

# st michael's hospice

## JOB DESCRIPTION

**Job title:** Clinical Administrator

**Job Location:** St Michael's Hospice

**Responsible to:** Clinical Admin Manager

**Accountable to:** Associate Director Of Clinical Services

### 1.0 MAIN PURPOSE OF THE ROLE

To provide comprehensive administrative support integrated with all clinical services across seven days a week. Working closely with Clinical Leads to ensure the day to day smooth running of the ward and clinical areas, working unsupervised and flexibly across clinical areas of IPU, Community, Wellbeing, & Bereavement. To manage own work load and ensure this is integrated with team requirements as set by the Clinical Admin Manager, being proactive in sharing the team's workload in order to meet required response times.

### 2.0 PRINCIPAL RESPONSIBILITIES

#### Patient/Client facing

- 2.1 To provide full administrative support to clinical departments and leads working in different areas, as allocated on a rota basis.
- 2.2 To process new referrals on the electronic patient records system and support the Single Point of Access referral service, ensuring actions are completed and target response times met.
- 2.3 To support in the Community Hub with patient/carer calls and queries, under the support of nursing team with the addition of the Hospice Line introduction.
- 2.4 To be the first point of contact for telephone referrals, appointments and enquiries from patients, families and other health care professionals, escalating clinical matters to the relevant clinician.
- 2.5 To provide person centred support to patients, clients and families, listening to their concerns and using skilled communication to ascertain sufficient details to inform appropriate response including providing skilled empathetic support to patients, clients and family members who may be in distress and escalate appropriately.

#### Logistical/admin support

- 2.6 To support the effective co-ordination of appointments, visits and patient transport.
- 2.7 To work in close partnership with clinical leads to ensure relevant literature and information is up to date and readily available for patients, clients and families.
- 2.8 To produce patient/client letters working from templates or dictation.

- 2.9 To provide administrative support, including preparation of relevant paperwork and reports, and accurate note taking of actions or minutes, for clinical meetings e.g. IDT meetings and daily handovers.
- 2.10 To provide support with transfer of care arrangements, which may include booking transport, onward referrals and liaison with other care professionals or contacting undertakers.
- 2.11 To provide Clinical Leads with support to arrange services and user engagement events, including invites, co-ordination of events and practicalities.
- 2.12 To undertake any other appropriate duties when required demonstrating both flexibility and support as delegated by the Clinical Admin Manager
- 2.13 To provide administrative cover on occasional Saturdays (apprx. 6 weekly) based in the community hub

#### **Systems and data**

- 2.14 To accurately input, upload, update and retrieve data in a timely manner, using the electronic patient records system and other approved data assets.
- 2.15 To support the co-ordination of collection and input of outcome measures, including reviews at agreed intervals.

### **3.0 ADDITIONAL RESPONSIBILITIES**

- 3.1 Carry out duties with full regard to the Company's Equalities and Diversity Policies.
- 3.2 Act as a responsible individual in relation to Health and Safety and be aware of the responsibilities of all employees to maintain a safe and healthy environment for patients, visitors, staff and volunteers.
- 3.3 Ensure that all duties are carried out to the highest standard, and in accordance with current quality initiatives within the work area.
- 3.4 Carry out any other duties, within an appropriate level of responsibilities as required.
- 3.5 Undertake flexible hours as and when the need arises to maintain safe patient practice.
- 3.6 Ensure confidentiality at all times within the Hospice.
- 3.7 Support and participate in the fundraising activities of the Hospice wherever possible.
- 3.8 Be an ambassador for the Hospice.
- 3.9 Ensure that the disclosure and use of confidential staff information is both lawful and ethical, and to recognise own responsibility for compliance with relevant legislation.
- 3.10 Promote, at all levels, the Company's vision, values and strategic objectives.
- 3.11 Hold DBS and Occupational Health clearances appropriate to the role.  
Note: these are obtained and checked as part of the recruitment process and reviewed in line with company policy or if a change in circumstances is declared or comes to light.

This job description is not intended to be exhaustive and may be reviewed at any time to meet the needs of the business.

## PERSON SPECIFICATION

<b>Post Title:</b>	Clinical Administrator
<b>Department:</b>	Clinical Services

	<b>Essential Criteria</b>	<b>Desirable Criteria</b>
Education/ Qualifications	Good level of secondary education with demonstrable numeracy and literacy skills to level 3 equivalent	Level 2 Diploma in Business Administration or similar
Work background and experience	<p>Relevant experience of working in a busy administrative department where confidentiality and sensitivity are vital</p> <p>Experience of using databases for input and analysis</p>	<p>Experience of working in Clinical Administration</p> <p>Experience of working in a health or social care setting</p> <p>Experience of dealing with people from a variety of backgrounds</p>
Skills/Ability/ Knowledge	<p>Accurate typing and data entry skills</p> <p>Attention to detail</p> <p>Demonstrable IT skills – e.g. Microsoft Office applications</p> <p>Excellent organisation skills and be able to work under pressure and meet deadlines</p> <p>Excellent communication skills including telephone, face to face and written</p> <p>Ability to be flexible and respond to change in a positive manner</p> <p>Approachable and tactful</p> <p>Ability to work well within a team and on own initiative</p>	<p>Use of electronic patient database i.e. Cross Care or similar</p> <p>Audio typing ability</p> <p>Logical approach to tasks and problem solving</p>

	<b>Essential Criteria</b>	<b>Desirable Criteria</b>
Personal Qualities and other requirements	<p><b>Physical effort</b>            Able to work at a computer desk            (modified workstations available)</p> <p><b>Mental Effort</b>            Able to prioritise and adapt to change at short notice.</p> <p>Able to cope with tasks running concurrently</p> <p>Able to work in an environment where patients and relatives may be upset or distressed</p>	