

Job Description – PA to Clinical Services Director

Reports to:	Clinical Services Director
Responsible for:	General Office, Bank and Volunteer support staff
Location:	Hardwick Lane, Bury St Edmunds, Suffolk, IP33 2QY
Job Purpose:	<p>To provide personal assistance to the Clinical Services Director in the administration of clinical governance and care management</p> <p>To contribute to the senior administrative leadership activity in both supporting people in the delivery of services and by refining and streamlining processes</p> <p>Leading on the development of administrative projects, e.g. establishing new processes, task and finish work groups</p>

Key Responsibilities or Duties:

Operational Administration: Supporting People

1. Provide administrative support to the CSD in managing and preparing for appointments, the organisation of meetings and the maintenance of confidential documents and files.
2. Supporting other directors with work associated with clinical issues as required
3. Provide administration support to the User Advisory Group Independent Facilitator and the Group
4. Lead and manage developmental start up projects managing resources, communicating progress and encouraging a cross team approach between those involved
5. Ensure secretarial support to the Senior Clinical Management Team meetings, Clinical Committee, User Advisory Group, Clinical Directorate meetings, Burton Centre Operational/Audit meetings and other practice and quality development and assurance meetings
6. Develop a cohesive, coordinated and well-supported clinical administrator volunteer team
7. Mentor and offer guidance to members of administrative team
8. To work closely with the PA to the CEO and the Clinical Administrator Lead to ensure seamless administration for patient care and deputise when either is on leave.
9. Cross cover for front reception or at Burton Centre as required

Operational Administration: Processes

10. Ensure systems and processes for the management of clinical incidents, complaints and Serious Untoward Incidents are followed.
11. Administer the National Safety Alerts process: from receiving national alert through to distribution and logging action taken thereby developing an 'audit trail' of MHRA and other national alerts, using electronic database.
12. Working with other administrators to promote a paperlite approach to the working environment maximising the use of IT
13. Administer adherence by managers to the schedule for routine weekly/monthly/quarterly and 6 monthly reports; ensure activity reports are received by the deadline from Senior Clinical Managers for CSD
14. Co-ordinate HUK Benchmarking monthly and quarterly figures in preparation for submission.
15. Prepare quarterly monthly statistics and reports for West Suffolk and Norfolk CCGs.
16. Organise attendances at external conferences, away days and other meetings as required
17. Prompt and accurate typing for PDR's, meetings, reports etc.
18. Working with PA to CEO ensure compliance with the rolling programme of clinical policies review
19. Working with Head of Education ensure compliance with the rolling programme of clinical guideline review.
20. Clinical Mandatory/Statutory Training; working with HR Department ensure CSD has accurate data regarding staff attendance quarterly.
21. Administer the Controlled Drug (CD) meetings and annual CD audit.
22. Administer any action plans/ issues raised by Care Quality Commission or following other inspections under guidance of CSD.
- 23.
24. Working with Marketing Dept ensure clinical website 'pages' are routinely and regularly updated by others.
25. Ensure clinical staff signatures are documented

Special Features of the job

Such as working unsocial hours, key-bearer responsibilities, attend fundraising events, on-call responsibility etc.

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

Job Description dated:

October 2016