 2. To ensure that suspected cancer 2-week wait patients are booked within policy guidelines. 3. This post requires concentration when ensuring patients are given an appointment within the national guidelines, as provided on PTL (Patient Target Lists) The post holder must advise Service Line or Specialty Coordinator if the clinic capacity is insufficient to accommodate number of appointments required and ensure individuals are kept informed. 4. To ensure that patients are given sufficient notification of appointment, as set out in waiting list policies. 5. To ensure that all information is entered in a timely and accurate manner, in accordance with the data quality standards and Data Protection Act 1998. 6. To ensure that all patients who fail to attend appointments (DNA’s) are managed in accordance with the trust DNA policy. 7. To ensure all new outpatient sessions are partially booked in accordance with specific clinical booking rules and trust policies and where patients cancel their appointment at short notice to endeavour to fill the slot with another patient in order to utilise clinic capacity. 8. To ensure that all follow up patients that are on a waiting list are booked in accordance with specific clinical booking rules and trust policies. Where follow up waiting list has not yet been implemented to ensure that patients are managed and booked according to the clinic profiles. 9. To ensure that all changes to the clinic booking rules have been agreed with Service lines. 10. Post holders will be given a regular clinic workload, but would be expected to cover irregular clinics as requested by Specialty Coordinator 11. To undertake other duties within the post holders competence/career development plan as may be necessary from time to time, as determined by Specialty Coordinator   **Other Responsibilities**   * + - 1. To ensure that a firm understanding is obtained of Trust Waiting List & Access policies and be able to work to this guidance.       2. To ensure that an Individual Performance Review is obtained from the Specialty Coordinator on an annual basis.       3. To attend meetings with all levels of staff, including monthly service line meetings when you are required to provide updates and any required changes.       4. To assist in informal training by showing other members of staff, locums or NVQ students the job as requested.       5. To receive and deal with confidential telephone enquiries from patients and be able to handle patients’ complaints. Patients may be anxious or difficult to communicate with and there may also be language barriers.       6. To ensure that an individual performance review is obtained from the supervising line manager on an annual basis.  1. The post holder would be trained on the job through a combination of instruction and practice and by attending Patient Case note, Information Governance and iPM training. 2. To ensure that a clear understanding is obtained surrounding data quality and data protection and be able to work to this guidance. 3. To follow the correct procedure as outlined in the appropriate APN when identifying a patient with an alert on iPM. 4. To ensure that the Patient Document Tracing (PDT) system is kept up to date with the movement of patient case notes both into and out of the department. 5. To follow Trust procedures for the requesting of patient case notes in time to ensure adequate preparation. Once received organising contents of the patient case notes to comply with the Trust standard filing format. 6. To action any post, telephone, e-mail or written requests for patient case notes promptly from other areas/hospitals. 7. It is everyone’s responsibility to ensure that any loose filing is placed in the appropriate section of the patient case notes and to repair any damaged case notes. 8. Action Data Quality reports that are sent out by Specialty Coordinator weekly.   **COMMUNICATIONS & WORKING RELATIONSHIPS**   * + - 1. This position requires empathy and tact when dealing with patients that may be angry or upset regarding their appointment.       2. To ensure that a good relationship is maintained with all departments throughout the hospital and an ability to communicate with staff at all levels. In particular a good relationship is maintained with colleagues within their own service line.       3. Work collaboratively within a team and participate in the induction of locum, NVQ and new staff to policies and routine.       4. This post will come into contact with a wide variety of staff throughout the hospital and would need to maintain a courteous polite manner and possess good persuasive skills.       5. To ensure that a close working relationship is maintained with Outpatient departments, secretaries, Central Records, Appointments staff and other outside agencies.       6. To be an effective communicator both face to face and using the telephone.       7. The ability to escalate appropriate situations to Specialty Coordinator or Line Manager where appropriate.       8. To cover colleagues workloads during periods of holiday/sickness, this may include prepping, reception, telephones and PTLs.   **All Job Holders are required to…**     1. Work to the Trust values - Put patients first, Take ownership, Respect others, Be positive, Listen, learn and improve. 2. Adhere to Trust policies and procedures, e.g. Health and Safety at Work, Equal Opportunities etc.      1. Maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff development and training. 2. Attend statutory, essential and mandatory training.      1. Respect the confidentiality of all matters relating to their employment and other members of staff. All members of staff are required to comply with the requirements of the Data Protection Act 1998.      1. Comply with the Corporate Governance structure in keeping with the principles and standards set out by the Trust. 2. Comply with the codes of professional conduct set out by the professional body of which registration is required for the post. 3. Ensure they are familiar with the Risk Management Framework, follow policies, procedures and safe systems of work, make known any hazards or risks that they identify and take all necessary actions to reduce risk. 4. Ensure the welfare and safety of children within their care. This includes staff who come into contact with children and families in the course of their work as well as those staff who have a specific role with children and families. 5. Ensure they attend Child Protection training at the appropriate level within the specified time frame. 6. Staff must comply with Safeguarding Policies and Procedures in order to promote safeguarding and prevent abuse to vulnerable people using Trust services. 7. Maintain the prevention and control of infection and fully comply with all current Trust Infection Control policies and procedures. 8. Take responsibility for any records that they create or use in the course of their duties, in line with the Public Records Act and be aware that any records created by an employee of the NHS are public records and may be subject to both legal and professional obligations.     **All Managers are responsible for…**   1. Assessing risks and implementing the necessary actions to minimise these risks within their sphere of responsibility. They must also enable staff to attend the relevant statutory and essential training. 2. Managing attendance in accordance with the Trusts Attendance Management Policy.   **All Heads of Departments are responsible for…**   1. Ensuring all necessary risk assessments are carried out within their division, Service Line or department in liaison with relevant sources of specialist support and expertise within the Trust. They must also ensure that the risk management process is completed appropriately.   **Note**  This job description is neither definitive nor exhaustive and is not intended to be totally comprehensive. It may be reviewed in the light of changing circumstances following consultation with the post holder. This job description is to be read in conjunction with all current Plymouth Hospitals NHS Trust policies, procedures & guidelines. |

PERSON SPECIFICATION TEMPLATE

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| Attribues | **Essential** | **Désirable** |
| Qualifications and skills | 1. Educated to GCSE 9-4 (A-C) or equivalent 2. Basic knowledge of computerised systems. 3. Keyboard skills | * PTL (Patient Tracking System) * Knowledge of IPM system |
| Knowledge & Experience | 1. Previous clerical experience | 1. Experience working with PC’s and spread sheets 2. Experience in working with the general public face to face or via telephones. |
| Aptitude & Abilities | 1. Good communication skills 2. Good telephone manner 3. Organisational skills 4. Ability to work under pressure 5. Good interpersonal skills 6. Flexibility to cover colleagues during absences 7. Ability to maintain confidentiality 8. Good analytical skills 9. Attention to detail |  |
| Disposition  Attitude  Motivation | 1. Able to work on own and as a team. 2. Able to cope under pressure 3. Proactive, takes own initiative. |  |
| Circumstances | 1. Flexible |  |