

Job Description

Job Title	Unit Clerk with HCA Responsibilities/Duties Maternity cover contract with immediate start
Department	Day Unit
Reports to	Clinical Nurse Manager
Date	June 2012

Overall Purpose of Job

We will 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 behavior 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.

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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's bookings.
- Ensure the smooth transport of medical records/filing.
- Organise outpatient appointment for patients being discharged.
- Cover breaks on ground floor main reception when requested.
- Collect post from main reception daily.

Patients Medical Records

- Ensure that patient's 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-ray are filed into the patients 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 patients' departure from the ward.
- Manage/liaise with Peoplesoft/Stores regarding stationary and non stock items for the ward.

Health Care Assistant Duties When Required

- Assists with patient activities and care as assigned by the charge nurse/designee as indicated by the patient's plan of care.
- Provides for patients' personal hygiene: bathes patients, performs oral care.
- Provides skin care for patient with TED hose, SCD, casts, assists with elimination, cares for the incontinent patient, cares for the patient with a urinary catheter,

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assists with cleansing enemas, sitz baths, non-sterile douches and provides ostomy care.

- Assists with feeding.
- Ambulates, positions, and turns patients and cares for the patient with altered mobility.
- Assists with patient safety related to age and condition: Assists with patient specific safety precautions, collects, reports and documents data related to patient needs/emergencies and usual patient and family behaviour, and cares for the patient from a correctional environment.
- Maintains patient privacy and confidentiality of information and records at all times.
- Provides and maintains a clean, safe environment and assists others to perform proper aseptic technique, isolation procedures, and infection control measures.
- Maintains patient care areas with appropriate supplies.
- Assists with patient requests for other hospital services.
- Adheres to internal controls established for the department.
- Performs other related duties as required.

Information Technology

Make the most effective and efficient use of developments in information technology for both patient care and administrative support in a manner, which integrates well with systems throughout the organisation.

Health and Safety

Ensure that effective safety procedures are in place to comply not only with the Health, Safety and Welfare at Work Act but also within the spirit of the Hospital's mission, vision and value.

Confidentiality

You will be aware of the confidential nature of Hospital work and in particular, the right of patients to confidentiality. To this end you will not discuss workings of the Hospital or its patients with people outside the Hospital, save as required to do so in the course of your work. You must return to the Hospital upon request and, in any event, upon the termination of your employment, all documents or other property of the Hospital which are in your possession or under your control. No documents or property of the Hospital may be removed from the Hospital without prior authorisation.

NOTE: The extent and speed of change in the delivery of health care is such that adaptability is essential in this position. The incumbent will be required to maintain and enhance their professional knowledge, skills and aptitudes necessary to respond to a changing situation. The Hospital is at the developmental stage and therefore, the job description must be regarded as an outline of the major areas of accountability at the present time which will be reviewed and assessed on an on-going basis.

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 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 of 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