



**Jersey Hospice Care**  
*your care, your choice, your time*

**JOB DESCRIPTION**

<b>Job Title:</b>	Ward Clerk
<b>Reports to:</b>	Senior Nurse (or deputy)
<b>Department:</b>	In Patient Unit (IPU)
<b>Hours:</b>	18 hours
<b>Working Pattern:</b>	Core office hours - flexibility is required to meet the needs of the role and the In-Patient Service. Working pattern will be agreed with the line manager.
<b>Contract Type:</b>	Permanent

**General**

Jersey Hospice Care is an independent charity which provides palliative care services within the community and the hospital, as well as through the King Centre and In-Patient Unit facilities. All services benefit from a well-resourced multi-professional team with skills and expertise in palliative and end of life care. These services are provided at no cost to the patient or their family.

**Job Summary**

To provide clerical and administration support to the clinical teams on the IPU. Offering a warm, professional, and friendly welcome to all visitors and callers to the unit. Taking responsibility for managing the routine daily tasks essential for the effective administration of the IPU, ensuring a prompt and efficient response to all situations, supporting the smooth running of the unit. To provide monthly inpatient unit reports for Council and Health and Community Service Commissioning team.

Provide training, support, and management of volunteers, in the performance of all administrative duties, liaising with the Volunteer Co-ordinator as necessary.

**Job Context**

Based at Clarkson House on the inpatient unit, in which our nursing and medical teams provide evidence-based specialist palliative care at the end of life, whilst also supporting people important to the patient. The valuable role of ward clerk, as part of the team, is to support the clinicians, freeing them from clerical and administrative tasks, enabling the best use of professional time.

## Nature and Scope of Role

The accountabilities of the role will include but are not limited to supporting the IPU teams in the following areas:

1. **Key Accountabilities**
2. **In Patient Unit – Nursing Station**
3. **General Duties**
4. **Management Information**

In addition, the post holder is required to operate in adherence to Jersey Hospice Care Culture Pathway, Vision, Mission, Values and Behaviours.

### 1. Key Accountabilities

- Demonstrating the ability to deal with complex, sensitive, and emotionally challenging situations.
- Be skilled in the use of Excel to an intermediate level to produce regular reports on a number of topics, as requested.
- Allocating tasks to and working with the IPU Administrator.
- Ensuring a professional, prompt, efficient, and friendly response to all visits and telephone calls to the IPU.
- Ensuring any messages are recorded accurately and passed on to the relevant clinical staff.
- Ensuring an appropriate and prompt response to all enquires, both internal and external.
- Always maintaining confidentiality and not sharing any patient details unless given permission to do so by the clinical staff or as defined in the role.
- Processing incoming and outgoing mail including that of patients.
- Maintaining communications with other agencies involved in a patients care: GP's, Family Nursing and Home Care, Macmillan Nurses, etc to advise on admissions, discharges, or deaths, and including emailing or faxing documentation for patients' discharge.
- Contribute to timely and effective patient flow on the IPU by supporting the administration for new referrals, admissions and discharges using the electronic patient record (EMIS).
- Maintain and update patient details on EMIS as directed by clinical staff.
- Organising and / or chasing up of ambulance transfers for patients.
- Arranging appointments and organising appropriate transport as determined by the nurse in charge.
- Management of staff rostering and updating of dashboard in conjunction with the Senior Sister IPU for staff attendance, sickness etc and notification to relevant personnel.
- Organising of Bank Nurse rostering and telephoning bank staff to book for shifts as instructed by the nurse in charge.
- Ensuring that the Hospice reception is updated with changes to patients as a priority, especially for emergency admissions, deaths, and discharges.
- Making the necessary phone calls to notify relevant parties of patient deaths.
- Maintaining daily records, checking that information is up to date in the admissions book and diary, and attending to any special requests.
- Preparing case notes, and labelling patient rooms in readiness for admissions.

- Ensuring that supplies of stationary and relevant forms are always available, being mindful of costs.
- Ensuring equipment loans are recorded, chasing up non-returned items as appropriate and escalating any concerns.
- Liaising with other Hospice teams, as required, to ensure a positive patient experience.
- Other administration duties as requested by the clinical teams.

