Role Profile

because you matter

St Nicholas Hospice Care
A Registered Charity No. 287773

St Nicholas Hospice Care is recognised as a great place to work, to learn and to grow. Where everyone matters, where everyone is encouraged, energised and enabled to play their part in delivering our vision.

Job role	Senior Clinical Administrator
Reports to	Clinical Operations Manager
Responsible for	Hospice Administration Team
Location	Hardwick Lane, Bury St Edmunds, Suffolk
Job Purpose	• To manage and lead the Hospice Administration Service. • To ensure the provision of robust administrative support to clinical teams. • To support the implementation, development and use of Clinical IT systems, particularly SystmOne. • To lead on the development of existing systems and processes to ensure accurate data collection.

What the job involves

- To provide leadership and line management to a team of administrators (to include the development of staff to ensure a skilled, responsive and high quality administrative service, primarily across the Clinical Directorate).
- To ensure the provision of robust administrative support to the Clinical Services Director, Clinical Heads of Department and clinical teams as required, including Sylvan Ward, Community Teams, Independent Living Team, Chaplaincy and Spiritual Care Team, and Supportive Care Services.
- Be the first point-of-contact for day-to-day SystmOne queries at St Nicholas Hospice Care (SNHC)
- Conduct ongoing system review and implement changes and/or updates, where necessary
- Liaise with the Data Analyst to monitor and lead on quality of data input to ensure accuracy and integrity of end reporting at SNHC
- Provide training and support to SNHC SystmOne users and Super Users, and implement best practice to ensure robust system use and data quality.
- Act as System Lead and Administrator for clinical IT suites (primarily SystmOne) to ensure implementation and use of the full range of system functions, including ongoing system review and development to support data quality and safe, effective patient care.

- Keep SNHC IT systems up-to-date and integrated with external organisation's electronic healthcare systems e.g. community healthcare and GPs
- Develop and implement governance procedures, guidance and policies in relation to SystmOne and supportive electronic healthcare/activity records
- Review, develop and manage administrative systems and processes which support clinical teams and care delivery.
- Act as RA Sponsor, carrying out the necessary duties to ensure the correct identity checks and access controls, and that clinical records are kept safe, secure and confidential.
- Work closely with colleagues to manage the provision of accurate and relevant data capture and presentation, as required.
- Manage the hospice Administration Team, providing daily support and regular 121's ensuring each member of the team has SMART objectives in place that are regularly reviewed with a formal review taking place on an annual basis.
- Work closely with the Clinical Operations Manager to ensure that business and support functions are undertaken.

What we want from you

- Previous experience of managing and leading a team.
- Good understanding of IT systems, especially SystmOne.
- Good overall IT literacy (Microsoft Windows, Office applications/O365, etc.).
- Experience of developing and delivering IT training packages.
- Evidence of proactive service development Experience of working in a health environment.
- A flexible approach to ensure consistency amidst changing priorities.
- A level of resilience to support service delivery within given timeframes.
- Strong communication skills in order to support people who are living with death, dying and grief in a warm, sensitive and appropriate manner.
- An understanding of the principles which underpin Information Governance and confidentiality.

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