Mater Misericordiae University Hospital Dublin

Job Description & Person Specification

CLERICAL OFFICER GRADE III

CVRRE

Job Title / Grade:	**GRADE III CLERICAL OFFICER**
Directorate:	**CVRRE**
Location:	**MMUH CAMPUS**
Reporting Relationship:	**ADMINISTRATION TEAM MANAGER**
Responsible to:	**ADMINISTRATION TEAM MANAGER**

Effective Date: October 2019
Review Date: October 2021

JOB DESCRIPTION

Job Purpose:

The purpose of the Clerical Officer Grade III is to provide exceptional service delivery within the CVRRE Directorate in consideration of Patient Care and the Departmental Administration Team. 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

- Ensure confidentiality of patient records and adhere to GDPR regulations at all times
- Use all functionality of available IT systems required to carry out your duties
- Ensure effective delivery of all departmental administration duties (e.g. reception, clinic, telephone support, filing, mail sorting, photocopying, pulling charts, maintaining patient charts and case note records, etc.)
- Receive, make and action telephone enquiries and refer to the appropriate personnel as necessary, liaising with Medical Secretaries, other Hospitals, Social Workers, etc., under the direction of your manager
- Verify, amend and add relevant information on patient registration systems, including clinic appointments, clinic attendance, ward admission, ward and clinic discharge and transfer as appropriate to your role
- Make arrangements and complete procedures associated with attendance, appointment allocation, discharge and transfer of patients
- Arrange new / follow-up appointments, discharge and ambulance transport as requested by clinical staff
- Maintain patient chart records and case notes in accordance with the healthcare records procedures, including making preparations for ward rounds or clinic as appropriate to your area
- Ensure that medical certificates and correspondence are prepared and ready for signing by appropriate medical personnel as required and to ensure that all discharge letters to GP's are correctly completed and filed
- Deliver a professional and efficient service to Reception/Clinic/Diagnostic patients and Hospital staff in person/in writing and by phone
- 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
- 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
- Contribute effectively to service development / service improvement and work as part of the Administration Team towards Departmental Key Performance Indicators
- Participate in training of new and replacement clerical officers, as well as providing handover of work as and when required
- Undertake receptionist duties for all visitors as appropriate in accordance with the visiting policy and security systems
- 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
- Perform such other duties as required from time to time
- Order and maintain adequate stationary stock for your designated area
- Ensure general tidiness and organisation of the work station and notice boards

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)
- Alert 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 / ATM
- Demonstrate efficiency and flexibility in ensuring that work is delivered (this may include fluctuations to your working hours, as determined by service requirements)

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
- Ensure necessary information is filtered to the appropriate parties involved in a timely manner
- Possess a good level of listening skills, respond 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

1. Confidentiality
   You will be aware of the confidential nature of Hospital work and in particular, the right of patients to confidentiality.
2. Policies & Procedures
   You are required to familiarise yourself with and adhere to all policy and procedural documents relevant to your position.
3. 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.
4. 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.
5. 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.
6. 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:

- make themselves familiar with the Organisational Business Continuity Plan
- attend BCM education sessions provided for them
- 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

Requirements	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	