



# **DAUGHTERS OF CHARITY SERVICE**

## **For Persons with Intellectual Disability**

### **JOB DESCRIPTION**

<b>JOB TITLE:</b>	<b>CLERICAL OFFICER – 4, NURSING SUPPORT,</b>
<b>RESPONSIBLE TO:</b>	<b>THROUGH SENIOR NURSING PERSONNEL TO ADMINISTRATOR</b>
<b>EMPLOYING AUTHORITY:</b>	<b>DAUGHTERS OF CHARITY</b>

### **FUNCTION**

The clerical officer will be responsible for providing secretarial support to the nursing team within CRS.

### **DUTIES AND RESPONSIBILITIES**

1. Maintaining a list of all relief staff for the Centre. In liaison with nursing team telephoning and booking relief staff from relief panel or recruitment agencies.
2. Maintaining records in respect of the hours and locations which the relief staff work each week. Notifying local human resource/payroll personnel with regard to dates and hours of the relief staff.
3. Maintain annual leave bookings and records for staff.
4. Typing all correspondence, reports, booklets ensuring a high standard of accuracy and presentation at all times.
5. Maintaining filing system and ensuring all correspondence is filed in correct order.
6. Attending meetings as may be necessary, taking minutes, typing same for approval of the nurse manager.
7. Photocopying documentation as may be required.
8. Ensure each person with an intellectual disability is treated with the utmost respect and dignity at all times.
9. Maintain a high standard of work performance, attendance, appearance and punctuality at all times.
10. Ensuring good working relationships are maintained with colleagues.
11. Being aware of emergency procedures and ensure the health and safety policy of the Service is strictly adhered to.
12. Participate in Service Annual Performance Development Review System.
13. Any other duties as may be assigned from time to time.

The above job description is not intended to be a comprehensive list of duties and responsibilities 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 and to contribute to the development of the post when in office. This job description may change in line with the changing needs and objectives of the Daughters of Charity Service.

## Core Competencies

### Quality Service

- Adopts a person centered approach and supports service users with empathy, compassion and respect.
- Demonstrates a commitment to achieving a high standard result.
- Is flexible and adaptable to meet unanticipated demands.
- Complies with organisational policies and procedures at all times.
- Understands, demonstrates and respects the rights of all service users and families

### Planning & Organising

- Demonstrates the ability to plan and deliver the duties of the role in an effective and resourceful manner within a model of person centered care.
- Adopts a systematic approach to planning, organising and managing workload.
- Able to multi task without losing focus.
- Manages competing and changing priorities effectively.
- Demonstrates a flexible and adaptable approach in a changing environment.
- Deals with issues in a timely manner.
- Demonstrates a high level of attention to detail

### Professionalism

- Approaches all tasks in a confident manner.
- Shows pride in one's profession.
- Demonstrates honesty and integrity: holds a strong code of ethics.
- Maintains appropriate and professional boundaries.
- Manages personal problems to minimise impact on work or professional relationships
- Respects confidentiality and discretion in all work related matters.
- Pays attention to dress code and professional appearance.
- Shows an enthusiastic and committed attitude to ones work.
- Understands scope of practice.
- Understands the need to apply service and/or professional standards, policies and procedures
- Demonstrates self-belief in own potential and ability.

### Continuous Learning & Development

- Shows enthusiasm and motivation for work.
- Willing to use opportunities to improve, learn and develop self.
- Regularly participates in on the job learning.
- Stays current in own field of expertise.
- Is open to constructive feedback, acknowledges own limitations.
- Understands role and boundaries of other disciplines.
- Initiates and undertakes mandatory training.
- Takes responsibility to ensure learning and understanding of new ideas and procedures.
- Self evaluates own performance to continuously improve personal development.

### Organisational Knowledge

- Understands the mission and core values of Daughter of Charity Disability Support Services.
- Is aware of the multiple services provided by the Daughters of Charity.
- Familiar with professional bodies.
- Is knowledgeable of regulations and where relevant applies practice in accordance with legislation to area of work.
- Has the skill set to access computer systems and ability to learn new IT system's
- Knowledgeable of professional standards, policies and procedures relevant to discipline.
- Understands how own scope of practice fits with the organisation.

### **Innovation & Creativity**

- Demonstrates a can do attitude.
- Generates new ideas.
- Shows enthusiasm for trying new ways of doing things.
- Voluntarily puts forward suggestions for improvements.
- Promotes improvement ideas to colleagues.
- Takes a creative approach to work by exploring a range of options whilst keeping an open mind.
- Effectively applies existing practices or processes to new work situations to benefit the service and service users.
- Takes appropriate action to address inefficiencies in work processes and establishes improved ways of getting the job done

### **Leadership Potential**

- Successfully modifies behaviour to embrace change.
- Energetic and Inspires others through own positive attitude.
- Creates trust by being honest, reliable and consistent.
- Can be directive without being dictatorial.
- Blends a focus on results with a caring and sensitivity for individuals.
- Demonstrates the ability to be flexible in relation to hours of work and roles and responsibilities.
- Responds positively to new demands and requirements.

### **Problem Solving & Decision Making**

- Makes timely, intuitive decisions to achieve successful outcome.
- Identifies and uses appropriate sources of information when making decisions.
- Supports views with sound logic reasoning.
- Reasons systematically and logically through issues.
- Demonstrates common sense when dealing with every day issues that arise.
- Knows when to ask for help and guidance from supervisor and/or colleagues

### **Team work**

- Contributes consistently and positively to team activities.
- Projects a warm and appropriate professional demeanour at all times.
- Is accepting of diverse values and beliefs.
- Helps others: willing to take on different tasks/roles accordingly to the needs of the team.
- Expresses views and professional opinion at team meetings.
- Knows when and where to consult with other members of the team.
- Is responsive to the needs of other team members: shows empathy.
- Balances listening to others ideas with sharing own thoughts.
- Considers how ones behaviour may impact others.
- Has the knowledge and confidence to identify and personally manage own workplace disagreements locally at an early stage and knows when to seek support of management.

### **Communication & Interpersonal Skills**

- Communicates openly and honestly.
- Shows empathy when handling delicate or sensitive issues.
- Shows patience when dealing with others.
- Considers how ones behaviour may impact others.
- Clearly and confidently articulates ideas and opinions and their underlying rationale.
- Draws on a variety of communication methods to fit/situation circumstances.
- Open listening: asking clarifying questions and makes eye contact.
- Demonstrates positive body language.

- Knows when to speak, what to talk about, with whom, when, and where.
- Communicates effectively in English language, written and spoken, as appropriate to job requirements.
- Numerate and Literate.