

Mater Misericordiae University Hospital Dublin



Job Description & Person Specification

CLERICAL OFFICER GRADE III

<u>Job Title / Grade:</u>	Clerical Officer Grade III
<u>Department:</u>	Post & Logistics
<u>Reporting Relationship:</u>	Post & Logistics Manager
<u>Responsible to:</u>	Post & Logistics Manager
<u>Directorate:</u>	Estates & Facilities

Effective Date: Jan 2022

JOB DESCRIPTION

Job Purpose:

The purpose of the Clerical Officer Grade III is to provide exceptional service delivery within the Post & Logistics Department. The Clerical Officer Grade III will ensure that all duties, roles and responsibilities are completed to the required operational standards in line with the competency framework.

KEY RESPONSIBILITIES

Key Role and Responsibilities include and are not limited to the following

Service Delivery

- Effective delivery of all departmental administration duties
- Ensure general tidiness and organisation of the work station and notice boards
- To participate in cross-cover and training within the directorate as required, and to provide clerical assistance to other areas as necessary and as deemed appropriate by your manager
- To use all functionality of available IT systems required to carry out your duties
- To participate in any new developments regarding IT that may be applicable to your role
- Contact Technical Services Department/IMS/Facilities regarding maintenance work required, under the direction of your manager
- To order and maintain adequate stationery stock for your designated area
- To use all functionality available within the Patient Centre as appropriate to your role
- To make arrangements and to complete procedures associated with the discharge and transfer of patients
- To organise ambulance bookings, arrange journeys, complete ambulance transfer order forms and document
- To organise taxi bookings, arrange transportation and complete taxi vouchers
- To organise courier bookings, arrange journeys and document
- To ensure internal/external post/packages are processed
- To ensure registered/swift/discounted post/packages are recorded and processed
- To ensure the franking machine is adequately credited
- Contribute effectively to service development / service improvement
- Participate in training of new and replacement clerical officers, as well as providing handover of work as and when required
- Deliver a professional and efficient service to both patients and hospital staff
- Ensure confidentiality of patient records and adhere to GDPR regulations at all times
- Report to the Supervisor on all queries / issues which cannot be resolved locally
- Present MMUH in a professional manner at all times
- Show drive and initiative in completing tasks
- Complete duties in line with operational standards
- To perform such other duties as required from time to time

Planning and Organising

- Approach and deliver all work in a thorough and organised manner
- Follow MMUH policies and procedures in accordance with departmental standards and SOPs (Standard Operating Procedures)
- Alerting your Supervisor/Manager to current and potential risks as appropriate
- Take responsibility for work completed, checking all work thoroughly and minimising errors
- Attend any training which may be allocated by the Supervisor
- Demonstrate efficiency and flexibility in ensuring that work is delivered (this may include fluctuations to your working hours, as determined by service requirements)

CLERICAL OFFICER GRADE III

Effective Communication Skills

- Maintain good communication with the team at all times
- Communicate effectively with other hospital-wide departments, directorates, stakeholders and external parties
- Attend to patient and visitor queries in a professional, efficient and timely manner
- Ensuring necessary information is filtered to the appropriate parties involved in a timely manner
- Possess a good level of listening skills, responding positively to feedback
- Maintain composure during pressurised times
- Show patience and tolerance when dealing with conflict
- Communicate with confidence and in a clear manner with a positive approach

General Responsibilities and Accountabilities

- **Confidentiality**
You will be aware of the confidential nature of Hospital work and in particular, the right of patients to confidentiality.
- **Policies & Procedures**
You are required to familiarise yourself with and adhere to all policy and procedural documents relevant to your position.
- **Hygiene Standards**
The highest standard of hygiene must be maintained in the Hospital at all times and all staff members are responsible for ensuring compliance with the Hospitals requirements and standards with regard to hygiene. It is the responsibility of all staff to have a fundamental understanding of their individual responsibility in maintaining departmental & site hygiene standards.
- **Health and Safety**
Ensure that effective safety procedures are in place to comply not only with the Safety, Health and Welfare at Work Act 2005 but also within the spirit of the Hospital's mission, vision and values, and they are known and followed by staff. You are required to familiarise yourself with the requirements of employees under the Safety, Health and Welfare at Work Act 2005 and to promote a work environment that is compliant with the Safety, Health and Welfare at Work Act 2005. Each staff member is individually responsible for ensuring that the Hospital remains a safe place to work.
- **Information Technology**
Ensure the most effective and efficient use of developments in information technology for administrative support in a manner, which integrates well with systems throughout the organisation.
- **Business Continuity Management**
Business Continuity Management (BCM) is a holistic management process that identifies potential impacts that threaten an organisation and provides a framework for building resilience and the capability for an effective response that safeguards the interests of its key stakeholders and reputation" (BS 25999)
All Staff employed in the Mater Misericordiae University Hospital are obliged to:
 - o make themselves familiar with the Organisational Business Continuity Plan
 - o attend BCM education sessions provided for them
 - o make themselves familiar with their individual roles as set out in their departmental business continuity plan if applicable and or the Organisational business continuity plan

Note:

The duties and responsibilities contained in the job description are a reflection of the present service requirements and may be subject to review and amendment to meet the changing needs of the Hospital. They are not exhaustive and may be reviewed by the Administration Team Manager at any stage. The incumbent will be required to maintain, enhance and develop their professional knowledge, skills and aptitudes necessary to respond to a changing climate.

PERSON SPECIFICATION – CLERICAL OFFICER GRADE III

<u>Requirements</u>	Essential	Desirable
Qualifications	Leaving Certificate or equivalent (Relevant FETAC Level 5 or High School qualification)	Qualification in Administration Third-level qualification
Experience	3-6 months administrative/clerical experience OR Proven record of completed equivalent clerical / administration work experience in a healthcare setting	Experience in a healthcare setting Experience working with a multi-disciplinary team Patient/Customer-facing experience
Organisational Knowledge		Good knowledge of a State Healthcare System
Professional Skills/Core Competencies	Ability to work in a pressurised environment with good time management skills Ability to communicate effectively and work well within in a team Good level of administration skills with knowledge of administrative software Ability to multitask and prioritise Planning and organisational skills Ability to provide innovative solutions to problems Demonstrate flexible and adaptable approach to service needs Ability to work to a high level of discretion/ confidentiality	Working knowledge of the Microsoft Office Suite and Outlook
Other Skills	Results-oriented work ethic Ability to maintain resilience and composure	

