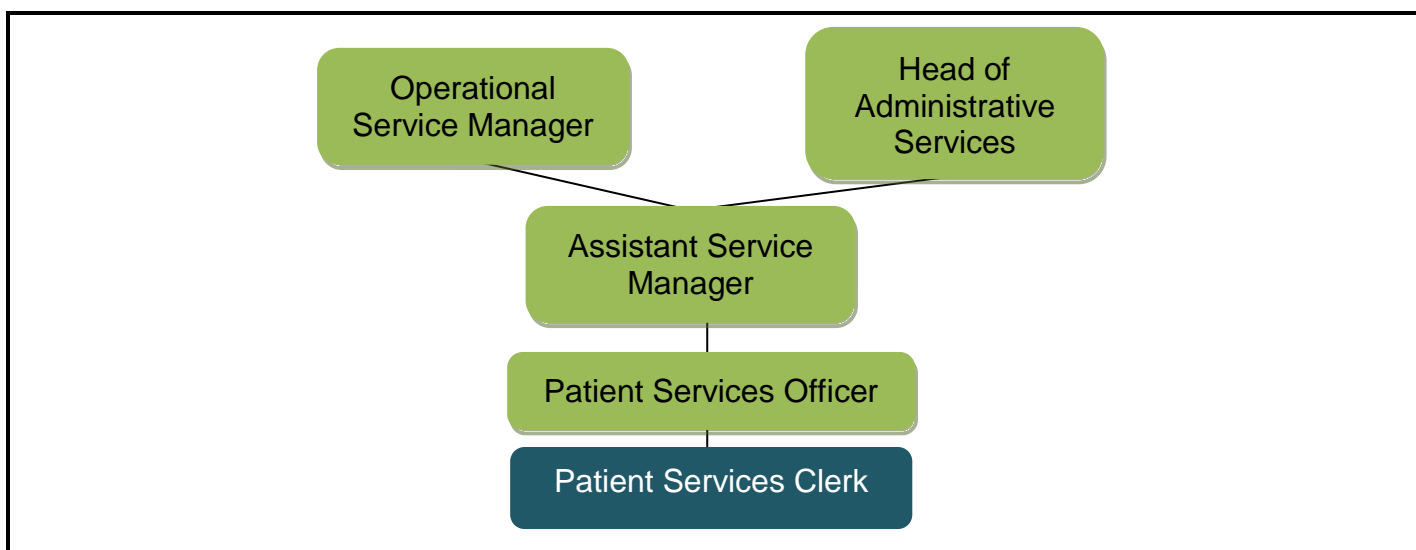


## JOB DESCRIPTION

SECTION 1: POST DETAILS	
<b>JOB TITLE:</b>	<b>Patient Services Clerk</b>
<b>PAYBAND:</b>	<b>2</b>
SECTION 2: POST DETAILS	
<b>DIRECTORATE:</b>	<b>Corporate</b>
<b>DEPARTMENT:</b>	<b>Administrative Services</b>
<b>REPORTS TO:</b>	<b>Patient Services Officer</b>
<b>JOB SUMMARY:</b>	<p>The Patient Services Clerk has a varied role which spans a number of different work areas. The tasks below describe the type of duties appropriate for the role, however, depending on where the postholder is placed, not all of the tasks may be carried out and there may be additional duties specific to that work area expected and within the remit of the role.</p> <ul style="list-style-type: none"> <li>To provide a professional, friendly and effective reception service to welcome and direct patients, relatives and visitors. Liaise with volunteer staff to ensure that visitors are escorted and supported.</li> <li>Arrange the booking of appointments using multiple systems. Appointment bookings will normally be as a result of patient or hospital change request and will normally be stand alone and of a non-complex nature.</li> <li>Prepare the patient's electronic or paper case note in advance of appointments and following the patient's attendance, in accordance with agreed standards, using scanning equipment where necessary.</li> <li>Manage all relevant enquiries from patients, relatives, GP's etc., ensuring that any issues are escalated or forwarded where necessary, following agreed instruction but using initiative where indicated. Arranging distribution of correspondence as necessary so as to maximise the care of patients who attend the Trust's clinics.</li> <li>Deal with any difficulties relating to the clinics, escalating if required, making suggestions for improvement.</li> <li>Provide a comprehensive clerical support service within their area such as to Medical Secretaries, clinical / nursing staff and Assistant Service Managers.</li> <li>Ensure that all activity and data is recorded accurately and promptly into the EPR, raising any issues with the Assistant Service Manager.</li> </ul>

