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| **JOB DESCRIPTION**  |

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| **Job Title:** | **Clinical Services Administrator** |
| **Reports to:** | **Head of Clinical Services** |
| **Location:** | **Primrose Hospice** **St Godwalds Road, Bromsgrove B60 3BW** |
| **Hours:** | **35 hoursper week** |
| **Salary:** | **£21,466 actual / £23,000 FTE** |

**Job Role**

**Summary**

The post holder will provide effective administrative support to the Hospice’s Clinical Team under the guidance of the Head of Clinical Services.

**Key tasks**

The post holder will:

* Provide computer and in-house patient database / SystmOne help and advice, secretarial and general office support to the clinical team with limited cross cover with Family Support Team administrator during times of leave.
* Receive and respond appropriately to telephone and email enquiries, using personal initiative and remembering with sensitivity the patient / family group supported by the Hospice.
* Undertake a SystmOne administrator role which includes setting up and maintaining caseloads, creating templates, and waiting lists, scanning documents, running reports, and supporting clinical staff in the use of SystmOne.

* Work with the clinical team to produce and send all required clinical correspondence for patients, GPs and other health care professionals as required.
* Work with the Clinical Nurse Specialist (CNS), contributing to diary management and supporting the day-to-day organisation of the outpatient clinic; this includes booking appointments and correspondence.
* Provide limited secretarial support for the CEO as necessary relating to clinical matters i.e., writing to GPs and the wider teams as requested.
* Provide general secretarial support for the Clinical Team.
* Prepare and take minutes of meetings within the Primrose Hospice, always maintaining strict confidentiality:
	+ Clinical Governance
	+ Therapy Team meetings
	+ Audit and Clinical Excellence
	+ Nurse meetings when required
* Set up administration for developing services to ensure efficient service and data collection.
* Provide a limited amount of cross cover to the Volunteer Manager role during times of leave particularly in relation to the organisation of volunteer transport.
* Obtain and enter onto SystmOne additional information as required by the Clinical Team this may include, lists of current medication, clinic letters from GP surgeries and any hospitals outside of area at point of referral.
* Set up and monitor Gold Standard Framework (GSF) meetings for CNS, liaising with GP surgeries.
* Set up ambulance transport with the West Midlands Ambulance Service, booking, cancelling, and amending when necessary.
* Co-ordinate student placements, being a central point of contact and ensuring students have the required information prior to attending Primrose Hospice.
* Maintain electronic folders and paper records for all clinical policies.
* Amend and update all clinical policies where necessary ready for approval at Clinical Governance and Information Governance meetings.
* Update and monitor index and advising Head of Clinical Services as and when policies become due.
* Update electronic historical record of clinical policies that have expired on a 3-year basis or when updated.
* Keep signed paper record of each updated policy.
* Keep the accident folder and reporting on clinical accidents to the Head of Clinical Services prior to Clinical Governance meetings.
* Maintain electronic folder for Risk Assessments, monitor folder and keep all assessments electronically. Co-ordinate updates of risk assessments within required time scales.
* Support the IT process for new and leaving staff members including requesting (or closing) email accounts and access to clinical systems, liaising with external agencies as required.
* Work with the clinical team to ensure accurate data is collected to demonstrate the impact of services provided.
* Run off weekly death list (over a 2-week period) from SystmOne and forwarding to Fundraising for their Donorflex database.
* Update overnight answer machine when necessary i.e. Christmas, Easter and Bank Holidays.
* Organise post rota for administrators.
* Order stationery and ink cartridges as required for the clinical team.
* Update folder regarding compliments, adverse comments and complaints and prepare for the Board.
* Update drug and equipment alerts schedule and embed documents.
* Monitor shared email account:
* Forward drug and equipment alerts to Head of Clinical Services
* Forward referrals to Family Support (FS) coming in through shared email
* Notify referrer referral passed to FS team
* Make Clinical Services Team aware of clinical referrals to that service
* Attend IT meetings when required for input and providing advice.

**General tasks**

* Work flexibly across Clinical Services and support other colleagues across departments.
* Ensure all written and verbal communication is constructive, effective, accurate and documented following Hospice procedures.
* Work and communicate effectively with internal and external stakeholders.
* Identify own learning needs both independently and through the annual appraisal process.
* Work with and support volunteers.
* Take personal responsibility for attendance at annual mandatory training sessions and ensure that mandatory training is completed and updated in a timely manner.
* Act as a role model, demonstrating positive attitudes and behaviour at all times, and supporting some activities beyond clinical services (e.g., fundraising initiatives and events).
* Take responsibility for own professional development, including keeping up to date with relevant professional issues.

**Other duties & responsibilities**

To undertake any other duty within your ability and within reason, as may be required from time to time, at the direction of your line manager.

# Assistance

The Hospice has the advantage of being supported by a number of volunteers. If a volunteer is assigned to assist you at any time, you will still retain responsibility for the requirements of this job in terms of accuracy, efficiency, and standards of completion. You will also ensure good communication and be mindful of your responsibility towards that volunteer in terms of Health and Safety.

# Confidentiality

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.

# Data Protection

You should make yourself aware of the requirements of the Data Protection Act and follow local codes of practice 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 safety and fire lectures as required.

This Job Description is not intended to be restrictive and should be taken as the current representation of the 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.

It is expected that you will be committed to the core purpose of the Hospice and will act as an ambassador for the Hospice, actively promoting it throughout your role. It is also hoped that as the Hospice is heavily reliant on charitable donations you will support promotional activities where possible showing support to your colleagues in the spirit of team working.