Re: Ward Clerk - Shrewsbury

Please find attached the following documents:

1. Job Description
2. Information to Candidates
3. Equal Opportunities Monitoring Form
4. Person Specification

Closing date for completed applications is 13th July. Interviews to take place 29th July

We will respond to all unsuccessful applications within 4 weeks of the closing date via email (if you have provided an e-mail address on your application form).

Thank you for the interest you have shown in this post.

Yours sincerely

Gaynor Taylor
HR Advisor
SEVERN HOSPICE

JOB DESCRIPTION

A. MAIN JOB PARAMETERS

JOB TITLE: Ward Clerk - Shrewsbury
GRADE: Band 2
RESPONSIBLE TO: Clinical Secretarial Team Leader
ACCOUNTABLE TO: Lead Nurse In-Patient Services

B. OVERALL PURPOSE OF THE JOB

To provide clerical support to the ward staff and to act as a hostess to visitors to the ward. There is an expectation that the post-holder will work full-time to cover their job-share’s annual leave and sickness leave where required.

C. PRINCIPAL RESPONSIBILITIES

- Receive information of patients to be admitted to the Ward, make up case notes, print labels and create patient identity bracelet.
- Preparing sets of blank notes for in-patients, Day Units, Doctors and Outpatients
- Maintaining adequate levels of nursing paperwork available.
- Receiving visitors on the ward and informing Nurse in Charge of any query they may have.
- Receiving bereaved relatives, making them comfortable, responding sensitively to their needs and informing the appropriate nurse that they have arrived.
- Answering the ward telephones; Taking and delivering messages.
- Update reception records of deaths and discharges.
- Checking minor maintenance details, i.e. leaving messages in request book.
- Copying of Off-Duty and distributing to the relevant people.
- Co-ordinate orders and collect money for ward staff meals, liaising with reception.
- Distribution, sorting and re-addressing of mail.
- Keeping ward Admission Book and Bed occupancy book up to date.
- Maintain computer records including iCare.
• Maintain bank nurse availability register and organise bank staff as required by the Nurse in Charge.

• Fax documents as requested to the Hospital

• Making up of patient’s case notes and nursing notes for the Day Hospice.

• Arrange family meetings on request; liaise with Social Workers, OTs and CNS Teams

• Receive and distribute the Daily Bulletin

• Complete notification of death form and forward to Clinical Secretarial Team Leader

• Distribute the Social Worker’s and Chaplain’s timetables

• Complete and keep up-to-date the bank staff usage book

• Check stocks of labels and clinical sheets in the notes held in the Doctor’s trolley

• Request Hospital notes for patients being admitted or attending the Day Hospice and Clinics

• Co-ordinate the ward volunteer rota and be involved in recruiting into these positions

Responsibilities and duties may include other tasks as determined by the Clinical Secretarial Team Leader or Lead Nurse In-Patient Services.

This job description is intended as a guide to the range of duties covered and should not be regarded as inflexible. There is a mutual obligation to modify the description when changes in the work situation occur

**Supplementary Information and Requirements**

All Hospice employees are on a three months probationary period.

**Health and Safety**

In accordance with the Hospice’s Health & Safety Policy all employed persons while at work are required by Section 7 of the Health & Safety at Work Act to take reasonable care of their own health and safety and that of others who may be affected by their acts or omissions.

**Appraisal**

All employees are required to participate in the Hospice’s appraisal process (permanent contracts only).

**Updated June 2015 (CH)**
INFORMATION TO CANDIDATES – WARD CLERK

The following information is intended as a useful guide to applicants considering joining the Hospice. Full details are supplied with an offer of appointment.

- **MEDICAL**

As part of the Hospice’s selection procedure for employment, we ask all prospective employees to complete a pre-employment medical questionnaire. The purpose is to fulfil our responsibilities under the Health and Safety at Work Act 1974 and to ensure that the proposed employment does not present any particular risks from a medical point of view.

No formal offer of appointment will be made until the Hospice, through its Occupational Health Service Provider, is satisfied about your medical fitness to undertake the job. Further details about this will be sent to any prospective employee following interview.

- **REFERENCES**

No formal offer of employment will be made until we have received satisfactory references.

