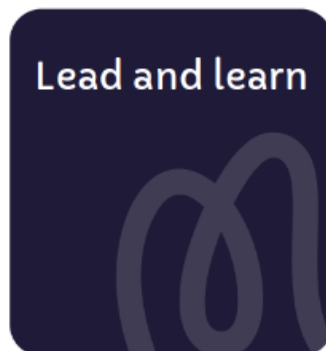
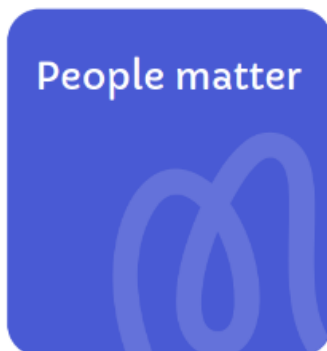


We're proud to care  
We're proud to work together  
We're proud to make a difference

At Moya Cole Hospice, there's one thing that motivates us and that's providing excellent care and support to those living with or affected by life-limiting illnesses.

We're continuously developing our plans for delivering world-class, innovative care to ensure Moya Cole Hospice is in the best shape possible for future generations.

You'll be challenged, inspired and empowered to help us achieve our purpose and to play your part in making a difference,



## Job Role Profile

**Job Title:** Ward Clerk (Little Hulton)

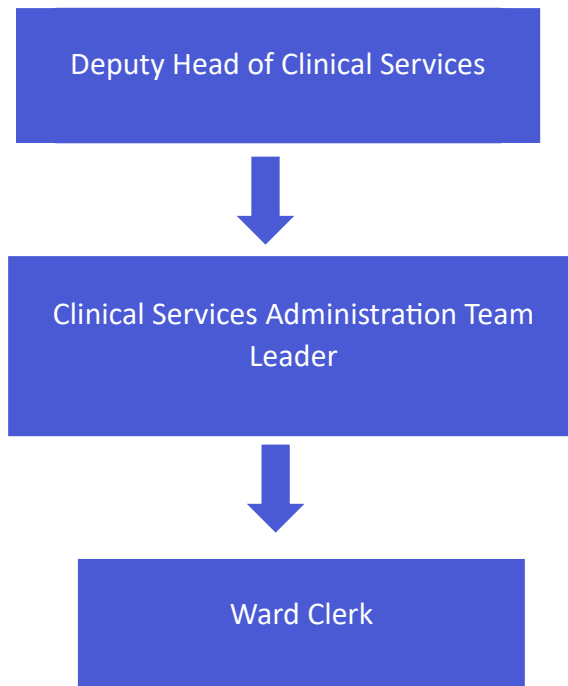
**Salary:** Band 3 Competency Based Framework (£25, 760 - £27, 476, pro rata)

**Location:** Little Hulton (cross site role, occasional travel to Heald Green)

**Responsible to:** Clinical Administration Team Leader

**Core Purpose:** To provide administrative support to the hospice inpatient services

### Team Organisational Chart



### Job Summary

Provide comprehensive clerical and administrative support to the hospice inpatient unit, enabling the delivery of specialist palliative care.

Maintain confidentiality & data protection regarding all personal information and hospice activity, operating within current legislation.

Establish and maintain excellent communication systems with internal colleagues and external referrers/stakeholders to support timely and efficient admissions, service provision and discharges.

Working closely with the Inpatient Clinical Administrator and the cross-site inpatient team, providing cover and deputising as required.

Working as an effective & responsible team member, organising, managing and prioritising tasks collaboratively with the inpatient admin team and supporting other clinical areas as needed.

