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| Role Profile – Ward Secretary (Bank) | |  |
| **Reports to:** | **IPU Co-ordinator** | |
| **Accountable to:** | **Matron** | |

Main Purpose of Post

To provide a secretarial service to a department in the absence of, or in addition to, other members of the secretarial team. The actual duties to be performed may vary depending on the needs of the department but will include some, or all, of the following:-  
  
1. Specific Duties and Responsibilities

* 1. Act as a point of contact for all visitors and telephone enquiries to the department.
  2. Deal with enquiries direct, take messages or refer callers to the appropriate member of staff.
  3. Manage diaries and arrange meetings.
  4. Maintain effective manual/computerised systems.
  5. Provide clerical, administrative and secretarial support as required, undertaking the typing of general correspondence, medical letters and assessments, CQC notifications, reports, policies, minutes, presentations and statistical information.
  6. Support Ward Sisters/Senior Nurses as required.
  7. Update and input information into the patient database (SystmOne) for admissions, discharge and deaths and run standard reports (training will be given). Produce letters and documentation from SystmOne.
  8. Undertake photocopying duties and distribute information relevant to departments/ external colleagues.
  9. Ensure the safe handling of incoming and outgoing post in line with Hospice policy.
  10. Co-ordinate the work of any clerical volunteer in the department.
  11. Undertake any filing duties.
  12. Inform the relevant Line Manager or Matron of any problems/issues.

2. **General Duties and Responsibilities**

All individuals on St Gemma’s Bank are required to abide by the Health and Safety at Work Act, attend annual mandatory training sessions and ensure that they comply with Hospice policies and procedures at all times.

Individuals must demonstrate commitment to their own personal development and are encouraged to make a positive contribution to fundraising and to help raise the profile of the Hospice, locally and nationally.

Strict confidentiality applying to all aspects of Hospice business must be observed at all times.

**This Role Profile is not exhaustive. It will be subject to periodic review and may be amended following discussion between the post-holder and employer**