



Bicton Heath, Shrewsbury, SY3 8HS

Re : Bank In-Patient Unit Coordinator (Ward Clerk) – Shrewsbury / Telford

Thank you for your request for further information for the above mentioned post This pack includes the following :

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

Having read the enclosed information, your completed application form should be returned to me at the address above, to arrive no later than **15th August 2022, interviews to follow shortly after.**

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

Sarah Lloyd
HR Assistant
Encs.

Severn Hospice – Bank In-Patient Unit Coordinator (Ward Clerk)

INFORMATION TO CANDIDATES - SUMMARY OF MAIN TERMS AND CONDITIONS OF EMPLOYMENT

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.

- **SALARY**

The **hourly rate** for this post is £10.70

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

- **MUTUALITY OF OBLIGATION**

You must understand that although appropriate work may be offered to you if available, the Hospice is under no obligation to do so, and similarly you are under no obligation to accept any offer of work from us.

- **HOLIDAY**

Not applicable. Your hourly rate includes an amount per hour in respect of holiday entitlement as required under the Working Time Regulations 1998 (as amended).

- **PENSION**

The Hospice is able to offer ex NHS staff continuity of membership* into the NHS Superannuation Scheme. Please note, as a direction employer, the Hospice is not able to provide access to the NHS (Compensation for Premature Retirement) Regulations or the NHS (Injury Benefits) Regulations. All other NHS Superannuation scheme benefits are applicable.

(*Provided there is not a gap of more than twelve months between your last contribution to the scheme and applying to re-join it from the Hospice.)

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 suitably 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.

EQUALITY AND DIVERSITY MONITORING FORM

Severn Hospice wants to meet the aims and commitments set out in its Equality and Diversity Policy. To assist the Hospice in meeting this aim, we need to monitor the equality and diversity profile of the workforce. We also need to ensure that we fully comply with the Equality Act 2010. The Act sets out 9 'protected characteristics' – age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

This form is voluntary and will not be used as part of the selection process nor will it be seen by anybody who is interviewing you. The information collected is only used for monitoring purposes in an anonymised format to assist the organisation in analysing the profile and make up of individuals who apply, are shortlisted and appointed to each vacancy. Should you not wish to complete this form your application will not be prejudiced in any way.

Please can you complete the form and mark the box with an 'x', where applicable. Please place in a sealed envelope separate to our application form.

First Name:		Surname:	
Date of Birth:		Position applied for:	

Are you married or in a civil partnership?

Yes		No		Prefer not to say	
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ETHNICITY

White	British	
	Irish	
	Gypsy or Irish Traveller	
	Any other White background (please specify)	
Mixed/ Multiple Ethnic Groups	White and Black Caribbean	
	White and Black African	
	White and Asian	
	Any other Mixed/multiple ethnic background (please specify)	
Asian or Asian British	Indian	
	Pakistani	
	Bangladeshi	
	Chinese	
	Any other Asian background (please specify)	
Black/African/Caribbean/Black British	African	
	Caribbean	
	Any other Black background (please specify)	
Other Ethnic Groups	Arab	
	Japanese	
	Any other ethnic group (please specify)	
Prefer not to say		

AGE

Under 16		35-39		55-59	
16-24		40-44		60-64	
25-29		45-49		65+	
30-34		50-54		Prefer not to	

RELIGION AND BELIEF

Buddhist		Jewish	
Christian		Sikh	
Hindu		No religion or belief	
Muslim		Prefer not to say	

GENDER

Male		Female		Transgender		
					Prefer not to say	

SEXUAL ORIENTATION

Heterosexual		Lesbian		Gay		Bisexual			
								Prefer not to say	

DISABILITY

A disabled person is defined in the Equality Act 2010 as someone with a physical or mental impairment that has a substantial and long-term impact on their ability to carry out day to day activities. Examples are: mobility, manual dexterity, speech, hearing, seeing and memory.

The definition also covers HIV, Multiple Sclerosis and Cancer from the time of diagnosis, and progressive conditions from the point at which they have an impact on day to day activities.

The Hospice will consider making such adjustments as are reasonable in compliance with the Equality Act 2010.

Having read this do you consider yourself to be covered by the definition?

Physical Impairment	Yes		No		Prefer not to say	
Mental Impairment	Yes		No		Prefer not to say	

DECLARATION

The information you provide on this form will be used in anonymised form for the Hospice to internally record and monitor its progress against a number of indicators of workforce equality.

