

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	Senior Clinical Administrator
Department	Clinical Administration
Reports to	Clinical Systems and Administration Manager
Salary Grade	Band E
Location	Bury St Edmunds Head Office
Criminal Records Disclosure required	Enhanced

Background Information

St Nicholas Hospice Care (SNHC) provides end of life care both in the community and onsite, at Hardwick Lane supporting patients living with a terminal illness, and their loved ones.

Our vision is: ***Everyone in our communities has choice, dignity and support when facing dying, death and bereavement***

As a registered charity, our services are provided free of charge to our beneficiaries, with much of our funding provided by voluntary donations, gifts and wider activities where our Fundraising and Retail teams have strong connections and participation with the local community.

As a Senior Clinical Administrator, this post holder will provide comprehensive system and administrative support primarily for the clinical teams across SNHC, including other areas as required. In addition, the Senior Clinical Administrator will undertake an essential deputising role to the Clinical Systems and Administration Manager, providing organisational resilience and business continuity.

Job Summary

- Under the direction of the Clinical Systems and Administration Manager, provide clinical systems and administrative support, primarily but not exclusively, for the SNHC clinical teams
- Frequently act as a first point of contact for those accessing SNHC, by telephone and on occasion, in person
- Demonstrate effective use of SystmOne to direct tasks and share information with colleagues, including all clinical IT systems
- Support the development of existing systems and processes, under the direction of the Clinical Systems and Administration Manager
- Act as a deputy to the Clinical Systems and Administration Manager in respect of matters relating to SystmOne use and related business critical functions
- Demonstrate expertise in key areas of system management, as delegated by the Clinical Systems and Administration Manager
- Actively model the SNHC core values: **Compassion**, **Accountability**, **Respect** and **Equity**.

Key Accountabilities & Responsibilities

Systems

- Deputise for the Clinical Systems and Administration Manager in respect of all matters relating to clinical systems, software and web-based applications in use to ensure business continuity, including:
 - Act as deputy System Lead, and administrator for clinical applications, including delegated responsibility when required for the maintenance of essential system information and resources
 - Assist with the implementation of agreed system changes and/or updates
 - Act as deputy RA Sponsor to ensure that correct ID checks and access controls are completed to ensure system access by clinical teams
- Under the direction of the Clinical Systems and Administration Manager, support the delivery of day to day functions of systems in use, particularly SystmOne
- Demonstrate a robust level of technical knowledge in support of the Clinical Systems and Administration Manager, through knowledge and recognised vocational training
- Under the direction of the Clinical Systems and Administration Manager, deliver training for groups of system users, ensuring understanding and tailoring delivery to meet the needs of all system users
- During training, identify the need for additional 1:1 support which may be required by team members to enable robust system use, delivering this as required

- Act as a visible resource for system users, supporting easy access for clinicians to advance their practice
- Under the direction of the Clinical Systems and Administration Manager, lead on specific areas of system development, eg: the building of SystmOne templates, as required by the clinical teams
- Undertake the role of Primary SystmOne Superuser
- Maintain understanding of iRota as directed by the Clinical Systems and Administration Manager and in support of the Community Palliative Care Team Lead.

Administration

- Act as a role model for colleagues undertaking the first point of contact role into SNHC, ensuring understanding of the complex and distressing nature of verbal interactions, which may occur when people experience grief, loss and bereavement
- Provide information and/or signposting for people contacting SNHC, demonstrating knowledge and understanding of other services which may meet people's needs
- Communicate effectively, demonstrating the ability to receive sensitive and complex information via the first point of contact, ensuring a prompt, calm and sensitive approach to support people during highly emotive situations
- Effectively manage referrals into the service, bringing these to the attention of clinical managers in a timely manner and delegating the upload of accurate patient details to SystmOne
- Demonstrate excellent understanding and use of VOIP telephone system in order to manage telephone calls, ensuring that first contact into SNHC is managed effectively, within role
- Design and deliver training for new staff and volunteers in respect of use of the VOIP telephone system
- Provide a flexible and comprehensive administrative service to SNHC teams, primarily, but not exclusively for the Clinical teams as directed by the Clinical Administration and Systems Manager, which may include:
 - Sylvan Ward
 - Community Teams
 - Independent Living Team
 - Chaplaincy and Spiritual Care Team
 - Education Team
 - Heads of Service and Director of Care
- Undertake data gathering, including the presentation and simple analysis of non-complex data sets, under the direction of the Clinical Systems and Administration Manager
- Ensure data accurately, ensuring that information is directed to the appropriate individual or team in a timely manner
- Demonstrate understanding of the need to prioritise duties and information; escalating urgent matters appropriately to the Clinical Systems and Administration Manager

