

# 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.

<b>Job role</b>	Bank Clinical Administrator
<b>Reports to</b>	Senior Clinical Administrator
<b>Location</b>	Main Hospice, Bury St Edmunds
<b>Job Purpose</b>	To support an efficient and effective administrative service across the Hospice clinical areas.

## What the role involves

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Undertake patient referrals sensitively and empathetically, being able to communicate with a wide range of people, some of whom may be in distress.

Provide telephone support for the team, dealing with both straightforward and complex enquires from a range of sources, including hospice clinical teams, patients, relatives, carers as well as GP and other healthcare professionals. Ensure messages are communicated accurately and dealt with in an appropriate and timely manner.

Accurately input, update and retrieve data in a timely manner, using a variety of systems (electronic and paper based), including both patient/client records. Ensure information is held in a secure and confidential manner in line with data protection guidelines.

To provide support for meetings as requested, booking meeting rooms, sending out supporting documentation (agenda's, papers etc), taking and distribute meeting notes and any administrative follow up actions as required.

To undertake any other appropriate duties when required demonstrating both flexibility and support as delegated by the Senior Clinical Administrator.

To undertake general office duties as required, including photocopying, scanning, etc.

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# What we want from you

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- Good general education
- Significant experience in an environment with manual and electronic systems
- SystemOne experience is desirable, but training can be provided
- Experience of dealing with telephone enquiries on sometimes difficult and sensitive issues.
- Able to communicate with a range of people including the general public, healthcare professionals and external organisations
- Ability to organise, prioritise and manage own workload
- Good IT skills including Microsoft Outlook, Word and Excel
- Willing to work flexibly and co-operatively as part of a wider team
- Ability to respect and maintain confidentiality at all times