

Role Profile

because
you matter

**St Nicholas
Hospice Care**

A Registered Charity No. 287773

St Nicholas Hospice Care is a local charity providing help, advice and support to people in West Suffolk and Thetford, who are facing dying, death and grief.

Job role	Receptionist/Administrator
Department	Reception
Reports to	Senior Clinical Administrator
Location	Bury St Edmunds Head Office and Clinical Site

Background Information

St Nicholas Hospice Care provides specialist palliative care services to the people of West Suffolk and Thetford. It is a specialist resource for those individuals receiving palliative care who may have complex needs. St Nicholas Hospice Care strives to meet the physical, emotional, social and spiritual needs of our beneficiaries, their families and friends; offering them support as they face life-limiting illness.

As the first point of contact for visitors to the Hospice, this role is key to providing a warm welcome for all who attend our main site. Whilst a good understanding of all 'front of house' functions is essential, an understanding of our administration service as a whole is also required, in order that support can be provided on a flexible basis, where needed.

Job Summary

- To provide an efficient and welcoming first point of contact for all visitors to the hospice.
- To maintain effective telephone communications at all times; managing incoming calls, taking and distributing messages electronically in a timely manner and with full use of the VOIP system.
- To effectively use IT systems, including our electronic patient records system (SystemOne).
- To contribute to the wider Hospice Administration Service, as required.

- To respond to service needs at short notice by demonstrating flexibility when undertaking a range of administrative duties.
- To train and support volunteers.

Key Accountabilities & Responsibilities

- Greet and appropriately direct all visitors attending the Hospice.
- Ensure that incoming calls to the main telephone switchboard are answered in a professional and timely manner; transferring calls, when required, ensuring specific consideration is given to each person's experience.
- Ensure smooth running of the reception area and keep tidy at all times.
- Maintain the receptionist e-diary and manage other reception organisational duties.
- Process all external mail from the Hospice and frank items as required.
- Facilitate employee and visitor car parking and manage the electronic car parking system.
- Support Hospice security (use of main door control).
- In conjunction with the Senior Clinical Administrator, regularly review reception procedures to ensure service need across departments is met and best user experience achieved.
- Under the direction of the Senior Clinical Administrator to demonstrate flexibility to undertake a range of administrative duties to support service need at short notice, across the organisation.
- Demonstrate understanding of confidentiality and GDPR principles by following agreed procedures.
- Support and guide Hospice learners and new starters such as volunteers and new members of staff with on-boarding process.
- Ensure adequate provision of volunteer cover, when required, including receptionist cover on IPU. To create regular written updates for volunteer support to ensure continuity of reception services out of hours.
- Ensure all visitors adhere to infection control measures as per Hospice guidelines.
- Liaise with nursing staff to ensure patient information is up to date in order to manage appropriate visiting procedures.
- Accept donations brought into the Hospice and ensure that these are recorded in accordance with Hospice procedures.
- Responsible for reception retail tasks, such as use of till, sale of merchandise, and the sale and process of lottery tickets, working in accordance with Hospice procedures.
- Report faults and maintenance issues to the Facilities Team via the appropriate reporting process.
- Any other duties, as required which are appropriate to the role, such as Fire Marshalling.

Key Working Relationships

- Patients, relatives and caregivers.
- Volunteers, including Reception Volunteers.
- St Nicholas Hospice Care staff working at Hardwick Lane.
- Trustees.
- Contractors.

- Health and social care professionals from other organisations.

Job Scope

Decision making level	Within own scope of role
Financial resources	Delegated Authority to £250 for stationary
Other resources	VOIP, SystmOne, Microsoft packages.
People management	Day to day support of Hospice Reception/Ward volunteers.
Legal, regulatory and compliance responsibility	Adherence to St Nicholas Hospice Care policies in relation to retail responsibilities and acceptance of donations.

Person Specification

Knowledge, qualifications and experience

Essential

- Experience within a Receptionist role.
- Excellent IT skills, conversant with Microsoft packages including Excel, Word and Outlook
- Able to work independently and on own initiative, within specified guidelines or processes.
- Adaptable and able to work in a team environment.
- Able to work appropriately with confidential and sensitive information.
- Able to work calmly and professionally under pressure.
- Good level of general education, with a minimum of GCSE English and Maths at or above Grade C, or equivalent qualification.
- Experience of working with and supporting the input of volunteer staff.
- Awareness of cultural and religious needs of visitors and colleagues.
- Supporting various clinical areas of practice i.e. pharmacy errands.

Desirable

- Experience of working in a health or social care environment.
- Experience of handling cash.
- NVQ Level 2 in Administration, or equivalent qualification.
- Computing qualification, e.g. European Computer Driving License.

Skills and abilities

Essential

- Excellent telephone manner.
- Excellent organisational skills, including the ability to manage time and prioritise workload effectively.
- Well-developed interpersonal skills, able to communicate effectively and sensitively with (paid and volunteer) colleagues at all levels.
- Ability to work flexibly as part of a team and independently, asking for & giving support as needed.
- Ability to communicate effectively with distressed patients/relatives in a sensitive manner

Other

Undertake any other duties, which may be reasonably required within the scope of the role.

This Job Description may change and the duties listed are not exhaustive, but such change will only be made following consultation between the (relevant) line manager and the post holder.

Ensure that all safeguarding concerns are reported to St Nicholas Hospice Care Safeguarding Leads, demonstrating awareness that 'safeguarding is everyone's business'.

Standards and Expectations

Policies and Procedures

All Hospice employees are expected to follow policies, procedures and guidance as well as professional standards and guidelines.

Confidentiality / Data Protection

You should be aware of the confidential nature of the Hospice environment and/or your role. Any matters of a confidential nature, relating to patients, carers, relatives, staff or volunteers must not be divulged to any unauthorised person. You should make yourself aware of the requirements of the Data Protection Act and follow hospice procedures to ensure appropriate action is taken to safeguard confidential information.

Health and Safety

You are required to take reasonable care for your own health and safety and that of others who may be affected by your acts or omissions and you should ensure that statutory regulations, policies, codes of practice and safety and good house-keeping rules are adhered to, attending training as required.

Safeguarding and Mental Capacity Act

All employees have a responsibility to safeguard and promote the welfare of adults, children and young adults. It is essential that all safeguarding concerns are recognised and acted on appropriately in line with the policies and training. You must ensure you always act in the best interests of any person lacking mental capacity.

Infection Control

All employees have personal responsibility for Infection Prevention and Control practice. You should ensure you are familiar with, and comply with, all relevant Infection Control policies and training for minimising the risk of avoidable infection.

Equality and Diversity

We recognise and encourage the valuable contribution that people from all backgrounds and experiences bring. You will treat all individuals on the basis of merit and without prejudice.

Volunteer Assistance

The Hospice has the advantage of being supported by many volunteers. If a volunteer is assigned to assist you at any time, you will still retain responsibility for the requirements of this job and at all times you will be expected to treat volunteers with respect and value their contribution.

Job Description

This job description is not intended to be restrictive and should be taken as the current representation of the broad nature of the duties involved in your job and needs to be flexible to cope with the changing needs of the job and the Hospice.

Values

Our core values guide the way we work together to care for our people and support their loved ones. Our values, which are rooted in the charity's early days, create our culture and are a combination of all our actions, behaviours and decisions. **Our values are Compassion, Accountability, Respect and Equity.**

March 2024