- Develop understanding of the function of clinical teams, assisting senior colleagues to undertake functions which support service delivery, as directed by the Clinical Systems and Administration Manager
- Arrange and provide administrative support for clinical meetings and events, as requested by the Clinical Systems and Administration Manager
- Provide administrative support for quarterly governance meetings, in the absence of or as delegated by the Clinical Systems and Administration Manager
- Work effectively with volunteers, delegating duties as appropriate
- Demonstrate flexibility and role modelling to support administration functions across clinical teams during periods of high demand
- Ensure the continuation of data collection processes which demonstrate operational effectiveness, in the absence of the Clinical Systems and Administration Manager
- Demonstrate excellent understanding of the principles of GDPR and confidentiality.

Leadership

- Routinely provide day to day support and supervision of junior colleagues and volunteers operating the single point of contact service, escalating queries or matters of concern to the Clinical Systems and Administration Manager, as necessary
- In the absence of the Clinical Systems and Administration Manager demonstrate an ability to co-ordinate and reprioritise duties to enable the effective running of the Clinical Administration Service, maintaining business as usual
- Ensure the implementation of policies and procedures relevant for the service and as directed by the Systems and Administration Manager
- Identify areas within extent of responsibility which may benefit from service development or improvement, proposing models which may enhance effectiveness.

Education

- Review own training and education needs based on reflection and feedback from annual PDR/appraisal
- Support the development needs of colleagues and volunteers

Key Working Relationships

- Patients and families - providing first point of contact for information and directing to appropriate SNHC colleague
- Members of the public – providing information, support and guidance on services and activities
- Colleagues – working collaboratively, sharing information

- External health care and social care professionals and MDT members – directing to internal colleagues
 - NHS and other providers – working in partnership
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Job Scope

Decision making level	Working within competencies and boundaries of role
Financial resources	n/a – all costs referred to line manager
Other resources	Within role ensure that equipment used remains in good working order, e.g.: telephone system, PC, scanner, photocopier, network printer, escalating concerns promptly.
People management	Day to day support of junior colleagues and volunteers
Legal, regulatory and compliance responsibility	Acting within SNHC policies. Good understanding of confidentiality and GDPR

Person Specification

Knowledge, qualifications and experience

- Educated to A-level or equivalent
- Level 3 Data Technician qualification
- Administrative experience in a clinical environment/health care setting
- Administrative experience in an environment that requires the use of both manual and computerised administrative systems.
- Experience in communicating effectively with members of the public, healthcare professionals and staff from other organisations
- Working with a range of healthcare professionals at all levels.
- Experience of dealing with telephone enquiries which may involve difficult and sensitive issues.
- Comprehensive knowledge of administrative processes and procedures in the workplace.

Skills and abilities

- Good written and verbal communication skills.
- Ability to organise and prioritise workload.
- Ability to convey and receive information in a calm and professional manner.
- Input data both accurately and efficiently.
- Excellent verbal and written communication skills at various levels and with a wide range of people.
- Excellent telephone manner with attention to detail
- Good IT skills including Outlook, Word and Excel.
- Well organised and good time management skills
- Maintain concentration and attention to detail whilst also dealing with interruptions.
- Able to work on own initiative, prioritise own workload and consistently meet deadlines
- Be able to work flexibly and co-operatively as part of a wider team according to service need.
- Able to remain both calm and productive whilst under pressure.
- Approachable and adaptable.
- A flexible and helpful manner should be demonstrated at all times.
- Ability to respect and maintain confidentiality and integrity at all times.
- Able to deal calmly and effectively with requests which may be highly emotive and relate to distressing circumstances.

Desirable

Knowledge, qualifications and experience

- Experience of participation in service and quality improvement initiatives.

Skills and abilities

- Experience of using clinical systems i.e. SystmOne
- Experience of using iRota or electronic rostering systems

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.

February 2025