

# Transferable Role Template

Career Framework Level 3

Ward Administrator

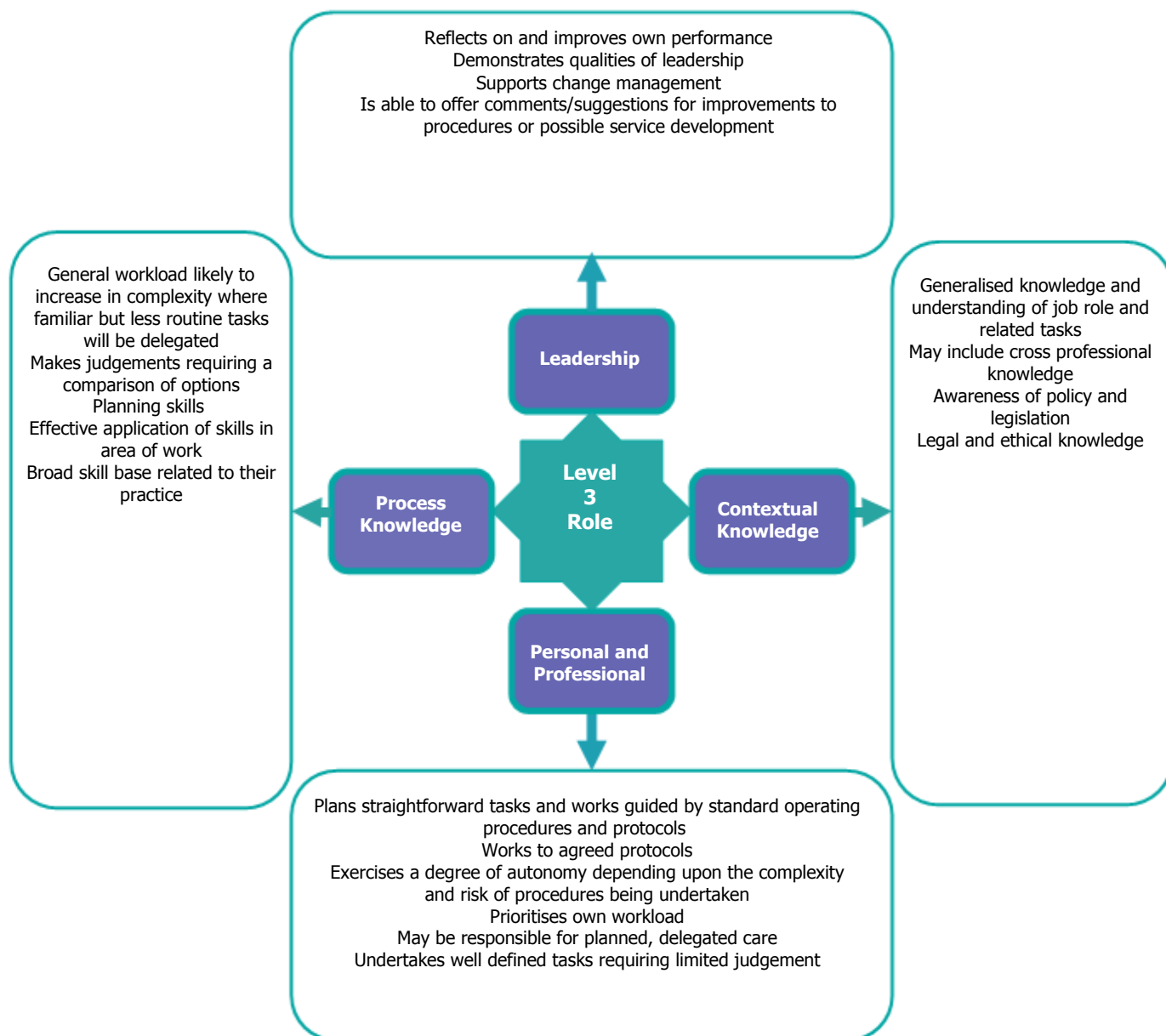
Published : 20-03-2014

Developers

SKILLS FOR HEALTH CAREER FRAMEWORK PROJECT

## Level Descriptors

### Key characteristics of a Level 3 Role



### Definition of the Level 3 Role

People at level 3 require knowledge of facts, principles, processes and general concepts in a field of work. They may carry out a wider range of duties than the person working at level 2 and will have more responsibility with guidance and supervision available when needed. They will contribute to service development and are responsible for self-development.

### Example of Role at Level 3

Senior Healthcare Assistant:

Senior healthcare assistants or technicians support the work of practitioners at all levels and may work as part of a team. They demonstrate an ability to carry out tasks, solving straightforward problems and making some judgements, with guidance and supervision available. They have skills in specific focussed aspects of service delivery.

These characteristics have been developed by Skills for Health working with employers and other stakeholders.

### Basic Information:

Named Role	<b>Ward Administrator</b>
Area of work	Hospital NHS Or Independent
Role Family	Admin & Clerical
Experience required	N/A
Career Framework Level	3

## Summary of Role

To support the senior nurse/ward nursing team in the maintenance and development of administrative services.

