GRADE III CLERICAL OFFICER
PERMANENT POST
GENERIC JOB DESCRIPTION

JOB TITLE
Clerical Officer

REPORTS TO
Patient Services Manager

GRADE
Grade III Clerical Officer

ASSIGNMENT
Clerical Officers may be assigned to different departments and/or required to work in any area of the hospital as the exigencies of the services require. This may include shift work.

Duties and Responsibilities

• Undertake the duties appropriate to the grade, under the supervision of the designated Supervisor/Line Manager.

• Assist in the development of the administrative(secretarial) systems to ensure the effective operation of all assigned services.

• Maintain an effective administrative(secretarial) system to process all paperwork within the designated department/area.

• Alert the assigned Supervisor to any back logs or other difficulties which may arise from time to time.

• Support the assigned supervisor in ensuring the relevant department/area operates effectively and efficiently.

• Participate in/assist with induction, training and the implementation of agreed clerical practices.

• Communicate effectively with all departments within the Hospital and with external bodies, maintaining a high standard of customer care at all times.

• Be familiar with the Hospitals\' major emergency plan and promote an awareness of Health and Safety in the work place.

• Deal with the public in face-to-face, telephone, written and electronic correspondence.

• Maintain an adequate supply of in-house stationary.

• Provide a full secretarial service to the Department assigned to. This will include typing.
Receive, sort and distribute mail for assigned department.

Maintain confidentiality at all times.

Provide support and assistance to other clerical officers, and/or designated supervisor as requested by Supervisor/Patient Services Manager.

Deputise for the Grade IV, as required.

Attend regular team meetings as required.

Participate in any organisational restructuring as required.

Participate on project teams seeking to initiate and improve services for hospital staff as required.

Any other duties as may be assigned from time to time by the designated Supervisor/Line Manager or the Chief Executive/Deputy Chief Executive.

Co-operate with the maintenance and future development of ICT within the Hospital.

**Policies and Procedures**

- Comply with and adhere to all Hospital policies and procedures.

_The above Job Description is not intended to be a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate to the post, which may be assigned to him/her from time to time. Flexibility must be exercised in dealing with new situations and emergencies._

_This description outlines the main duties and responsibilities of the post and is subject to review and amendment to reflect the changing needs of the hospital service. The extent and speed of change in the delivery of health care is such that adaptability is essential. The incumbent will be required to establish, maintain, enhance and develop their professional knowledge, skills and aptitudes in order to respond to a developing service situation._

I have read the above job description. I confirm that I clearly understand and agree to adhere/comply with the job description.

SIGNED: ___________________________________________ DATE: ________________

Employee