- **DISCLOSURE**

Not applicable

- **SALARY**

£7.00 - £8.64 per hour depending on experience

Salaries are paid monthly by credit transfer to a bank or building society account.

- **PROBATIONARY PERIOD**

Your appointment will initially be for a probationary period of up to 3 months during which time your progress will be regularly assessed. Your line manager will work closely with you in order to help and support you as necessary throughout your probationary period. The Hospice reserves the right to extend the probationary period for any reason should this be deemed necessary eg. to provide additional training.

Your appointment will be confirmed in writing following the satisfactory completion of your probationary period. Your employment may be terminated at any time during the probationary period with appropriate notice. However, prior to this decision being made, every effort will be made to ensure that you reach the required standards.

- **HOURS OF WORK**

You will work 2 ½ days per week (18 ¾ hours) as follows:

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<thead>
<tr>
<th>Week 1</th>
<th>Mon</th>
<th>8.30 – 4.30</th>
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<tr>
<td></td>
<td>Tue</td>
<td>8.30 – 4.30</td>
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<td>Wed</td>
<td>8.30 – 12.15</td>
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<td>Fri</td>
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<tr>
<th>Week 2</th>
<th>Mon</th>
<th>off</th>
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<tr>
<td></td>
<td>Tue</td>
<td>off</td>
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<tr>
<td></td>
<td>Wed</td>
<td>12.15 – 4.00</td>
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<td></td>
<td>Thu</td>
<td>8.30 – 4.30</td>
</tr>
<tr>
<td></td>
<td>Fri</td>
<td>8.30 – 4.30</td>
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</table>

There is an expectation that the post-holder will work full-time to cover their job-share’s annual leave and sickness leave where required.

- **HOLIDAY**

You will be receive a pro rated holiday entitlement based on 27 days plus 8 bank holidays for a full time employee.

- **NOTICE**

During your probationary service the period of notice to terminate your employment is one week by either party.
Severn Hospice

Equality and Diversity Statement

Severn Hospice (the Hospice) is committed to the equal treatment of all employees and job applicants and requires all staff, whatever their grade or authority, to abide by this general principle. The Hospice is committed to all employees being able to achieve their full potential in an environment characterised by dignity and mutual respect.

No individual shall be treated less favourably than another on grounds of gender, age, religion or belief, marital status, race, nationality, ethnic or national origin, sexual orientation, disability, social background, trade union membership, criminal record, carer responsibilities or employment status. The policy of equality of opportunity extends to all services we provide.

Severn Hospice aims to promote equality of opportunity for all with the right mix of talent, skills and potential and welcome applications from a diverse range of candidates including those with criminal records. We comply fully with the DBS Code of Practice and undertake to treat all applicants fairly. We undertake not to discriminate unfairly against any subject of a DBS Check on the basis of a conviction or other information revealed. Candidates are selected for interview based on their skills, qualifications and experience.

A DBS Check is only requested after a thorough risk assessment has indicated that one is both proportionate and relevant to the position concerned. For those positions where a DBS Check is required, all application packs will contain a statement that a Check will be requested in the event of the individual being offered the post.

Details of criminal records must be sent under separate, confidential cover with your application form. We guarantee that this information will only be seen by those who need to see it as part of the recruitment process.

All those involved in the recruitment process have been suitable trained to identify and assess the relevance and circumstances of offences. At interview, an open and measured discussion will take place on the subject of any offences or other matter that might be relevant to the position.

Criminal records will be taken into account for recruitment purposes only when the conviction is relevant. Having an "unspent" conviction will not necessarily bar you from employment. This will depend on the nature of the position and the circumstances and background of your offences. However, any "unspent" convictions, which are not declared and subsequently revealed, may result in dismissal.

Under the Rehabilitation of Offenders Act 1974, a conviction will become "spent" (i.e. treated as if it had not occurred) where the individual has not, after a specified period of time, committed another serious offence. Rehabilitation periods vary depending on the type and length of conviction originally incurred.

Severn Hospice has a legal obligation to protect vulnerable client groups from people who have committed serious offences, and as such meets the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974. All applicants who are offered employment in a post that falls into this category will be subject to a Disclosure Barring Service Check, before the appointment is confirmed. This will include details of cautions, reprimands or final warnings, as well as convictions, including “spent” convictions and where the post is subject to an Enhanced Check, other relevant non-conviction information, such as police enquiries and pending prosecutions will be included.

