



CLERICAL OFFICER

INFORMATION FOR CANDIDATES

ABOUT THE TRUST

The Shrewsbury and Telford Hospital NHS Trust (SaTH) is the main provider of acute hospital services for around half a million people in Shropshire, Telford & Wrekin and mid Wales.

Encompassing some of the most picturesque parts of England and Wales, the Trust's catchment stretches from the Cambrian Mountains in the west, to Newport and the fringes of the Black Country in the east.

The main towns include: Bridgnorth, Ludlow, Market Drayton, Oswestry, Shrewsbury and Whitchurch (in Shropshire); Newport, Telford and Wellington (in Telford & Wrekin); and Newtown and Welshpool (in Powys) – all beautiful and unique.

Our main service locations are The Princess Royal Hospital (PRH) in Telford and The Royal Shrewsbury Hospital (RSH) in Shrewsbury which are located 20 minutes drive apart. Together they provide 99% of our activity. Both hospitals provide a wide range of acute hospital services including accident & emergency, outpatients, diagnostics, inpatient medical care and critical care.

We also provide services such as consultant-led outreach clinics at Telford, the Robert Jones and Agnes Hunt Orthopaedic Hospital, Gobowen and the Bridgnorth, Ludlow and Whitchurch Community Hospitals.

We employ more than 6,000 people, and hundreds of colleagues and students from other organisations also work in our hospitals. We benefit from around 1,000 wonderful volunteers, and our main charitable partners are the League of Friends at The Royal Shrewsbury Hospital, Friends of The Princess Royal Hospital, and the Lingen Davies Cancer Appeal which is based at The Royal Shrewsbury Hospital.



OUR VISION AND VALUES

The Shrewsbury and Telford Hospital NHS Trust is an organisation that strives to provide high quality, safe care for our patients in an environment which our staff are proud to work in

Our Vision:

“To provide excellent care for the communities we serve”

Our Values:



OUR VISION

We believe that by adhering to our Vision and working with our Values in mind we can behave in a way which will ensure the right results for the people that matter most – our patients and their families.

OUR VALUES

Our Trust Values provide a guide for our daily lives which we are all expected to uphold, both at work and when we are representing the Trust.

Our Values were developed by staff and our patients, so they represent what is important to us within the organisation and the way we should all behave towards patients, carers, visitors, partners and each other.

You will see our Values throughout the Trust; they are not just words on a page, they represent what we are about here at SaTH. We want patients and their families to say that the care and service they receive from all of us is consistently high-quality, safe, effective, and personalised, so the feelings behind the Values shouldn't come as a surprise to anyone working in the NHS.

The reason why it is important that they are clearly written down is, so we all know what's expected, and none of us are surprised if we are asked to explain any unacceptable behaviour. Ultimately, if we follow our Values, we will provide services that are better for our patients and better for each other.

A MESSAGE FROM OUR CEO

Thank you for your interest in this role.

Our Trust's Vision is to provide excellent care for the communities we serve. We are striving to provide high quality, safe care for our patients in an environment which our colleagues are proud to work in.

We are looking for an inspiring, motivated individual who demonstrates our values, and who can provide clear vision and direction as we continue to move forward.

You will know that our Trust is on an improvement journey. Our recent Care Quality Commission inspection demonstrates that we are making progress towards our aim of Getting to Good, despite the challenges of a pandemic. We also know that we have more to do and that we must sustain the changes if we are to keep on improving. We are wholeheartedly committed to this and have plans in place to support this including our exciting Hospitals Transformation Programme. This will support the reconfiguration of where and how we deliver our services and the modernisation of our facilities and infrastructure, so that we can deliver better quality care for all of our communities.

It is a really exciting time to be a part of our Trust. I hope that you will join us to help steer and support us on our journey.

Louise Barnett

Louise Barnett
CHIEF EXECUTIVE OFFICER

COLLEAGUE BENEFITS

GENERAL

27 days annual leave entitlement at joining, increasing with length of service, plus 8 bank holidays

Flexible working policies

Generous maternity pay and 2 weeks full pay paternity leave

Colleague recognition scheme and long service awards

Option to buy and sell additional annual leave

Greener travel initiative, including cycle to work scheme and lift share

Childcare information and support available, including onsite nurseries

Discounted bus passes with Arriva

FINANCIAL

Access to various local and national discounts via various external websites

- Blue Light Card
- Health Service
- Discounts NHS

Salary sacrifice schemes for home electronics and bikes

Generous Pension scheme

Access to a financial support booklet

Pre-retirement courses

Free Will writing service

Savings and Loan schemes

HEALTH AND WELLBEING

PSYCHOLOGICAL SUPPORT

- Coaching
- Mental Health First
- Aiders Chaplaincy

PHYSICAL SUPPORT

- Fast track physiotherapy service Free
- eye test vouchers

HEALTHY LIFESTYLES AND EMOTIONAL SUPPORT

- Slimming World referral scheme Staff
- cervical screening service Long Covid support
- Access to wellbeing/rest rooms
- Menopause support including advocates, webinars, toolkits, clinics, and bi-monthly meet ups Men's
- Health - Bi-monthly forums and men's MOT
- Sleep School Wellbeing Support