## Scope of the Role

To support the senior nurse/ward nursing team in the maintenance and development of administrative services by providing modern, professional administrative and reception services on the ward.

To be point of contact for dealing with telephone and personal enquiries from members of the public, GPs and other healthcare professionals.

Taking messages and relaying them appropriately and accurately.

To be pro-active in meeting, greeting & welcoming visitors to the ward, presenting an open, friendly and helpful attitude reflecting the operational management and style of the ward.

Providing hospitality to visitors, including supply of beverages and associated clearing activities.

Manage the ward managers diary/timetable and administratively support clinical/non-clinical activities, including the organisation of multi-disciplinary and other staff meetings

### Level 3 Core Competences / National Occupational Standards:

Underpinning Principle	Reference Function		Competence
<b>1. COMMUNICATION</b>	1.2	Communicate effectively	GEN97 Communicate effectively in a healthcare environment <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/3001">http://tools.skillsforhealth.org.uk/competence/show/html/id/3001</a>
<b>2. PERSONAL &amp; PEOPLE DEVELOPMENT</b>	2.1.1	Develop your own practice	SCDHSC0023 Develop your own knowledge and practice <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/3517">http://tools.skillsforhealth.org.uk/competence/show/html/id/3517</a>
	2.1.2	Reflect on your own practice	GEN23 Monitor your own work practices <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/2051">http://tools.skillsforhealth.org.uk/competence/show/html/id/2051</a>
<b>3. HEALTH SAFETY &amp; SECURITY</b>	3.5.1	Ensure your own actions reduce risks to health and safety	IPC2.2012 Perform hand hygiene to prevent the spread of infection <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/3309">http://tools.skillsforhealth.org.uk/competence/show/html/id/3309</a>
			PROHSS1 Make sure your own actions reduce risks to health and safety <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/3327">http://tools.skillsforhealth.org.uk/competence/show/html/id/3327</a>
			PMWRV1 Make sure your actions contribute to a positive and safe working culture <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/4027">http://tools.skillsforhealth.org.uk/competence/show/html/id/4027</a>
	3.5.2	Protect individuals from abuse	SCDHSC0024 Support the safeguarding of individuals <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/3518">http://tools.skillsforhealth.org.uk/competence/show/html/id/3518</a>
<b>5. QUALITY</b>	5.1.1	Act within the limits of your competence and authority	GEN63 Act within the limits of your competence and authority <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/85">http://tools.skillsforhealth.org.uk/competence/show/html/id/85</a>
	5.1.2	Manage and organise your own time and activities	HT4 Manage and organise your own time and activities <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/2501">http://tools.skillsforhealth.org.uk/competence/show/html/id/2501</a>
<b>6. EQUALITY &amp; DIVERSITY</b>	6.1	Ensure your own actions support equality of opportunity and diversity	SCDHSC0234 Uphold the rights of individuals <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/3506">http://tools.skillsforhealth.org.uk/competence/show/html/id/3506</a>
<b>B. HEALTH INTERVENTION</b>	B2.1	Obtain information from individuals about their health status and needs	CHS169 Comply with legal requirements for maintaining confidentiality in healthcare <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/2820">http://tools.skillsforhealth.org.uk/competence/show/html/id/2820</a>
<b>D. INFORMATION MANAGEMENT / INFORMATION AND COMMUNICATION TECHNOLOGY</b>	D2.4	Maintain information / record systems	CFA_BAD332 Store and retrieve information using a filing system <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/4104">http://tools.skillsforhealth.org.uk/competence/show/html/id/4104</a>

<b>H. MANAGEMENT &amp; ADMINISTRATION</b>	H1.3.1	Contribute to the effectiveness of teams	SCDHSC0241 Contribute to the effectiveness of teams <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/3509">http://tools.skillsforhealth.org.uk/competence/show/html/id/3509</a>
	H2.6	Receive and pass on messages and information	ESKITU020 Use digital communications <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/4150">http://tools.skillsforhealth.org.uk/competence/show/html/id/4150</a>

