

“My apprenticeship means I am immersed in it – College work in the job and the job in college” **Jack - Intermediate Apprenticeship Business Admin**

Ward Clerk

Clerks do administrative work to support professionals in hospitals and health centres. Clerks are part of the wider healthcare team, supporting clinical staff such as surgeons, GPs, nurses and other health professionals. Clerks work throughout the NHS and care sector and other areas of healthcare, in clinical and non-clinical areas such as:

- hospital wards of all types
- specialist departments or clinics, including cancer centres or accident and emergency units
- GP surgeries and health centres
- the headquarters of an NHS and care sector trust
- central stores
- health records department

Depending on where you work as a clerk, you could be:

- booking patients in for appointments
- filing
- chasing up reports
- photocopying
- inputting data
- ordering stationery
- answering the phone



“I achieved apprentice of the year at my school, this gave me the confidence to work hard in the NHS and progress further” **Amy - Intermediate Apprenticeship in Business Admin**

Health Records Assistant / Manager

A health records assistant undertakes routine administrative work in relation to health records. The role is likely to include:

- locating, retrieving, tracking and delivering patients' health records and case notes
- maintaining patient records and case notes
- filing patient records and case notes
- supporting audits of patient records

The health records manager is responsible for the overall management of a department's health records service. The role is likely to include:

- communicating and negotiating contentious issues with senior management and clinical staff
- ensuring a high-quality service
- financial planning
- providing advice and guidance to a range of people on any legislation relating to health records

Specialist Coordinator / Project support

Project management involves setting up and leading projects.

As a project manager, you'll be responsible for the planning, delivery and implementation of a new policy, service or site, such as improving access to GPs.

Staff will work on a broad range of projects in health or healthcare. Job roles and titles are varied but examples include:

- primary care development manager
- cancer workforce project manager
- project director

The role of a project director will really depend on the area and setting they are working in.

For example, a project director working in a CCG or CSU could lead on a strategic review of services across primary and secondary care resulting in concrete plans for a major reconfiguration and development of services



“I am enjoying the workshops – and I have already learnt loads in just a couple of sessions” **Maggie - Advanced Apprentice Business Admin (Medical)**

Medical Secretary / Personal Assistant (PA)

Medical secretaries support the work of a department or a group of staff. Personal assistants work for senior members of staff.

As a medical secretary or personal assistant, you'll usually work for a senior member of staff or group of staff. You'll support the work of a department by taking on administrative and secretarial tasks. For example:

- typing
- arranging meetings and taking minutes
- managing diaries
- arranging travel
- dealing with enquiries
- taking phone calls
- ordering stationery
- keeping a filing system
- dealing with post and emails
- creating and updating spreadsheets and databases

Health Records

Health records staff make sure that details of patients and their care are recorded and stored. They work with patients and other staff.

Each NHS and care sector patient has a record of all their treatment and care which has to be accurate and up to date. Health records staff (sometimes known as medical records staff) are responsible for organising, updating and storing records. This can be either a physical (paper) record or stored electronically - or a mix of both

Records about patients have to be kept safely and confidentially. They have to meet government and legal requirements for data protection etc. If you work in health records within the NHS and care sector, you could be based in clinical and non-clinical areas.



Communication

Communications and public relations (PR) staff help NHS and care sector organisations interact with their local communities, users, staff and other interested groups.

Working in communications could be

- internal - making sure that staff are consulted and understand the strategic direction of the organisation
- external - communicating with and consulting the local and national media, politicians, other organisations and members of the public

You'll use many different types of communication including

- print - newsletters, leaflets and posters
- multimedia - websites, intranets and online video
- the media - TV and radio interviews, local and national press releases
- events - conferences, meetings, exhibitions and speeches
- ad campaigns - in newspapers, on local radio and at public sites

Front

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|---|---------|--|------|
| | Level 8 | Doctorate | |
| Higher/Degree Apprenticeship | Level 7 | Masters (MA, MSc, MPhil) Postgraduate Certificate / Diploma | NVQ5 |
| | Level 6 | Degree (BA, BSc) | NVQ4 |
| | Level 5 | Foundation Degree (FdA, FdSc) | |
| | Level 4 | | |
| Advanced Apprenticeship (2 A-level passes) | Level 3 | A & A/S Level International Baccalaureate | NVQ3 |
| Intermediate Apprenticeship (5 GCSE's A*-C) | Level 2 | GCSE A*-C or 9-4 Key Skills Level 2 | NVQ2 |
| | Level 1 | GCSE D-G or 3-1 Key Skills Level 1 | NVQ1 |

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Lincolnshire Talent Academy

Centralised management service for education links and trainee recruitment

Careers Inspiration

Work Experience

Apprenticeship Recruitment

Staff Training & Development

Graduate Programme

Lincolnshire Talent Academy supports work experience placements in a wide range of health and care settings across Lincolnshire. For information please contact WorkExperience@ulh.nhs.uk

Lincolnshire Talent Academy provides comprehensive support to those interested in, or already undertaking, a career within the health and care sector across Lincolnshire

Lincolnshire Talent Academy supports the NHS priorities for developing the workforce which include:

- *Get in... Opportunities for people to start their career in a support role*
- *Get on... Support people to be the best they can be in the job they do*
- *Go further... Provide opportunities for career progression, including into registered professions*

"An apprenticeship not only gives you the skills and experience to complete tasks associated with the job, it gives you a background of the organisation and how it functions which is a really good incentive to have."



Kayleigh - Intermediate Apprenticeship Business Admin

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Back