Severn Hospice is committed to compliance with the Disclosure Barring Service’s Code of Practice for Registered Persons and other recipients of DBS information.

A copy of the Hospice’s Equality and Diversity Policy is available upon request.
Severn Hospice

EQUAL OPPORTUNITIES APPLICANT MONITORING FORM

To help us ensure the effectiveness of our Equal Opportunities Policy please complete this form, seal it in a separate envelope, and return it with your application form. This will ensure that the appointing officer responsible for shortlisting or interviewing does not see the monitoring form before an appointment is made.

Post applied for ………………………………………………………………………………………………………………………………

Full name of applicant ……………………………………………………………………………………………………………………………

Gender □ Male □ Female

Date of birth …………………. (age ……. )

Ethnic Group

There is no absolute way to determine any person’s ethnic group and it is for the individual themselves to choose the classification with which they identify. The list below complies with the classifications used in the 2001 Popular Census. (Please tick one box only.)

Asian or Asian British

☐ Indian
☐ Pakistani
☐ Bangladeshi
☐ Any other Asian background

Black or Black British

☐ Caribbean
☐ African
☐ Any other Black background

Mixed

☐ White & Black Caribbean
☐ White & Black African
☐ White & Asian
☐ Any other mixed background

Other Ethnic Groups

☐ Chinese
☐ Any other ethnic group

White

☐ British / Mixed British
☐ Irish
☐ Any other White background

Do you consider yourself to have a disability? □ Yes □ No

Are you disabled within the meaning of the Equality Act 2010?

□ Yes □ No

Data Protection Act

I agree that the information given on this form may be processed by the Hospice in accordance with the Data Protection Act, in particular, for the purposes of the equal opportunities monitoring. I agree to the storage of this information on manual and computerised files.

Signature …………………………………………………… Date …………………………………………………………

Thank you for completing this form
### Person Specification: Ward Clerk

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<thead>
<tr>
<th>Qualifications / Training</th>
<th>Essential</th>
<th>Desirable</th>
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<tbody>
<tr>
<td>Level of education necessary</td>
<td>Working knowledge and experience of Microsoft Office (inc. Access)</td>
<td>ECDL</td>
</tr>
<tr>
<td>Professional and post basic qualifications</td>
<td></td>
<td>NVQ in Business Administration</td>
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<tr>
<td>Specialised training required for post</td>
<td></td>
<td>Secretarial qualification RSA 2/3</td>
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<table>
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<tr>
<th>Experience</th>
<th>Essential</th>
<th>Desirable</th>
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<tbody>
<tr>
<td>Length, type and level of post related work experience required (additional or alternative to qualifications above)</td>
<td>3 years work experience at similar level</td>
<td>Experience of working in health-related environment</td>
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<table>
<thead>
<tr>
<th>Skills &amp; Knowledge</th>
<th>Essential</th>
<th>Desirable</th>
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<tbody>
<tr>
<td>Range and level of skills</td>
<td>Computer literacy inc. word processing</td>
<td>An understanding of the Hospice philosophy</td>
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<tr>
<td>Depth and extent of knowledge required</td>
<td>Excellent written, interpersonal and communication skills</td>
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<tr>
<th>Aptitudes &amp; Attributes Required</th>
<th>Essential</th>
<th>Desirable</th>
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<tbody>
<tr>
<td>To show initiative</td>
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<td>Flexible approach to work</td>
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<tr>
<td>Organised</td>
<td></td>
<td>Good sense of humour</td>
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<tr>
<td>Able to meet deadlines. Time management and prioritisation skills</td>
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<td>Able to support staff at all levels</td>
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<td>Able to act as ambassador for the Hospice</td>
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<td>Ability to work in a multi-disciplinary team</td>
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<td>Ability to respond to distressed and bereaved relatives</td>
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<thead>
<tr>
<th>Other Requirements</th>
<th>Essential</th>
<th>Desirable</th>
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<tbody>
<tr>
<td>Willingness to undergo further training as required</td>
<td></td>
<td>Own Transport</td>
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<tr>
<td>Prepared to be flexible: to work full-time in job share’s absence</td>
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| Own Transport | | |

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