



Department of

**Health, Social Services
and Public Safety**

An Roinn

**Sláinte, Seirbhísí Sóisialta
agus Sábháilteachta Poiblí**

www.dhsspsni.gov.uk

ADMINISTRATION AND
CLERICAL OFFICER



“ I love working in the hospital environment where the team works together to provide services for the patient. ”

THE HEALTH & SOCIAL CARE TEAM NEEDS YOU

ADMINISTRATION AND CLERICAL OFFICER

Clerical officers control the flow of patient records and appointments within the healthcare setting. Their duties can include establishing files for new patients, booking appointments and gathering health statistics. They work in a variety of locations in both community and hospital settings.

Skills Required:

The job requires someone who is well organised and conscientious, reliable, efficient and methodical. You will need to have teamworking skills and the flexibility to work on a range of different tasks. Good communication skills are also required in dealing with patients, clients, staff and other agencies. The ability to maintain confidentiality is essential.

Training Programme:

Most training takes place on the job, under supervision. Clerical officers can take qualifications offered by the Institute of Health Record Information and Management (IHRIM).

There are a wide variety of clerical courses in colleges throughout Northern Ireland. Courses are available both on a full-time and a part-time basis. The most popular and sought after qualifications are those gained from BTEC, NVQ and GNVQ courses.

Entry Qualifications:

Candidates should have up to 5 GCSEs Grades A-C including English and Maths or NVQ Level II Administration or equivalent qualifications. Posts in specialised areas may state as essential criteria, one or more of the following: (a) GCSEs in particular subjects; (b) typing skills/qualifications; (c) receptionist experience; (d) computer/keyboard skills/experience.

Career Pathway:

With experience clerical officers can progress along a promotional pathway within a variety of positions in finance, human resources, information technology, estates services, health records, regional supplies, GP surgeries, catering and hotel services, planning departments and also as personal assistants and into supervisory and management posts.

Professional Recognition:

GCSEs, NVQs and GNVQs represent national standards recognised by employers throughout the country.

The BTEC National Diploma is widely recognised by universities, as it is equivalent to 3 A Levels, and the BTEC Certificate is a perfect way to enter the workplace, as this qualification is widely recognised by employers.

How to Apply:

Directly to Trusts in response to job recruitment adverts in the local press, on the Belfast Telegraph website and through Job Centres.

Consult the prospectus of your local college of further/higher education for full details of available courses.

Web Links:

Further Education in NI – www.femeansbusiness.com

Belfast Telegraph – www.belfasttelegraph.co.uk

Job Centre Online – www.jobcentreonline.com

Contact address for further copies

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