### SECTION 3: DEPARTMENTAL ORGANISATION CHART

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## SECTION 4: KEY RESPONSIBILITIES

### 1. Communication and Relationship Skills

- To communicate effectively with their peers, clinicians and external agencies to ensure that all aspects of clerical and clinic preparation activities are completed in an accurate and timely manner for patients attending both CCC and HUBS.
- Be able to work closely with internal and external stakeholders (consultants, secretarial colleague's primary care staff, pharmacy, and other NHS Trusts).
- Communicating with patients and staff and receiving routine and/or sensitive information and direct their enquiries appropriately.
- Welcome and provide information to patients, their relatives and visitors to the Trust. Communicates with all patients and staff about appointments or other clerical tasks, ensuring that confidentiality is maintained at all times. Answer queries either face to face or via other means professionally and sensitively where there may be distressed and anxious patients or other barriers to understanding.
- Liaise with transport department where necessary regarding patient's arrival and departure.

### 2. Knowledge, Training and Experience

- Knowledge of patient administration systems and clerical procedures. Knowledge of hospital departments, contact points and procedures.
- Thorough understanding of data protection and other legislative issues relevant to the efficient handling of patient information.

### 3. Analytical and Judgemental Skills

- To judge when to inform the Patient Services Officer of any urgent patient related actions. Escalate queries and issues appropriately to enhance the patient's experience of their outpatient and treatment visit.
- Use own judgement and experience in dealing promptly with enquiries from clinical and other staff within the clinic setting. When scheduling appointments for patients, ensure that all factors such as

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transport or interpreter requirements are considered so that their next visits are arranged as effectively as possible.

- Prioritise own workload according to urgency.
- Ensure that clinics are booked as per the agreed template.
- Ensure that all targets are met. Escalating when appropriate.
- Freeze/unfreeze clinics due to annual/study leave etc. as per agreement with the consultant.

#### 4. Planning and Organisational Skills

- Timely clinic preparation is essential for the smooth running of the service and the post holder should ensure that all documents (paper and electronic) are available for the clinician within approved quality standards. Clinic preparation should also be in accordance with local practice for the specified clinician. To maintain current working instructions related to their work.
- Must be able to manage own workload.
- Must be able to manage a number of tasks simultaneously.
- Prioritise phone calls with face to face contacts.
- To re-schedule the patient workload with the Patient Services Officer or other nominated team member and relevant clinical staff where necessary and as a result of clinic template changes Ensure that patients are scheduled appropriately and resolving any time conflicts into with the wellbeing of the patient being the priority.
- To ensure that ambulance bookings are booked and cancelled when needed as a patient's status or condition changes.

#### 5. Physical Skills

- Regularly input data onto the computerised patient EPR systems using keyboard skills using a high level of speed and accuracy in a busy environment.
- Lift and sort casenotes using the equipment provided such as trolleys or suitcases.

#### 6. Responsibility for Patient / Client Care

- To provide advice and guidance to patients and relatives on non-clinical issues, for example directions or information about facilities available. Is able to resolve non-clinical patient related queries such as information of appointments, ensuring that additional accessible communication needs are captured and ordered.
- To observe the welfare of the patients in the waiting or reception area and report and act upon any concerns.
- To handle telephone calls and respond appropriately when dealing with patient queries, ensuring clear messages are taken when required and refer on to appropriate personnel where necessary.
- Must act with compassion and empathy when dealing with patients and their families, especially following bereavement, ensuring that all necessary arrangements are completed in line with Trust guidance