## 2. In Patient Unit – Nursing Station

- Based at the nursing station act as the receptionist and first point of contact for all queries and concerns.
- Maintain a clean and tidy working environment presenting a professional first impression to visitors.
- Maintain accurate records.
- Maintain a professional appearance and welcome.
- Train and manage volunteers and oversee the management of tasks.

## 3. General Duties

Working with the IPU administrator undertake or allocate routine administrative tasks, for example to include the following:

- Photocopying
- Shredding
- Sending faxes
- Date stamping all thank you cards received.
- Making a record of all thank you messages printed in the Jersey Evening Post
- Maintaining and updating electronic and paper filing systems
- Maintaining stocks of stationery for the ward staff
- Assist with typing duties for all clinical, medical, and nursing departments as requested.
- Other administration tasks as requested by clinical staff.

## 4. Management Information

- Update the patient database and supply statistical data and information as required.
- Extract data from the EMIS system and collate accurate monthly reports for Council and Health and Community Services Commissioning Team, as directed by Line Manager, Data Quality Manager or Director of Palliative Care Services.
- Production of regular and ad-hoc MI reports as required.
- Responsible for updating and maintaining spreadsheets and databases.

## GENERAL DUTIES

In addition to the key job responsibilities detailed in this job description all employees at Jersey Hospice Care are expected to comply with the general duties detailed below:

**Infection Prevention and Control** - Maintain a clean, safe environment, ensuring adherence to Jersey Hospice Care’s standards of cleanliness, hygiene and infection prevention and control.

**Safeguarding** - Jersey Hospice Care is committed to safeguarding and promoting the welfare of adults, children, and young persons. All employees are therefore expected to behave in such a way that supports this commitment.

Foundation Level Safeguarding Training will be provided to all non-clinical employees and all clinical employees will be required to attend Safeguarding training in line with the Intercollegiate Document recommendations (RCN, 2018).

**Information Governance** - Jersey Hospice Care has undertaken to ensure that it meets its obligations to comply with the Data Protection (Jersey) Law 2018 and other guidance and standards of confidentiality and information security.

All employees have an individual responsibility for creating accurate records of their work and for making entries into and managing all records effectively in line with policies and procedures and to ensure Jersey Hospice Care meets its legal, regulatory and accountability requirements.

**Governance** - Actively participate in governance activities to ensure that the highest standards of care and business conduct are achieved.

**Health & Safety** - Ensure a safe working environment and be aware of responsibilities under the Health and Safety at Work (Jersey) Law 1989, taking appropriate action in the event of an accident to patients, employees, self, or any other person in the work area.

To co-operate fully in discharging the policies and procedures with regard to health and safety matters.

Whilst the aim of Jersey Hospice Care is to promote a co-operative and constructive view of health and safety concerns in the organisation, all employees must be aware that a wilful or irresponsible disregard for safety matters may give rise to disciplinary proceedings.

**Volunteers** – All employees have an individual responsibility to recruit, train and support volunteers as appropriate, to achieve Jersey Hospice Care objectives, making best use of volunteers and to minimise costs.

## OTHER INFORMATION

**Data Protection** - Applications made in respect of this position will remain confidential, those that are unsuccessful will be kept for a period of 12 months from date of receipt at which point they will be destroyed. The application of the successful candidate will be kept on their personnel file for three years post termination of employment. For further explanation see Appendix A 'fair processing statement'.

**Equal opportunities statement** - Jersey Hospice Care is committed to eliminating discrimination and encouraging diversity amongst our workforces. We demonstrate commitment to equality and fairness for all in our employment and do not discriminate on the grounds of gender, marital status, race, ethnic origin, colour, nationality, national origin, disability, sexual orientation, religion or age. We oppose all forms of unlawful and unfair discrimination.

**Jersey Hospice Care operates a strict no smoking policy.**

**NB:** Although this is a comprehensive job description, you may be required to undertake other duties assigned by Jersey Hospice Care in response to organisational or service demands.

