

# Working for St Ann's

**We're proud to care**  
**We're proud to work together**  
**We're proud to make a difference**



At St Ann's, there's one thing that motivates us, and that's providing excellent care and support to those living with or affected by life-limiting illnesses.

We're continuously developing our plans for delivering world-class, innovative care and to ensure St Ann's is in the best shape possible for future generations.

You'll be challenged, inspired and empowered to help us achieve our purpose and to play your part in making a difference.

**All of our team members will role model our core values...**

## *People matter*

People are at the centre of everything we do. We treat each other, and ourselves, with kindness and compassion. We value and celebrate diversity; recognising everyone as an individual.



## *Brave and bold*

We want to grow for the future, not settle. We're not afraid to do things differently, get creative, challenge ourselves and the status quo. We're ambitious in our aims, accountable for our actions and learn from our experiences and successes.



## *Lead and learn*

We're experts in what we do, and we don't stop there. We're always learning; informing and shaping the sectors we're in through education, training and research. We lead by example; sharing best practice, advancing in our fields and pioneering new approaches.



## *Together we are stronger*

Together, we're stronger and have a bigger impact than we could have alone. As a charity, we work in collaboration with supporters, partners and the communities around us. We think beyond traditional boundaries to make sure we're here for our communities for years to come.



# Job Role Profile – Ward Clerk

## Ward Clerk

### Salary

Hospice Band 3 £24,071 - £25,674  
Competency Based Framework  
37.5 hours per week  
8am- 4pm Monday to Friday

### Location

Heald Green

### Responsible to

Clinical Services Administration Team Leader

### Core Purpose

To provide clerical and administrative support to the hospice inpatient unit to support the provision of specialist palliative care

## Job summary

Provide a comprehensive clinical administrative service to support inpatient clinical services in the hospice setting.

To work within the policy framework of the hospice in the provision of specialist palliative care by supporting the inpatient unit in ensuring that all administrative duties are carried out accurately and efficiently.

Maintain confidentiality & data protection regarding all personal information and hospice activity, operating within current legislation.

Establish and maintain excellent communication systems with internal colleagues and external referrers/stakeholders to support timely and efficient admissions, service provision and discharges.

Work closely with the Inpatient Clinical Services secretary deputising as required in their absence.

Head of Clinical Services

Clinical Administration Team  
Leader

Ward Clerk

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graph TD; A[Head of Clinical Services] --> B[Clinical Administration Team Leader]; B --> C[Ward Clerk];
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# Responsibilities

The ward clerk will:

- ✓ Communicate effectively with patients, families, visitors regarding general enquiries, taking messages and passing on information when required. Communicating where there could be barriers to understanding.
- ✓ Provide administrative services to support the inpatient unit, working closely with clinical and medical colleagues and liaising with external healthcare professionals
- ✓ Be able to manage own workload effectively and efficiently, utilizing established patterns of priority to support with competing demands
- ✓ Contribute to timely and effective patient flow by supporting the administration for new referrals, admissions and discharges from the inpatient unit using the electronic patient record.
- ✓ Accurately input, amend, delete and modify data and information on the electronic patient database (EMIS).
- ✓ Support the administration relating to the death of patients whilst on the inpatient unit liaising with relevant external stakeholders in a timely manner.
- ✓ Support with timely delivery of data/information requirements
- ✓ Be responsible for ensuring adequate stationary supplies and adequate stock levels of clinical supplies
- ✓ Support the ward manager and ward Sisters/charge nurse to enhance the smooth running of the ward.
- ✓ Participate in the provision of cover across the clinical administration team as and when required.

# Requirements

The Ward Clerk will:

- ✓ Be educated to GCSE level or equivalent
- ✓ Have experience in similar role or can evidence transferable skills relevant to the role.
- ✓ Experience of working with a patient database such as EMIS would be an advantage.

## The Ward Clerk will be able to:

- ✓ Effectively manage their time and workload
- ✓ Demonstrate good oral, written communication and IT skills.
- ✓ Identify own development needs and show evidence of continued professional development.
- ✓ Arrange internal and external meetings and take minutes when required.
- ✓ Maintain confidentiality and data protection regarding all personal information and hospice activity.
- ✓ Be flexible and adaptable with the ability to prioritise competing tasks effectively
- ✓ Efficiently and accurately produce and dispatch clinical letters/forms.
- ✓ Demonstrate experience of working as a member of a team
- ✓ Demonstrate a working knowledge of Electronic Medical Record/patient database (e.g. EMIS Web), and have an understanding of updating care records, managing referrals, uploading correspondence and the discharge of patients.
- ✓ Evaluate own work when required and make constructive suggestions as to how the service can be improved.

Any post holder within the organisation will be expected to undertake safeguarding training appropriate to their role and adhere to safeguarding policies and procedures. All staff must work in accordance with their statutory roles and responsibilities in relation to safeguarding in accordance with the Working Together to Safeguarding Children 2023, The Care Act 2014, and Prevent Duty 2015.

# Terms and conditions for the Ward Clerk

## Contract

Permanent

## Work Pattern

37.5 hours per week (8am- 4pm Monday to Friday)

## Location

The postholder will be part of a Cross site Team but will predominantly be based at Heald Green.

## Free Parking

Free parking at our Heald Green & Little Hulton hospice sites.

## Holiday

35 days, increasing to 37 days after 5 years' service and 41 days after 10 years' service (pro rata, inclusive of bank holidays). In addition staff are able to buy up to 1 weeks' holiday per year via salary sacrifice, pro rata.

## Pension

Contributory Stakeholder pension in which we match up to 7% of your gross salary. Or the ability to continue with a previously held NHS pension (subject to making contributions into the scheme in the previous 12 months).

## Life Cover

All staff in the Scottish Widows Pension scheme (with the exception of bank staff) are provided with life cover of three times their basic salary in the event of their death whilst employed by St Ann's Hospice.

## Health Cash Plan

We offer access to an employee paid health cash plan. That allows employees to spread the cost of health expenses including dental, optical, physiotherapy and more.

## Employee Assistance Programme

Employees can access telephone and online counselling 24 hours a day. Face to face counselling is also available and support on issues including debt, employment law, benefits and housing.

## Probation

Six months.

## Notice

Four weeks.



St Ann's Hospice, St Ann's Road North, Heald Green, Cheadle, Cheshire SK8 3SZ

☎ 0161 437 8136

🌐 [www.sah.org.uk](http://www.sah.org.uk)

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Registered charity number 258085