### Role Specific Competences / National Occupational Standards:

Underpinning Principle	Reference Function		Competence
<b>1. COMMUNICATION</b>	1.5	Provide information, advice and guidance	CHS177 Advise on access to and use of services <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/2320">http://tools.skillsforhealth.org.uk/competence/show/html/id/2320</a>
<b>3. HEALTH SAFETY &amp; SECURITY</b>	3.5.1	Ensure your own actions reduce risks to health and safety	GEN1 Ensure personal fitness for work <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/372">http://tools.skillsforhealth.org.uk/competence/show/html/id/372</a>
			GEN96 Maintain health, safety and security practices within a health setting <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/2859">http://tools.skillsforhealth.org.uk/competence/show/html/id/2859</a>
			SCDHSC0022 Support the health and safety of yourself and individuals <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/3516">http://tools.skillsforhealth.org.uk/competence/show/html/id/3516</a>
<b>5. QUALITY</b>	5.1.2	Manage and organise your own time and activities	HT4 Manage and organise your own time and activities <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/2501">http://tools.skillsforhealth.org.uk/competence/show/html/id/2501</a>
<b>6. EQUALITY &amp; DIVERSITY</b>	6.1	Ensure your own actions support equality of opportunity and diversity	SCDHSC0234 Uphold the rights of individuals <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/3506">http://tools.skillsforhealth.org.uk/competence/show/html/id/3506</a>
<b>B. HEALTH INTERVENTION</b>	B2.1	Obtain information from individuals about their health status and needs	CHS169 Comply with legal requirements for maintaining confidentiality in healthcare <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/2820">http://tools.skillsforhealth.org.uk/competence/show/html/id/2820</a>
	B3.3.1	Prepare and dress for specified health care roles	GEN2 Prepare and dress for work in healthcare settings <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/383">http://tools.skillsforhealth.org.uk/competence/show/html/id/383</a>
<b>D. INFORMATION MANAGEMENT / INFORMATION AND COMMUNICATION TECHNOLOGY</b>	D2.2	Input data/information for processing	IUF:FS IT user fundamentals <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/2885">http://tools.skillsforhealth.org.uk/competence/show/html/id/2885</a>
	D2.4	Maintain information / record systems	SS32 Record, store and supply information using a paper-based filing system <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/541">http://tools.skillsforhealth.org.uk/competence/show/html/id/541</a>

			SS33 Enter, retrieve and print data in a database <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/542">http://tools.skillsforhealth.org.uk/competence/show/html/id/542</a>
			CFABAD332 Store and retrieve information <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/3703">http://tools.skillsforhealth.org.uk/competence/show/html/id/3703</a>
<b>E. FACILITIES &amp; ESTATES</b>	E2.1.3	Support and control visitors to services and facilities	SCDHSC0245 Receive visitors in health and social care settings <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/3513">http://tools.skillsforhealth.org.uk/competence/show/html/id/3513</a>
	E3.2.4	Serve food and drinks	SCDHSC0213 Provide food and drink to promote individuals' health and well being <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/3522">http://tools.skillsforhealth.org.uk/competence/show/html/id/3522</a>
<b>H. MANAGEMENT &amp; ADMINISTRATION</b>	H1.3.2	Develop relationships with individuals	CFAM&LDD1 Develop and sustain productive working relationships with colleagues <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/3787">http://tools.skillsforhealth.org.uk/competence/show/html/id/3787</a>
	H1.4	Manage resources	GEN64 Ensure the availability of physical resources <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/2308">http://tools.skillsforhealth.org.uk/competence/show/html/id/2308</a>
	H2.1	Administer diary appointment systems	GEN25 Administer appointments <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/2292">http://tools.skillsforhealth.org.uk/competence/show/html/id/2292</a>
			CFABAA431 Use a diary system <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/3700">http://tools.skillsforhealth.org.uk/competence/show/html/id/3700</a>
	H2.4	Handle mail	CFABAA612 Handle mail <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/3690">http://tools.skillsforhealth.org.uk/competence/show/html/id/3690</a>
	H2.5	Produce documents to an agreed specification	CFABAA211 Produce documents in a business environment <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/3712">http://tools.skillsforhealth.org.uk/competence/show/html/id/3712</a>
	H2.6	Receive and pass on messages and information	SCDHSC0242 Deal with messages and information <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/3510">http://tools.skillsforhealth.org.uk/competence/show/html/id/3510</a>
	H2.6	(Contd..) Receive and pass on messages and information	CFABAA621 Make and receive telephone calls <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/3693">http://tools.skillsforhealth.org.uk/competence/show/html/id/3693</a>
	H3.6	Carry out financial transactions	GEN26 Deal with financial transactions within a health facility <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/2721">http://tools.skillsforhealth.org.uk/competence/show/html/id/2721</a>

**Facets of Role (National Occupational Standards):**

Underpinning Principle	Reference Function		Competence
		None Assigned	



**Locality Specific Competences / National Occupational Standards:**

Underpinning Principle	Reference Function		Competence
		None Assigned	

## Indicative Learning and Development

<b>Transferable role</b>	<b>Ward Administrator</b>
<b>Formal endorsed learning</b>	
<b>Informal learning</b>	
<b>Summary of learning and development including aims and objectives</b>	
<b>Duration</b>	
<b>National Occupational Standards used</b>	
<b>Credits (including framework used)</b>	
<b>Accreditation</b>	
<b>APEL and progression</b>	
<b>Programme structure</b>	
<b>Continuous Professional Development</b>	Not specified
<b>Resources required, e.g. placement learning, preceptors, accredited assessors etc</b>	
<b>Quality Assurance</b>	
<b>Policies included in learning programme documentation</b>	
<b>Funding</b>	
<b>Leading to registration or membership with:</b>	

**References & Further Information:**

N/A