PERSON SPECIFICATION		
Ward Clerk		
	Essential Criteria for selection	Desirable Criteria for selection
<b>Qualifications and Training</b>	<p>Educated to GCSE level or equivalent.</p> <p>Have experience in a similar role or can evidence transferable skills relevant to the role.</p> <p>Be proficient in the use of Excel to an intermediate level.</p>	<p>Experience of using patient databases such as EMIS and extracting data.</p>
<b>Knowledge and Experience</b>	<p>Appreciation of the need for absolute confidentiality and discretion.</p> <p>Experience of working in daily contact with patients, relatives/carers, and other visitors.</p>	<p>Knowledge of medical terminology.</p> <p>Experience in health care.</p> <p>Previous experience of working with volunteers.</p>
<b>Technical abilities</b>	<p>Ability to undertake word processing and intermediate knowledge of Microsoft software applications including Excel.</p> <p>Ability to update and maintain spreadsheets and databases.</p> <p>High level of computer literacy.</p>	
<b>Personal attributes</b>	<p>Ability to deal with people during potentially difficult situations with tact and sensitivity.</p> <p>Excellent people skills.</p> <p>Good written and verbal communication skills, including diplomacy.</p> <p>Ability to work without supervision.</p> <p>Able to prioritise your own workload.</p> <p>Flexible approach to duties and working.</p> <p>Ability to meet deadlines/remain calm under pressure.</p> <p>Team player.</p>	

## JERSEY HOSPICE CARE BACKGROUND

**Specialist Palliative Care Team** – The Specialist Palliative Care Team works collaboratively with all healthcare professionals island wide to ensure patients and their families receive expert advice and support in relation to palliative and end of life care in all community settings whether this is at home, in nursing and residential care homes or in hospital. The team will adopt a multidisciplinary approach to ensure that it provides complex symptom management and holistic care in order to provide patients with the optimum quality of life possible.

**King Centre** - The King Centre provides wellbeing services based on a rehabilitative approach that support patients affected by life limiting illnesses to enable them to live life as fully as possible, alongside their illness. The King Centre Team offers a comprehensive range of day services, including day hospice, physiotherapy, and complementary therapies. These services are provided by skilled practitioners through individual and group activities and are based upon the personal priorities, goals and needs of each patient.

**In Patient Unit** – The In-Patient Unit comprises of twelve single en-suite bedrooms and provides specialist 24-hour, individualised care with the aim of maintaining independence and dignity in a caring and supportive environment. Care is delivered by experienced, specialist Registered Nurses and Health Care Assistants, working with other members of the multi-disciplinary team, to ensure a holistic approach to the care of patients and their families.

**Children & Young People Services** - The Children & Young People Services are designed to support children and families with the challenges that having a life-threatening condition can bring. The CYP multidisciplinary team ensures each child and young person will have bespoke care, tailored to their individual medical, emotional, cultural, religious, and spiritual needs. However long or short a child's life may be, Jersey Hospice Care's is there to support every member of the family, every step of the way.

**Bereavement & Emotional Support Service** – The Bereavement & Emotional Support Service offers free, confidential counselling and support to anyone in the community who has suffered a loss, regardless of the nature of the bereavement. Both life limiting illness and grief following a loss can have a huge emotional impact. Our service is made up of a small team of qualified and experienced counsellors and trained volunteer bereavement support workers.

**Education, Learning and Development Team** - The Education, Learning and Development Team co-ordinate a broad range of academic and competency-based education programmes to support our employees irrespective of which department they work in to ensure competence and confidence in their roles. We also deliver external education across Jersey's health and social care community which focus on the principles and practice of palliative and end of life care. The overall aim is to achieve Island wide excellence in standards from a single point of education delivery.

**Retail** - There are two Jersey Hospice Care shops; a town shop in St Helier and a country shop in St Ouen, both operated by Jersey Hospice Care Retail Limited a wholly owned subsidiary trading company of Jersey Hospice Care. The shops are important sources of income, as well as providing a vital contact with the Island community.