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<b>7. Responsibility for Policy / Service Development</b>
<ul style="list-style-type: none"> <li>• Adhere to all Trust policies and procedures.</li> <li>• To participate in the development of the role and participate in improvements to administrative procedures</li> </ul>
<b>8. Responsibility for Financial and Physical Resources</b>
<ul style="list-style-type: none"> <li>• Ensure waiting and reception area is kept clean and tidy.</li> <li>• Ensure all incoming and outgoing post is distributed correctly.</li> <li>• Responsible for the safe and efficient use of all office equipment.</li> <li>• Order and maintain stocks of stationery and input and receive approved invoices via the appropriate Trust system</li> <li>• Provide a cash reimbursement service to patients, staff, volunteers following agreed guidance for travel expenses, volunteers etc.</li> </ul>
<b>9. Responsibility for Human Resources</b>
<ul style="list-style-type: none"> <li>• To attend all mandatory and appraisal and developmental training sessions.</li> <li>• Assisting other members of clerical staff to cover sickness annual leave.</li> <li>• Support new members of staff and demonstrate own work procedures as part of induction and training schedule.</li> </ul>
<b>10. Responsibility for Information Resources</b>
<ul style="list-style-type: none"> <li>• To input into the patient EPR systems with the highest degree of accuracy and confidentiality at all times. To maintain the patients electronic and paper record in accordance with the procedure agreed and to ensure that this is reiterated and practiced across the departments and Trust.</li> <li>• Act as a focal point for the entrance of the hospital, giving information or signposting where necessary. Ensure that relevant information is available to patients and visitors attending the Trust such as patient surveys.</li> <li>• Maintain a user guide including procedures for the effective management of the reception desk, scheduling patient follow up appointments using Trusts maintained systems.</li> <li>• To ensure that data is collected and statistics are completed in a timely and accurate manner.</li> </ul>
<b>11. Responsibility for Research and Development</b>
<ul style="list-style-type: none"> <li>• Able to identify areas for personal development.</li> <li>• To undertake audits and surveys when required.</li> <li>• To assist with the collection of data in preparation for departmental audits.</li> </ul>
<b>12. Freedom to Act</b>

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- Guided by Trust policies and procedures. May suggest amendments to procedures. To work independently after full induction and on the job training.
- Be responsible for the accuracy of own work.
- Work as part of the clerical team under the leadership of the Patient Services Officer.

### 13. Physical Effort

- Postholder may be based within a working clinical area where there will be a combination of standing, sitting, walking required.
- Will involve a combination of sitting for long periods of time inputting at a keyboard, dealing with patient enquiries both face to face and on the telephone.
- Occasional moderate effort required for short periods to move casenotes using the appropriate equipment provided

### 14. Mental Effort

- This role is operational and the post holder will be required to have to switch tasks to respond to unpredictable needs that arise, i.e. urgent requests and telephone calls.
- Due to variation of the duties of the role there will be conflicting demands; this will require judgement and prioritisation where necessary

### 15. Emotional Effort

- The work at CCC often entails exposure to anxious and distressed patients; there may be occasions when staff take calls from patients when this is the case.
- Be the first contact with the patients and their carers as they enter the building, many of whom will be anxious, and provide an excellent customer experience
- Frequent exposure to indirect, distressing or emotional situations.
- Exposure to details of patients challenging circumstances through matters disclosed to them verbally, requiring listening and escalating appropriately.
- Dealing sensitively with patients who maybe distressed, difficult or angry when not able to provide the desired appointments or mode of transport.

### 16. Working Conditions

- Departmental based with some travel to provide cover at clinics across the HUBS.
- May deal with verbal aggression directly or via phone.
- On a daily basis be exposed to a VDU on a number of occasions.
- Some exposure to dusty and confined conditions in filing area. Frequent use of ladders in filing area/library.

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This job description is not intended to be an exhaustive list of duties, but it aims to highlight the typical key responsibilities of the post. It may be reviewed from time to time to ensure that it relates to the job as then being performed, or to incorporate required changes. This process will be conducted in consultation with the post holder in line with the Trust Job Evaluation Policy and Process.

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## SECTION 4

### 1. Organisational Values, Behaviours, Vision and Mission

The Clatterbridge Cancer Centre, NHS Foundation Trust has established Values and Behaviours which support the Trust Vision *'to provide the best cancer care to the people we serve'* and our Mission *'to improve health and wellbeing through compassionate, safe and effective cancer care'* which you are required to demonstrate throughout your employment.

In order to deliver the Vision and Mission, the Trust has set out the following Values and Behaviours which are at the heart of what the Trust do and you must be able to demonstrate these in your day to day approach to work, these are:

- Putting people first
- Achieving excellence
- Passionate about what we do
- Always improving our care
- Looking to the future

### 2. Health and Safety

The Trust will take reasonably practical steps to ensure your health, safety and wellbeing at work. You must familiarise yourself with Trust health and safety policies. It is your legal duty to take care for your own health and safety as well as that of others.