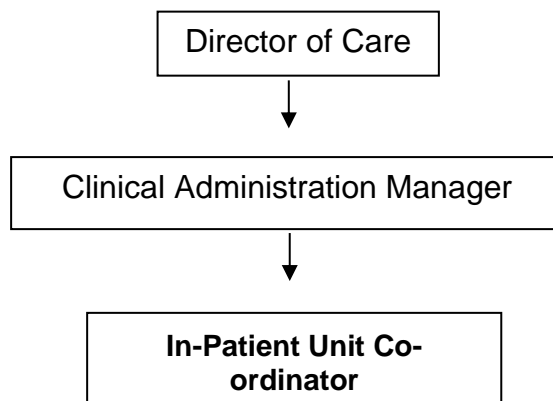
I agree to the use of my personal information as explained above

Signature:	Date:
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Job Description

Post Title:	<i>In-Patient Unit Co-ordinator</i>
Reports to	Clinical Administration Manager
Purpose of the post:	To provide administrative support to the ward staff and to act as a host to visitors to the Hospice in-patient units.

Organisation Position



Key Responsibilities

- Receive information from the medical secretary of patients to be admitted to the ward, make up notes if appropriate and print labels.
- Preparing sets of blank notes for in-patients, Day Units, Doctors and Outpatients.
- Maintaining adequate levels of paperwork available for clinical staff for those documents not available in SystmOne.
- Receiving visitors to the ward and informing nursing staff 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 telephone, taking messages as required and transferring calls to patients/staff members as appropriate.
- Keeping reception up-to-date with any deaths/discharges from the ward.
- Ensuring that entries into the maintenance book are received by the Steward / Maintenance staff.
- Copy the ward off duty and distribute to relevant staff as requested.
- Distribute, sort and re-address mail to the wards as required.
- Keep ward admission book up to date with admissions, deaths and discharges.
- Collate all relevant RIP paperwork (verification of death form, death certificate part 1 document and death certificate document).
- Complete notification of death form through SystemOne and task CAM/their Assistant to submit a report to the CQC.
- Following set procedure and being extremely accurate, record patient's deaths and discharges on SystemOne, using the appropriate SNOMED codes.
- Keeping in-patient's SystemOne record up-to-date specifically focusing on MDS data and NOK information.
- Upon a patient's admission/death tasking the appropriate services through SystemOne as per procedure.
- Requesting information including checking of appointment dates etc. for Doctors regarding in-patients.
- Distribute feedback questionnaires as required.
- Maintain bank nurse availability register and take the lead in organising bank staff as required by Ward Manager/Ward Sister.
- E-mail documents as requested to the Hospital and VOD forms to the GPs.
- Arrange family meetings on request; liaise with Social Workers, OTs and Outreach Teams.
- Receive and distribute the Daily Bulletin.
- Check stocks of labels and clinical sheets in the notes held in the Doctor's trolley and replenish when necessary.
- Co-ordinate the ward volunteer rota, cover available shifts and be involved in recruiting into these positions.
- Upon request, organise for external Doctor to sign Part 2 forms for deceased patient's being cremated.
- To scan directly into SystemOne any test results, patient relevant documents directly into SystemOne as required.
- Attend all mandatory training required of the post holder.
- To be familiar with and adhere to all relevant policies and procedures and report and relating matters to the Clinical Administration Manager.
- To participate in regular appraisals.
- To respect the confidentiality of information pertaining to patients and staff at all times in line with GDPR and Information Governance regulations.

- To ensure the efficient and effective use of all resources.
- To develop and maintain good working relationships the immediate team and wider Hospice colleagues, patients and community colleagues

In accordance with the Hospice's Health and Safety policy all employed persons while at work are required by Section 7 of the H&S 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.

- Promote and incorporate equality and diversity in all aspects of the team's operations and in the public domain

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. In particular any duties that will enhance the professional development of the post holder will be encouraged.

Supplementary Information and Requirements

All new Hospice employees are on a six 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).

Last updated: September 2021

Person Specification

	Essential	Desirable
Qualifications / Training Level of education necessary Professional and post basic qualifications Specialised training required for post	GCSEs or equivalent Knowledge and understanding of the computer package Microsoft Office	ECDL, NVQ in Business Administration Secretarial qualification RSA/OCR levels 2 & 3 or equivalent
Experience Length, type and level of post related work experience required (additional or alternative to qualifications above)	Work experience at a similar level / in a similar role	Experience of working in a clinical environment and preferably palliative/end of life care
Skills & Knowledge Range and level of skills Depth and extent of knowledge required	Computer literacy, excellent communication and interpersonal skills A full understanding of Hospice's services, specifically the function of the in-patient unit.	A sound understanding of the Hospice's philosophy and mission statement Experience in using SystemOne or equivalent clinical database Knowledge of medical terminology
Aptitudes & Attributes Required	Excellent interpersonal and communication skills Excellent organisational skills To demonstrate initiative and work well as part of a team Time management and prioritisation skills and able to meet deadlines To be able to support staff at all levels To be able to act as an ambassador for the Hospice To be aware of and of work within the multi-disciplinary team Ability to respond to distressed and bereaved relatives To work confidentially and comply with IG & GDPR regulations Emotional Intelligence	To have a flexible approach to work Good sense of humour Can demonstrate empathy
Other Requirements	Willingness to undergo further training as required Prepared to be flexible – to work full-time in job shares absence	To own transport and be prepared to work on both main Hospice sites.