**Income Generation team** - Are responsible for generating efficient, effective sustainable income for now and for the future. Notable key fundraising events are Million Pound Lottery, Dragon Boat Festival, 5000 Club and Christmas Tree collections.

**Volunteers** - Jersey Hospice Care depends on the generous support of a large body of volunteers who assist in a wide range of roles across all areas of the charity. These include helping in the shops, Day Hospice, In Patient Unit, Community Bereavement Service, fundraising and garden.

**Support Services** - The Support Services' employees are responsible for: People activities and support; administration tasks and projects; accounts management; reception; housekeeping; and our catering services. They provide support to Council, the Executive Team, and Senior Management, and are the first point of call for those ringing or calling at Jersey Hospice Care. They are vital to the smooth running of the charity.

## Privacy Notice – Employees of Jersey Hospice Care

### Who we are?

We are Jersey Hospice Care (Jersey Charity Number 30), a charity that provides specialist palliative care for everyone who requires it, irrespective of cause.

We are also a Data Controller, as specified in the Data Protection (Jersey) Law 2018, in relation to any personal data you provide to us. We take the privacy and security of your personal data very seriously. This privacy policy sets out how we do that.

### Why we collect your personal data?

We collect personal data for various reasons. These reasons will differ based on the types of personal data we collect and also how we use it.

Reasons will include:

- We collect and hold contact information, such as your name, address, and telephone number so that relevant correspondence can be sent to you or so you can be contacted in case of an emergency.
- We will ask for details, including name and telephone number, of people you would like to be contacted in case of an emergency.
- We collect and hold bank account details such as your bank account number and sort code so that your salary can be paid to you.
- We will collect information on tax contributions you have paid whilst employed by us so that the relevant tax authorities can be informed.
- We will collect information on Social Security contributions you have paid whilst employed by us so that the relevant authorities can be informed.
- We will hold information on file relating to your performance and attendance.
- We will hold copies of sick notes that you provide to us.
- We will hold copies of any references that were provided as part of your recruitment.
- Closed Circuit Television (CCTV) is in operation within certain areas of Jersey Hospice Care premises and your image may therefore be captured. This is for your security and the security of other visitors or service users.

### When do we collect your personal data?

- During the recruitment process such as when you complete a job application.
- At times throughout your employment such as when you change your address, the bank account you would like your salary paid into or if other relevant personal data changes and you inform us.
- When you fill in any forms. For example, if you are involved in an accident on our premises and we need to fill in an accident form on your behalf.
- You may also wish to take advantage of the private medical insurance or pension which Jersey Hospice Care offers as part of its employment package. This will involve the provision of personal data some of which, in the case of medical insurance, will be sensitive information as it relates to health.

### **What personal data do we collect?**

Personal data is any information that might allow you to be identified, such as your name, address, date of birth, credit card details, I.P. address, photo or video image or voice recording. Some information you provide may also be classified as sensitive such as personal data relating to your health and wellbeing.

Types of personal data we collect will include:

- Name.
- Address and other identifying information.
- Telephone numbers and email addresses.
- Bank account details such as bank account number and sort code.
- Tax contributions.
- Social Security contributions.
- Your image, such as those captured by Closed Circuit TV (CCTV) or if you consent to us using your image in promotional material.
- Medical information contained within any sick notes you have provided to us.
- Notes from appraisals and performance reviews.

### **What do we use your personal data for?**

As with why we collect personal data and what personal data we collect, there are many uses of personal data that we collect. These include:

- To comply with any legal obligation to which Jersey Hospice Care is subject to such as the passing of personal data to relevant Tax authorities.
- To ensure that we are meeting any contractual obligations Jersey Hospice Care has, such as the collection and processing of bank account details so that we can pay employees.
- To contact next of kin in case of an emergency.
- To develop our employees through training and education.
- To manage employee's performance through formal appraisals.

### **How do we protect your personal data?**

We take the matter of data security very seriously. We will treat your personal data with the utmost care and will take all steps to protect it. These include:

- Training and education of employees on aspects of Data Protection
- Access to systems which contain personal data is limited to only allowing employees that need access.
- A wide range of technical security measures including firewalls to safeguard from cyberattack.