### 3. Infection Control

All employees are expected to follow consistently high standards of infection control practice, especially with reference to hand decontamination, adherence to dress/ uniform code, and for clinical staff, aseptic technique and to be aware of and follow all Trust infection control guidelines and procedures relevant to their work.

### 4. Equality and Diversity

All employees must demonstrate a positive attitude to the Trust's equality policies and Equality Scheme. Employees must not discriminate on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation and will treat patients, colleagues and members of the public with dignity and respect.

### 5. Competency of Health Professionals

To maintain professional registration (as appropriate) and to act in accordance with professional codes of practice and guidelines. To follow Trust policies and procedures and maintain up to date skills and knowledge through participation in continuing professional development.

### 6. Partnership

To work in partnership to achieve Trust objectives and promote a culture of working together through good communications, openness and honesty.

### 7. Safeguarding

All Trust employees have a responsibility to take appropriate action if they believe that a child or vulnerable adult is in need of services or in need of protection. You must be committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. Everyone is responsible for accessing the relevant level of training and following the Trust's child protection and safeguarding procedures.

The Trust complies with the requirements of the Disclosure and Barring Service (DBS) and the requirement to report safeguarding issues to the DBS. All staff required to have a DBS disclosure for their post will undergo a check every three years. Employees must cooperate with the renewal process and submit their DBS applications promptly when requested.

### 8. Mandatory Training

Mandatory training relates to information and/or training regarding the management of general and specific risk. All staff are required to attend mandatory training which is relevant to their role as identified in the Trust's risk management mandatory training matrix.

### 9. Information Security and Confidentiality

There are several Trust policies relating to information security and a Code of Conduct for the handling of person identifiable information. All staff must protect the Trust's information assets, systems and infrastructure. During the course of your employment you may have access to, see or hear information of a confidential nature. You are required not to disclose such information, particularly relating to patients or staff. All person identifiable information must be held in the strictest confidence and should only be disclosed to authorised people in accordance with NHS confidentiality guidelines (Caldicott) and the Data Protection Act 1998, unless explicit written consent is given by the person identified or where information sharing protocols exist. Any failure to comply with this term of your employment

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will be treated as an act of misconduct under the Trust Disciplinary Policy. Staff must maintain their knowledge of the principles of information security.

**10. Code of Conduct**

As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust's Disciplinary Policy) up to and including dismissal. In addition, managers are required to carry out their duties in a manner which complies with the code of conduct for NHS Managers Directions 2002.

**11. Research Governance**

Research and development is at the heart of providing effective treatments and high quality services, supporting a culture of evidence based practice and innovation amongst staff. All staff have a duty to be aware of and comply with their responsibilities for research governance, whether as researchers, as part of the team caring for those participating in research, or as research participants themselves.

**12. Smoking**

The Trust is a smoke free site and therefore smoking is not permitted anywhere on the Trust site (this includes electronic smoking devices). Employees are not permitted to leave the Trust site to smoke during their contractual hours except during localised agreed breaks. If staff smoke off site, uniforms and any Trust identification must be fully covered to ensure that they cannot be recognised as Trust staff.

**13. Travel Requirements**

In line with business needs and requirements of the post you must be able to demonstrate potential travel requirements.

**14. On-call**

The post may require you to participate in an on-call rota. In these circumstances your line manager will inform you of the pattern and regularity of this commitment and reimbursement will be in line with Trust terms and conditions.

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## Person Specification

SECTION 5 PERSON SPECIFICATION		
	Essential	Desirable
<b>Qualifications:</b>	Good standard of education or equivalent work based experience  Must be computer literate eg ECDL or equivalent experience	NVQ2 or Basic Level of Certificate of Technical Competence (Institute of Health Records and Information Management) or equivalent.
<b>Knowledge and Expertise:</b>	Knowledge of a range of administration systems acquired through experience and qualification  Confidentiality and Data Protection legislation	
<b>Experience:</b>	Previous experience in an office environment	Previous experience in a front of house environment Administrative experience within an NHS organisation
<b>Key Skills and Attributes:</b>	Demonstrate excellent customer/patient relations skills Proven excellence in communication skills including face to face, telephone and written. Evidence of the ability to work well within a team and contribute to improvement Proven organisation skills	
<b>Work Related Circumstances</b>	Able to demonstrate the Trust core values and behaviours in day to day approach to work  May be required to travel between sites As part of a wider administrative team, may be required to cover for colleagues in other areas	

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