Discounts with local gyms

LEARNING AND DEVELOPMENT

COACHING AND MENTORING

Opportunities to grow, develop and perform at your best

LEADERSHIP ACADEMY

Leadership and management training for all levels of staff

ACCESS TO ELEARNING COURSES

Many eLearning modules to learn from with access available at home

APPRENTICESHIPS

There are a growing number of apprenticeship opportunities at SaTH across all disciplines

Secondment and acting-up opportunities

Support to complete qualifications such as NVQ, Masters etc. whilst on the job



JOB DESCRIPTION

Job Title	Clerical Officer - Cardiorespiratory
Band	3
Directorate	Service Delivery Directorate
Accountable to	Cardiology Operational Manager
DBS Required?	Yes - Standard

JOB SUMMARY

1. Provides secretarial and/or administrative support to colleagues, teams and/or services, including supporting management in maintaining national diagnostic targets.
2. Carries out a range of administrative duties including booking patients in at reception, answering queries, progress chasing, task-related problem solving.
3. Accurately maintains electronic and/or hard copy records.
4. Deals with first line enquiries eg from patients, relatives and staff.
5. Coordinates activities such as meeting, waiting lists, clinics

Main Duties and responsibilities

To provide comprehensive administrative support to the Cardiorespiratory clinical and managerial team.

Job Specific Information

- Managing patient referrals from internal and external sources (TRACS/RAS). Recording referrals on Cris and other patient systems within the Trust.
- Appointing patients appropriately and in accordance with National Diagnostic Targets where appropriate. Escalating issues regarding demand and capacity in a timely manner.
- Appointing patients appropriately – depending on site, availability and sometimes multiple tests for the same patient.
- Recording accurately on SaTH patient systems, mainly via CRIS but also on Sema/Careflow and physical patient notes.
- Dealing with queries by patients, relatives and other Trust staff by phone or in person in a courteous and professional manner - escalating to Senior colleagues where appropriate.
- Responsible for the opening and dealing with incoming correspondences/post and actioning as required.
- Book in and Book out notes to other departments using the in-house Patient Document
- Ensuring notes are requested and delivered to the relevant location, if necessary, at short notice. Responding to requests by colleagues in the same timely manner.
- Ensure the smooth running of clerical activity including the assessment of priorities.
- The post holder will be required to cover reception desk as part of their role, dealing with patients and relatives face to face, and liaising with healthcare colleagues at all levels. This includes communicating directly with patients and relatives in challenging or sensitive circumstances where necessary.
- Maintain comprehensive office systems ensuring prompt access to information. This includes the review of waiting lists and scheduling lists to ensure capacity is booked correctly and at optimal utilisation.
- Ensure shared knowledge within the team and escalate to the team leader any concerns they have or come across including potential breaches of waiting time standards.
- Contribute to on-going projects as required and assist in the training of new staff by demonstrating own duties where necessary.
- Maintain and encourage safe working practices and environment in accordance with local Health and Safety Policies.
- Ensure that when handling patient information, or discussing patient needs, confidentiality guidelines are strictly adhered to, and that close attention is given to Information Governance guidelines.
- Be flexible, self-motivated and work with minimum supervision to maintain effective working relationships across multidisciplinary teams.
- Manage multiple tasks ensuring all associated deadlines are met.
- View the service provided as Trust-wide and therefore must be flexible regarding location.

- To participate in reflection, self-evaluation and continuous professional developments including performance review.

Responsibility for Staff, Resources and Information

- Will be required to demonstrate administrative, secretarial duties to new or less experienced employees or provide basic training on admin systems.
- May require day to day supervision and/or co-ordination of staff.
- Responsible for maintaining stock control (e.g. consumables, admin stock) and ordering and maintaining office supplies and stationery.
- May handle cash or patient valuables.
- Frequent data entry, text processing and storage of data.
- Updates, maintains and stores clinical or non-clinical records

Policy and Service Development

- To be aware of, and follow, all relevant Trust policies including those on information governance and data protection.
- To be aware of service improvement opportunities and actively seek opportunities to provide comment and suggestions on improving policies and working practices within the department/service.

Organisational, Analytical, Decision Making

- To plan and organise appointments for patients attending cardiorespiratory department, this may include booking appointments for patients in alternative locations or requiring several diagnostics.
- To make judgements involving facts or situations, some of which require analysis. E.g. when deciding how to respond to queries, making decisions around diary commitments and how meetings or clinics will be organised.
- To be guided by standard operating practices and well-established procedures for matters that are generally routine, referring any non-routine matters to colleagues as needed.

Communication and Working Relationships

- Provide and receive routine information requiring tact or persuasive skills or where they may be barriers to understanding, this includes the provision of written or verbal information to colleagues.
- Communicates complicated administrative information to staff from other departments and/or external contacts verbally or in writing.
- Provide and receive complex or sensitive information (e.g. patient records or confidential employment files)

- May be required to exchange information with patients, relatives and staff on a variety of departmental matters and procedures.

