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**Job Description**

**JOB TITLE:** Clinical Administrator – In-Patient Unit Team

**REPORTS TO:** Clinical Leadership and Support Coordinator

**JOB PURPOSE:** To provide administrative support to the In-Patient Service and to provide relief cover in other areas of clinical administration as requested.

**OPERATIONAL RESPONSIBILITIES**

**Support for the In-Patient Service**

* To be responsible for ensuring that all referrals are entered onto the patient administration system and discussed by the appropriate team.
* To input data onto SystmOne, ensuring accurate statistical data.
* To accurately transcribe clinical letters, minutes, protocols and other correspondence either by tape or handwritten, and any other typing as requested, in a timely manner and within the specified time scales.
* To be responsible for ensuring that any patients records, or communications, are located/requested, and to ensure that patient records are kept in a neat order, and archived on a regular basis.
* To ensure that any letters requiring signatures are checked by the requesting individual, and signed within an acceptable time scale.
* To develop and maintain effective office systems, including electronic email, filing, photocopying, faxing, shredding and typing duties as required by the Clinical Team.
* To work closely with members of the Clinical Team to ensure that the day-to-day activities of a busy workstation are confidentially and proactively managed by utilising systems and procedures for the management of time, resources and information available.
* To be responsible for taking clear, concise telephone messages, ensuring that they are communicated as quickly as possible to the appropriate person/s.
* To act as main administrative contact in IPU and provide relief cover in other areas as required.
* To maintain confidentiality at all times, dealing with sensitive issues discretely and sensitively.
* To act as an advocate and role model hospice values and behaviours

**General Administrative Support**

Provide relief and additional administrative support to the Hospice’s administrative team, assisting with a variety of tasks and demonstrating flexibility to address priorities and fluctuations in workload.

**Personal Development**

* Participate in the Hospice appraisal process and work towards meeting identified development needs.

**COMMUNICATION AND WORKING RELATIONSHIPS**

* To contribute to the maintenance of St. Rocco’s credibility, success and reputation.
* To establish and maintain effective working relationships internally with the Clinical Team, and externally with healthcare professionals, patients and families to ensure effectiveness of the service.
* To provide cover for other members of the Clinical Administration Team when required and requested.
* As part of the whole hospice team, contribute actively to a culture of collaboration and continuous improvement.

**INFORMATION SYSTEMS**

* Be fully conversant with operating computer software systems e.g. Syst1 for the retrieval and tracking of patient information and notes.
* Excellent daily use of all Hospice key information systems, including Outlook, Word, Excel and PowerPoint

**RESPONSIBILITY FOR PATIENT/CLIENT CARE**

* Work in close partnership with the CAEC team to ensure that service objectives are met, and patient experience is maximised.

**POLICIES AND SAFEGUARDING**

It is an expectation of all roles at St Rocco’s that staff will adhere to policies and procedures as published on the company drive, requirements detailed in the Staff Handbook and other reasonable management requests.

It is the responsibility of the post holder to be aware of and follow the legislation and guidance regarding Safeguarding Adults and Children as stated in the Hospice Safeguarding Policy. The post holder is responsible for ensuring they complete the appropriate level of safeguarding training according to their role.

**FLEXIBILITY**

The above Job Description cannot serve as an exhaustive list of duties and responsibilities. The post holder will be expected to be flexible and undertake additional duties as the needs of the organisation change.

Your manager will discuss any significant job changes with you, and this may result in a variation to this job description.

**GENERAL DATA PROTECTION REGULATIONS, DATA PROTECTION ACT 2018: and any relevant data protection legislation in force at any given time.**

* At all times maintain high levels of confidentiality and information security, complying with the relevant legislation such as the Data Protection Act and the Computer Misuse Act.
* Where any processing of information takes place (paper records or electronically) ensure that the data is of good quality, accurate and relevant for purpose.

All employees must adhere to the Policy on Information Governance which provides guidance on the use and disclosure of information. The Hospice also has a range of policies for the use of computer equipment and computer-generated information which detail the employee’s obligations and with which all staff are expected to comply.

**Person Specification**

**JOB TITLE:** Clinical Administrator – In-Patient Unit

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|  | **Essential** | **Desirable** |
| **Education/Qualifications**  Educated to A Level or equivalent, or with three years relevant experience.  Trained and/or highly experienced in Microsoft Office applications.  Formal qualification in computer literacy e.g. ECDL or equivalent.  Proficient typing skills. | Y | Y  Y  Y |
| **Experience**  Experience of working in an administrative role.  Experience of working in a customer facing role or dealing with people on a day-to-day basis.  Experience of working in a healthcare or clinical setting | Y  Y | Y |
| **Skills**  High level of computer literacy, including Microsoft Office Word, Excel, PowerPoint, Access and Outlook.  Ability to use the internet for research purposes.  Good oral and written communication skills, including on the telephone.  The ability to filter information and assess priorities.  Good time management.  The ability to keep accurate computer and paper records.  The ability to work on own initiative and as part of a team.  The ability to exercise discretion and with confidential and sensitive matters.  **Skills**  The ability to respond positively to change.  Excellent interpersonal and communication skills.  The ability to take notes and minutes of meetings.  The ability to manage a busy diary  The ability to work autonomously.  Personal organisation and time management skills.  The ability to make good decisions  The ability to work accurately to tight deadlines and deal effectively with multiple areas, projects and changing priorities.  Good attention to detail  A flexible can-do attitude.  The ability to collaborate with staff across the Hospice. | Y  Y  Y  Y  Y  Y  Y  Y  Y  Y  Y  Y  Y  Y  Y  Y  Y  Y | Y |
| **Additional Requirements**  Some flexibility with hours and location of work. | Y |  |