### **How long do we keep your personal data for?**

We will only keep personal data for as long as is necessary for the purpose for which it was collected. This is known as the retention period. The retention schedule containing all retention periods is available on SharePoint.

At the end of the retention period your personal data will be deleted.

### **Who has access to your personal data?**

Any Jersey Hospice Care employee's member or representatives, permanent or temporary, who come into contact with your information, must be aware of and adhere to the requirements of the Data Protection (Jersey) Law 2018. We will not sell or rent your personal data to third parties. Access to personal data is restricted to only members of employees who need access to that information.

### **Lawful basis for collecting personal data**

In the circumstances where Jersey Hospice Care is required to use personal data, we will only do this if;

- We have gained consent from you to use your information for a specific purpose or purposes such as direct marketing of our products and services or fundraising events.
- To comply with a legal obligation to which Jersey Hospice Care is subject to.
- It is necessary to the performance of a contract you have entered into with us.
- It is necessary for the legitimate interests of Jersey Hospice Care to process your personal data, but our legitimate interests do not outweigh your rights.

### **Sharing your personal data**

The sharing of personal data is strictly controlled by law. There are circumstances where the sharing of information is valid.

Jersey Hospice Care protects itself financially through the application of certain types of insurance such as income protection insurance. In order to do this some personal data, such as name and salary, is shared with our insurers. This is in order to provide the relevant level of protection and also for the relevant pay out to be made in the event of an insurance claim. Not all insurance policies taken out by Jersey Hospice Care will involve the passing of personal data to a third party.

Personal data can also be shared to a third party if:

- Where we have been instructed to do so by law
- Where we believe the reasons for sharing are so important, they override our obligation of confidentiality. Such as to support the investigation and prosecution of offenders or to prevent serious crime.
- Where we are legally required to do so.

### **What are your rights in relation to your personal data?**

Under the Data Protection (Jersey) Law 2018 you have certain legal rights in relation to how your personal data is processed. These are:

- **Right of Access** (We have to tell you if we have your personal data, what it is used for and let you have access if you request it, which is known as a Subject Access Request).
- **Right to Rectify** (We have to correct your personal data if you request us to).
- **Right of Erasure** (If we do not have a lawful basis for holding your information, for instance we are relying on your consent and you withdraw that consent, then we have to delete your personal data).
- **Right to Restriction** (If you want us to stop processing your personal data but do not want it deleting).
- **Right of Portability** (If you request us to give you your personal data in a common, machine-readable format).
- **Right to Object** (You can object to your personal data being used for direct marketing, including profiling for direct marketing, or being processed for scientific / historical research or statistics).

Under the new Data Protection law, you have the Right of Access to the personal data that we have collected and processed about you. This right includes both the right to know if we have collected personal data on you and also the right to see what personal data we have collected.

In most cases, it is likely that we would be able to deal with any requests to see personal data we hold on you in an informal way. For example, if you want to see a single, specific document, this would be fulfilled at the time the request is made.

If a request is made to see lots of different documents or, for example, the information also contains the personal data of another individual, this is likely to be more complex and therefore requires a more formal request. This is known as a **Subject Access Request**.

If you wish to make a **Subject Access Request**, this should be done in writing, either by post or email and can be sent to either of the following addresses: **Governance Team, Jersey Hospice Care, Mont Cochon, St Helier, Jersey JE2 3JB** or email:

[dataprotectionofficer@jerseyhospicecare.com](mailto:dataprotectionofficer@jerseyhospicecare.com)

You can also contact us about anything else relating to your personal data.

#### **Your right to lodge a complaint with a supervisory authority.**

If you feel that your data has not been handled correctly, or you are unhappy with our response to any requests you have made to us regarding the use of your personal data, you have the right to lodge a complaint with the Office of Information Commissioner.

You can contact them by calling **+44 (0)1534 716530** or go online to:

<https://oicjersey.org/online-enquiry/#/complain/form>