Physical, Mental and Emotional Effort

- The post holder will frequently be required to sit or stand in a restricted position for a substantial proportion of the day.
- Frequent concentration required for administrative and secretarial duties, where the work is unpredictable due to urgent requests, e.g. problems with scheduling or rostering that require urgent amendments, urgent need for data or information for colleagues/meetings.
- Exposure to distressing or emotional circumstances is rare.
- Use VDU equipment more or less continuously.
- Some manual handling of notes trolleys and patients with reduced mobility may be required.



PERSON SPECIFICATION

The following pages contain a description of the qualifications, skills, experience, knowledge and other attributes a candidate should ideally possess to successfully perform this role.



QUALIFICATIONS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • NVQ Level 3 or equivalent qualification or experience • Good basic education (may be demonstrated through formal qualifications such as GCSE's or A-Levels). 	

KNOWLEDGE AND EXPERIENCE

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Experience in an administration role • Knowledge of secretarial or administrative procedures and systems 	<ul style="list-style-type: none"> • Experience in the NHS

SKILLS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Clear communicator both in writing and verbally. • Able to share information with tact or persuasive skills where necessary. • Able to analyse situations and information. • Must be proficient in the use of Microsoft Office and have standard keyboard skills 	

OTHER REQUIREMENTS

ESSENTIAL	DESIRABLE
	<ul style="list-style-type: none">• Knowledge and experience of SaTH systems, particularly CRIS

GENERAL CONDITIONS

As they undertake their duties, all our people are required to uphold and demonstrate the Trust's core values of: Partnering, Ambitious, Caring and Trusted. Collaboration and partnership are also central to our approach in delivering our fundamental activities of patient care, teaching, and research.

HEALTH & SAFETY

As an employee of the Trust, you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work; and
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to; and
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety

INFECTION PREVENTION AND CONTROL (IPC)

The prevention and management of acquired infection is a key priority for the Trust. As an employee of the Trust, you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself; and
- be aware of infection prevention and control policies, practices, and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for

patients, visitors and colleagues; and

- maintain an up-to-date knowledge of infection prevention and control, policies, practices, and procedures through attendance at annual mandatory updates and ongoing continuing professional development; and
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy)

INFORMATION GOVERNANCE

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently, and effectively. You are required to comply with the Trust's Information Governance policies and standards.

- Confidentiality and Security - Your attention is drawn to the confidential nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.
- Disclosure of Information - To ensure that information is only shared with the appropriate people in appropriate circumstances, care must be taken to check the recipient has a legal basis for access to the information before releasing it. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment, to protect yourself and the Trust from any possible legal action.
- Information Quality and Records Management - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

PROFESSIONAL STANDARDS AND PERFORMANCE REVIEW

As an employee of the Trust, you have a responsibility to:

- participate in continuous personal development including, statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct; and
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

We all have a personal and a professional responsibility within the Trust to identify and report abuse.

As an employee of the Trust, you have a responsibility to ensure that:

- you are familiar with and adhere to the Trusts Safeguarding Children procedures and guidelines
- you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role

SOCIAL RESPONSIBILITY

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills, and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust, you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

CONTINUOUS IMPROVEMENT

The Shrewsbury and Telford Hospital NHS Trust is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is to empower colleagues at all levels have the confidence, capability, passion, and knowledge, to test changes and make improvements at SaTH and in the communities we serve.

Following a successful five-year partnership with the Virginia Mason Institute in the USA, SaTH continues to further develop and embed the Trust's approach to Continuous Improvement at all levels of the organisation. You will be supported by an Improvement Hub, which will provide the necessary expertise to support you make improvements, while also providing training at various stages of your time at SaTH, as part of your continuing professional development.

EQUAL OPPORTUNITIES AND DIVERSITY

The Shrewsbury and Telford Hospital NHS Trust is striving towards being an equal opportunities employer. No job applicant or colleague will be discriminated against on the grounds of race, colour, nationality, ethnic or national origin, religion or belief, age, sex, marital status or on the grounds of disability or sexual preference.

Selection for training and development and promotion will be on the basis of an individual's ability

to meet the requirements of the job.

The Shrewsbury and Telford Hospital NHS Trust the post-holder will have personal responsibility to ensure they do not discriminate, harass, bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others.

The post-holder is also required to co-operate with measures introduced to ensure equality of opportunity.

NO SMOKING POLICY

There is a no smoking policy in operation within the Trust. Smoking within the Trust's premises or within the Trust's grounds is not permitted.

MISCELLANEOUS

This job description is an outline of the key tasks and responsibilities of the post and is not intended to be an exhaustive list. The job may change over time to reflect the changing needs of the Trust and its services as well as the personal development.





The Royal Shrewsbury Hospital

Telephone: 01743 261000

Minicom: 01743 261213

Address:

The Royal Shrewsbury Hospital

Mytton Oak Road

Shrewsbury

SY3 8XQ

[Getting to The Royal Shrewsbury Hospital](#)

The Princess Royal Hospital

Telephone: 01952 641222

Minicom: 01952 641222 Ext: 4995

Address:

The Princess Royal Hospital

Apley Castle

Telford

TF1 6TF

[Getting to The Princess Royal Hospital](#)