

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	General Administrator
Department	Clinical Administration
Reports to	Senior Clinical Administrator
Location	Bury St Edmunds Head Office and Clinical Site

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 an Administrator, this post holder will provide comprehensive administrative support primarily for the clinical teams across SNHC, including other areas as required.

Job Summary

- Provide administrative support, primarily but not exclusively for the clinical teams at (SNHC)
- Act as a first point of contact for those accessing SNHC, by telephone and on occasion, in person
- Have a good understanding of the organisation and the ability to direct all enquiries, usually by telephone, to the appropriate team/individual

- Effective use of SystmOne (electronic patient documentation system) to direct tasks and share information with colleagues
- Work under the direction of the Senior Clinical Administrator
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Key Accountabilities & Responsibilities

Administration

- Provide a flexible and comprehensive administrative service to SNHC teams, primarily, but not exclusively for the Clinical teams, which may include:
 - Education
 - Clinical Administration
 - Supportive Care Services
 - Senior clinical colleagues
 - Reception
- Demonstrate excellent understanding and use of VOIP telephone system in order to manage telephone calls
- Undertake occasional data gathering, presentation and simple analysis, under the direction of the Senior Clinical Administrator
- Act as a first point of contact for those accessing SNHC, both by telephone and in person
- Record 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
- Develop understanding of the function of clinical teams, in order to provide administrative support as required, to include support of sub-committee meetings
- Arrange meetings and events, as requested, providing occasional support as minute-taker
- Work effectively with volunteers, delegating duties as appropriate
- Demonstrate excellent understanding of the principles of GDPR and confidentiality

Communication

- Demonstrate sensitivity and sound communications skills to support people who may be experiencing loss, grief and bereavement

Education

- Review own training and education needs based on reflection and feedback from 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 Healthcare professionals and MDT members – directing to internal colleagues

Job Scope

Decision making level	
Financial resources	
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	Support of junior colleagues
Legal, regulatory and compliance responsibility	Understanding of confidentiality and GDPR

Person Specification

Knowledge, qualifications and experience

- Educated to A-level or equivalent
- Vocational qualification i.e. ECDL, NVQ Level 2/3 in business administration or similar
- 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 talking to 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 on sometimes 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.
- 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.

March 2024