

Join us at UHB



Building healthier lives

Welcome from our CEO

Professor David Rosser



Dear Candidate,

Thank you for your interest in working with us here at University Hospitals Birmingham NHS Foundation Trust (UHB).

Please take some time to read through this application pack to gain a better understanding of our Trust in general, this role in particular, and why UHB is a great place to work.

UHB is one of the largest teaching hospital trusts in England, serving a local, regional, national, and international population. We employ around 22,000 colleagues and are committed to investing in your training, development, health and wellbeing and future career with us.

We see and treat more than 2.2 million patients every year across our four hospital sites - Good Hope, Heartlands, Queen Elizabeth Hospital Birmingham and Solihull Hospital - and through our community services and clinics. We are centres of excellence in many clinical specialties.

But it's not just our patients we invest in at UHB; we also invest in our staff. In fact, we believe we are defined by our people, not the state-of-the-art equipment or facilities we work out of. We have high standards and we want to build healthier lives for patients and our teams, wanting you to enjoy your job, and flourish in it.

To reinforce this commitment, we recently refreshed our values after hearing from over 1,400 colleagues about what made them proud to work at UHB

We will be:

Kind: the kindness that people show to each other every day

Connected: the connections we build with everyone around us

Bold: the ability to be bold in how we think, speak and act

We hope you find this pack useful and look forward to receiving an application from you for this role within our Trust.

Yours sincerely,

A stylized, handwritten signature in black ink, appearing to read 'David Rosser'.

Professor David Rosser,
Chief Executive Officer

JOB DESCRIPTION

Job Title	Ward Clerk Team Leader
Pay Band	4
Department	Patient Administration
Division	Corporate
Reports to	Supervisor/Manager
Professionally Responsible to	

JOB SUMMARY

To operationally line manage a group of Ward Clerks ensuring compliance with Trust standards of Data Quality. To train new members of staff and locate staff as and when required.

TEAM/DEPARTMENT STRUCTURE CHART



KEY SKILLS

1. To advise, support and line manage a team of ward clerks on a daily basis ensuring adequate coverage of duties across a defined group of wards.
2. To highlight any staffing issues/concerns to the Ward Clerk Support Manager/Ward Clerk Manager.
3. To monitor the timeliness and quality of the teams data entry in line with metrics set out by the Ward Clerk Manager by undertaking regular performance checks.

4. To undertake regular audits of service user data to comply with National Guidelines including IGT Data Quality Standards
5. To implement Trust policies e.g. H&S and informal stages of HR policies of the Sickness Attendance Management, Disciplinary and Grievance.
6. To perform yearly appraisals for each team member in line with Trust Policy, including six monthly reviews.
7. Reviewing policies and procedures, proposing changes to improve working practices and standards.
8. Take a lead responsibility in ensuring the case note tracking system for the booking in and out of patient's notes is fully adhered to on the ward.
9. To coordinate and carry out 'on the job' training and instruction of eg. Locate agency staff / new ward clerks in the correct use of PAS and other inpatient administrative functions.

KEY RESPONSIBILITIES

1. Ensure that up-to-date patient information is maintained on the Patient Administration System.
2. Ensure all patient information is, e.g. Results and correspondence is filed promptly and correctly in patient notes and is available for clinical coding.
3. To take incoming telephone calls and e-mails ensuring they are dealt with efficiently and effectively at all times. Ensure accurate message taking and channel information/requests to appropriate members of the multidisciplinary team.
4. To ensure the accurate and timely update of the PAS system, admission diaries to include accurate admissions, transfers, discharges to and from the ward and any changes to patient details.
5. Print patient labels, KMR1 forms and wristbands for new and existing patients, ensuring all old labels are discarded appropriately to prevent a clinical risk.
6. Book outpatient appointments as appropriate for patients leaving hospital; offering patients a choice of dates.
7. To be familiar with the Trust's Control of Infection policy and actively encourage good practice on the ward.



