

Job Description

Job Title	Unit Clerk
Department	Level 3 – Cardiac Ward
Reports to	Clinical Nurse Manager
Date	September 2013

Overall Purpose of Job

The Unit Clerk/Health Care Assistant's role is to provide technical assistance and supportive patient care to meet the needs of individual patients throughout assigned areas to provide exceptional patient care in an environment where quality, respect, caring and compassion are at the centre of all we do.

Key Responsibilities and Deliverables

- Maintain throughout the Hospital awareness of the primacy of the patient in relation to all Hospital activities.
- Demonstrate behaviour consistent with the values of the Hospital.
- Be responsible for the provision of administrative support to the department.
- Report to the Nurse Manager or designated deputy.

Admissions and Communication

- Keep open communication with the nurse in charge on a daily basis.
- Form positive relationships with admitting consultants.
- Liaise with community healthcare/support in a professional manner and communicate outcomes to nurse in charge.
- Organise inpatient consults with other consultants.
- Follow up with staff on pending examinations for patients.
- Direct multidisciplinary teams or relatives to patient's rooms.
- Form a professional relationship with the multidisciplinary team.

Reception Duties

- Receive and process telephone inquiries to the relevant staff.
- Make outgoing calls as required.
- Receive visiting staff and visitors to the unit and help process their enquiries.
- Assist nurses and doctors by telephoning relevant people.
- Co-ordinate patient bookings.
- Ensure the smooth transport of medical records/filing.
- Organise outpatient appointment for patients being discharged.

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- Cover breaks on ground floor main reception when requested.
- Collect post from main reception daily.

Patient Medical Records

- Ensure that patient charts are adequately maintained and available to the department when required.
- Merging of temporary and existing charts.
- Record charts received and ensure they are given to the requesting doctor/nurse.
- Ensure all laboratory and X-rays are filed into the patient charts.
- Ensure all documentation relating to patient charts is available at nurses' station.

Laboratory Report/Computer/Printer Duties

- Sort laboratory reports of discharge inpatient/patients and forward these reports to relevant teams or the relevant departments for filing.
- Ensure that all used computer print out paper is confidentially stored in the designated area of the ward/department level.
- Carry out any other duties related to the ongoing implementation of computer systems at department level.
- Carry out basic user support in the use of relevant IT system at ward/department level.
- Unit Clerks must not telephone laboratory for results of test requested by doctors & nurses.
- Ensure effective and timely administration of 'BTime' the Hospital's time management system for all employees ensuring all records are up to date.
- Liaise with the Business Office with regards patient departures from the ward.
- Manage/liaise with Peoplesoft/Stores regarding stationery and non stock items for the ward.

Person Specification

Qualifications	<ul style="list-style-type: none"> • Leaving Certificate or equivalent. • Computer literate. • Experience using IT systems, including MS Excel & Word.
Experience Desired	<ul style="list-style-type: none"> • Previous secretarial experience. • Previous Health Care Experience.
Job Specific Competencies and Knowledge	<ul style="list-style-type: none"> • Exhibits high level of customer/patient relation skills. • Exhibits ability to work as member of team in daily performance of duties. • Interaction with all hospital departments. • Have a high capacity for responsibility and individual initiative, and an ability to write clear and concise English. • Have excellent organisational skills. • Flexibility in hours of work. • Personal development. • Integrity and ethical stance.
Personal Competencies	<ul style="list-style-type: none"> • All posts in UPMC Beacon Hospital require a high level of flexibility to ensure the delivery of an effective and efficient service. Therefore, the post holder will be required to demonstrate flexibility as and when required by their manager or hospital management.

This job description is intended to be an outline of the areas of responsibility and deliverables at the time of its writing. As the Hospital and the post holder develop, this job description may be subject to review in light of the changing needs of the Hospital.

Job Description received by employee: _____

Signature
Date

Name (Block Capitals)