## Responsibilities

### The Ward Clerk will:

- ✓ Be a point of contact for patients, carers & other agencies/disciplines, communicating where there could be barriers to understanding.
- ✓ Provide comprehensive administrative services to support clinical services in the inpatient setting, working closely with clinical and medical colleagues and liaising with external healthcare professionals
- ✓ Be able to manage tasks effectively and efficiently, utilising established patterns of priority to respond to competing demands, demonstrating the ability to work both independently and collaboratively within a team.
- ✓ Contribute to timely and effective patient flow by supporting the administration for admissions and discharges from the inpatient unit using the electronic patient record to produce appropriate documentation
- ✓ Working collaboratively with the Inpatient Clinical Administrator to maintain patient flow and optimal telephone cover for the Inpatient Unit, covering essential tasks as needed.
- ✓ Support the administration relating to the death of patients whilst on the inpatient unit liaising with relevant external stakeholders in a timely manner.
- ✓ Support with timely delivery of data/information requirements
- ✓ Working effectively as a cross-site team member to ensure the provision of cover, supporting clinical administration colleagues (staff and volunteers) - deputising as required in their absence.
- ✓ Be responsible for the ordering of appropriate stationery supplies and proactively assist in the management of clinical supplies, ordering and maintaining stock as needed
- ✓ Arrange internal and external meetings and take minutes when required

## Skills, Qualifications and Experience

- ✓ Hold GCSE or equivalent grade A-C English Language
- ✓ Medical terminology qualification or relevant experience
- ✓ Have experience in a similar role in a health or social care setting and be able to evidence transferable skills
- ✓ Demonstrate experience of Microsoft packages. E.g. Word, Excel, Outlook, Teams
- ✓ Demonstrate good oral, written communication and IT skills.
- ✓ Effectively manage their time and workload, prioritising competing tasks effectively
- ✓ Be able to contribute to timely and effective patient flow by supporting the administration for new referrals, admissions and discharges from the inpatient unit.
- ✓ Demonstrate ability to be highly organised and able to follow complex admin processes

and procedures

- ✓ Be able to support the ward manager and nurse in charge to enhance the smooth running of the ward.
- ✓ Demonstrate a working knowledge of Electronic Medical Record/patient database (e.g. EMIS Web), and have an understanding of updating care records, managing referrals, uploading correspondence and the discharge of patients.
- ✓ Experienced at working collaboratively with clinicians to efficiently and accurately produce and dispatch complex clinical letters
- ✓ Ability to organise and support meetings, including diary coordination, agenda preparation, and the timely production of accurate minutes.
- ✓ Experienced in liaising with patients, families and healthcare professionals
- ✓ Able to identify own development needs and show evidence of continued professional development
- ✓ Demonstrate experience of working collaboratively as a member of a team

## Terms and Conditions for Ward Clerk (Little Hulton)

<b>Contract</b>	Permanent
<b>Work Pattern</b>	32.5 hours per week – 8.00 am until 3.00 pm (30 minute lunch break)
<b>Location</b>	Little Hulton/Heald Green (occasional cross site travel)
<b>Free Parking</b>	Free parking at our Heald Green and Little Hulton sites
<b>Holiday</b>	35 days, increasing to 37 days after 5 years' service and 41 days after 10 years' service (pro rata, inclusive of bank holidays). In addition, staff are able to buy up to 1 weeks' holiday per year via salary sacrifice, pro rata.
<b>Pension</b>	Contributory Stakeholder pension in which we match up to 7% of your gross salary. Or the ability to continue with a previously held NHS pension (subject to making contributions into the scheme in the previous 12 months).
<b>Life Cover</b>	All staff in the Scottish Widows Pension scheme (with the exception of bank staff) are provided with life cover of three times their basic salary in the event of their death whilst employed by Moya Cole Hospice.
<b>Health Cash Plan</b>	We offer access to an employee paid health cash plan. That allows employees to spread the cost of health expenses including dental, optical, physiotherapy and more.
<b>Employee Assistance Programme</b>	Employees can access telephone and online counselling 24 hours a day. Face to face counselling is also available and support on issues including debt, employment law, benefits and housing.
<b>Probation</b>	Six months
<b>Notice</b>	4 weeks
<b>Safeguarding</b>	Any post holder within the organisation will be expected to undertake safeguarding training appropriate to their role and adhere to safeguarding policies and procedures. All staff must work in accordance with their statutory roles and responsibilities in relation to safeguarding in accordance with the Working Together to Safeguarding Children 2023, The Care Act 2014, and Prevent Duty 2015.