8. To identify Overseas and Private patients and implement next steps, as agreed with line manager, in accordance with Trust Policy.
9. Ensure the ward reception desk / nurse base are clean and tidy and meet required H&S standards, including the update of notice boards.
10. Take responsibility for the collection and disposal for confidential waste.
11. Undertake general admin support duties for the ward: photocopying, distributing post, and laminating.
12. To report patient deaths to relevant GPs, updating PAS and liaising with Bereavement Services eg deceased's belongings.

BUDGETARY AND RESOURCE MANAGEMENT

- To maintain a reliable and cost effective stationery supply for the ward.

MANAGEMENT , SUPERVISORY, TEACHING, TRAINING RESPONSIBILITIES

- Participate in the induction and training of all new members of staff.
- Demonstrate own activities to new / less experienced staff.
- Organise own day-to-day work tasks showing an ability to prioritise in order to achieve set timescales.
- Undertake work that has been prioritised by the Senior Sister/Ward Manager.
- Arrange meetings as and when required.

RESEARCH AND DEVELOPMENT

- Undertake surveys and routine audits of own work as and when required

EFFORT

TRUST VISION & VALUES

DO NOT AMEND THIS SECTION

The Trust is clear on its vision and values and aims to make sure that they are reflected in all areas of activity. Our vision is simple; building healthier lives. Our values apply to every member of staff and help us in all we do and how we do it. They are:

Kind: The kindness that people show to each other every day

Connected: The connections we build with everyone around us

Bold: The ability to be bold in how we think, speak and act

ADDITIONAL INFORMATION

This job description is designed to assist post holders with understanding what is expected of them in their role. University Hospitals Birmingham NHS Foundation Trust may ask them to undertake other duties, as required, which are not necessarily specified on the job description but which are commensurate with the grade of the post.

The job description itself may be amended from time to time in consultation with the post holder, within the scope and general level of responsibility attached to the post.

All post holders must take responsibility to ensure that they are aware of and adhere to all Trust policies, procedures and guidelines relating to their employment regardless of their position within the Trust.

Last Updated:



PERSON SPECIFICATION

JOB TITLE: Ward Clerk Team Leader	
TRAINING, QUALIFICATIONS AND PROFESSIONAL REGISTRATIONS	
ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> Pass in English Language GCSE or equivalent (E) 	<ul style="list-style-type: none"> NVQ level 3 Administration or equivalent commensurate experience (D) Advanced level Oceano Inpatient Modules (D)
EXPERIENCE & KNOWLEDGE	
ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> Relevant Senior Administrative experience (E) Keyboard skills, (E) Clerical organisational skills (E) Awareness of the need for confidentiality 	<ul style="list-style-type: none"> Extensive Oceano PAS system experience, (D) Experience of leading teams (D) Previous NHS experience (D) Knowledge of Microsoft systems
SKILLS & ABILITY	
ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> Demonstrates ability to line manage and motivate other staff. Excellent influencing and negotiating skills. Excellent reception skills / meeting greeting techniques. Excellent organisational / prioritisation skills Excellent face to face verbal communication e.g. with potentially anxious and distressed patients and visitors. Professional telephone skills / manner. Demonstrable Negotiating Skills – ward team / other departments/ patients and relatives Good writing skills – message taking /document completion. Proficient in Microsoft Access, Excel & Word. Good general key board skills Ability to be impartial and maintain confidentiality Ability to use initiative and utilise quiet times to maintain standards and initiate quality improvements to the service provided. Able to work effectively alone or as part of a team 	

OTHER SPECIFIC REQUIREMENT	
ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Use of a computer screen for periods of time. • Lifting / handling of patients notes • This post can entail a significant amount of walking between Hospital sites, QEHB and Heritage Building 	<ul style="list-style-type: none"> • Commitment to the Trust's Vision & Values • Calm under pressure • Able to manage difficult and stressful situations • Conscientious and hard working. • Reliable • Flexible • Honest – may be a requirement to handle and secure financial donations.

