



## Job description

<b>Post:</b>	<b>Clinical Administrator (Bank)</b>
<b>Department:</b>	<b>Clinical Services Department</b>
<b>Reports to:</b>	<b>Quality Improvement Manager</b>
<p>The post holder is responsible for providing administrative support for clinical staff at Princess Alice Hospice, and providing the first point of contact for referrers, patients, families and carers, volunteers, and members of the multi-disciplinary team.</p>	

### Our values and behaviours

*“Working together because we care”*

Our **I – CARE values** inspire us and they are at the heart of everything we do.

### I CARE

**Integrity:** I am open and honest and will treat everyone fairly.

**Compassion:** I am interested in people. I am kind and thoughtful towards my colleagues, patients and their families.

**Accountability:** I don't pass on blame. I take responsibility for my decisions and actions.

**Respect:** I treat everyone with respect, whatever their role, their culture or their opinion.

**Excellence:** I aim for outstanding. I never stop learning and improving.

## **Key responsibilities**

To provide cross-departmental administrative support as and when directed by the Clinical Administration Coordinator and Quality Improvement Manager, and to be the first point of contact with the department for referrers, patients, families and carers.

### **1. Secretarial / Administrative**

- 1.1. To provide full secretarial and administrative support to the clinical staff within the department.
- 1.2. To ensure that the electronic diaries of senior clinical staff are kept up to date.
- 1.3. To accurately prepare reports and other documentation as required by clinical staff, including patient letters.
- 1.4. To book rooms for staff meetings, appraisals, etc.
- 1.5. To attend various meetings as required.
- 1.6. To ensure that all agendas, minutes and other documents are accurately produced, filed and circulated as required.
- 1.7. To develop and maintain all departmental electronic and printed folders and files.
- 1.8. To provide an effective liaison between clinical departments

### **2. Dealing with Patients, Carers and Visitors**

- 2.1. To meet visitors to the department and escort them to the appropriate area
- 2.2. To deal with telephone calls and messages from patients, carers and relatives in a sensitive, compassionate and courteous manner, ensuring that messages are promptly relayed to the most appropriate person
- 2.3. To carry out duties associated with the referral and / or admission of patients, including the preparation of all necessary documentation
- 2.4. To arrange transport for patients being admitted or discharged, or those attending medical appointments
- 2.5. To liaise with the transport co-ordinator when voluntary transport has been identified.

### **3. Use of Crosscare**

- 3.1. To be fully conversant with the in-house patient record software (Crosscare), and to enter and update information onto the system, notifying clinical staff as appropriate
- 3.2. To scan documents and care plans into Crosscare as directed by clinical staff
- 3.3. To take appropriate action at the conclusion of the MDT meetings in updating documentation

### **4. Other Duties**

- 4.1. To be part of the central pool answering calls between 8.30AM and 5.00PM
- 4.2. To ensure that end of day contact is made with CNSs and Community based Therapy staff who have not made contact at the end of their visits.

- 4.3. To conduct tours of the Hospice with prospective patients and relatives as required liaising with the Ward
- 4.4. To advise on alternative hospice referral if patient is outside the PAH catchment area
- 4.5. To provide administration support at daily admission meetings
- 4.6. Ensure the correct disposal of all confidential waste
- 4.7. To act as an ambassador for Princess Alice Hospice at all times

**Signature:**

**Date:**



## Personal specification

<b>Post:</b>	<b>Clinical Administrator (Bank)</b>
<b>Department:</b>	<b>Clinical Services &amp; In-patient Unit</b>

### Qualifications and Training

- Good standard of literacy and numeracy – minimum Grade C in GCSE English and Maths, or equivalent
- Administrative / Secretarial qualification – e.g. Diploma in Business Administration or equivalent OR written validation of successful completion of MS Office System training to an Intermediate level

### Work background and experience

- Broad experience of working in an administrative post which has included, diary management, organising meetings and agendas, document production, maintenance of office systems and minute-taking
- Experience of working unsupervised
- Experience of dealing with sensitive and / or confidential information
- Experience of working in a pressured environment
- Experience of working with inter-relational databases
- Experience of E-rostering
- Experience of similar healthcare environment or the not-for-profit sector

### Particular skills and aptitudes

- Ability to work accurately and with good attention to detail
- Accurate word-processing skills
- Intermediate Excel
- Excellent telephone manner
- Excellent communication and interpersonal skills, in particular the ability to deal compassionately and appropriately with people in distress
- Ability to think logically under pressure
- Ability to manage time effectively and prioritise workload
- Ability to take notes effectively and produce accurate minutes
- Ability to review systems and develop smarter working practices
-

## **Specialist knowledge**

- Knowledge of hospice / hospital environment / Medical terminology

## **Personal qualities and other requirements**

- Willingness and ability to maintain a high level of confidentiality and trust
- High degree of diplomacy and tact
- Discretion
- Patient and calm under pressure
- Ability to work well as part of a small team
- Ability to deal with stresses of busy office environment
- Awareness of, and commitment to the Mission, Vision and Values of the Hospice