

## Job Description – Clinical Administrator

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<b>Reports to:</b>	Clinical Administration Lead
<b>Responsible for:</b>	Administrative and secretarial support to both the Ward and the Community Hospice Teams
<b>Location:</b>	Whilst your normal place of work is Hardwick Lane, you will also be required to work at such other place or locations within the Bury St Edmunds, West Suffolk and Thetford area as we may reasonably determine.
<b>Job Purpose:</b>	To provide an efficient and effective secretarial and administrative service across the Hospice

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### Key Responsibilities:

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

To provide telephone support for the team, dealing with both straightforward and complex enquires from a range of sources, including the 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.

To 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 assist in the compilation and reporting of weekly, monthly and quarterly statistics in conjunction with the Health Care Records Manager.

To produce and maintain electronic rosters for the appropriate teams using Staff Care, with attention to ensuring all teams have the correct skill mix and competencies to be able to deliver safe working practices. To provide any user training for new users and any training updates.

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

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

### **Special Features of the job**

The post will require a degree of flexibility to provide cover during periods of staff absence.

### **Personal Development (all staff)**

- All staff and volunteers in the Hospice are encouraged to contribute to identifying and meeting their own job-related development needs. This will be achieved through a variety of processes including regular 1-2-1's with Line Managers or senior colleagues, annual appraisal and development reviews.
- All employees are subject to an annual appraisal and to maximise the benefit from this process the employee must engage fully in the review and agree with their Line Manager organisational, team and personal objectives.
- Each employee must co-operate and attend all appropriate mandatory and statutory training as required by the organisation and /or their professional bodies.

### **Health and Safety (all staff)**

- All staff have responsibilities to ensure that our working environment continues to be a safe, secure, healthy and fulfilling place to work.
- Employees of St Nicholas Hospice Care are required to work in line with the Health and Safety Policy to ensure not only their own health and safety, but that of others too.

### **People Management (those with line management responsibilities)**

Providing leadership, management and development of all staff and volunteers within area of responsibility through effective;

- Workforce planning, recruitment and selection
- Departmental communication and staff support.
- Performance management.
- Staff development including regular 1-2-1's , and annual appraisals.
- Staff support including health and safety and wellbeing awareness.
- Facilitation of a culture of learning and respect for difference.

### **Governance (those with responsibilities for policy and procedure implementation, audit and monitoring responsibilities)**

Ensure Hospice policies and guidelines/safe operating procedures are developed and implemented in association with Hospice Committees.

Develop monitoring systems to ensure compliance with policies and procedures in association with the Hospice Committees.

## General (all staff)

- At the heart of our strategic vision, our “One Team” approach aims to support creative and flexible responses from every member of our workforce in order to benefit each and every person using our services, from clinical care, retail, fundraising, education and the support services. There is an expectation for everyone to support colleagues beyond their own team.
- Ensure that all within the team have a grasp of the Hospice’s structure, values and purpose and have opportunities for involvement in its further development.
- Ensure the maintenance of confidentiality in respect of staff, volunteer and client records and all privileged information relating to the services of the Charity, its patients, staff and volunteers and particularly of the area for which directly responsible.
- Promote and foster the Hospice’s reputation and standing within the community and with private, statutory and voluntary sector agencies and organisations.
- Undertake any other duties which may be reasonably required.
- The philosophy of the Hospice is based on a multi-skilled, cross-departmental approach. Staff regardless of grade or discipline, are required to participate in this concept. The role of volunteers is integral with the work of St Nicholas and paid staff are required to underpin this in their attitude and actions.
- All staff must be sympathetic to and able to project the philosophy and concept of hospice care.
- The Hospice has in place provision for staff support. Staff are expected to exercise responsibility in accessing and providing whatever forms of support might be appropriate for them to ensure that they are able to offer the professional care for which they are employed.
- This Job Description may change and the duties listed are not exhaustive, but such change will only be made following consultation between the (relevant) "Manager" and the post holder.

## References:

Recruitment Policy  
Learning & Development Policy  
Disciplinary Policy  
Health and Safety Policy

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Job Description dated: November 2015