



Job Description

Job Title:	Clinical Services Administrator
Tenure:	Permanent
Base:	Workington Community Hospital
Responsible to:	Clinical Office Supervisor
Responsible for:	N/A
Pay scale:	£22,466 (£13,480 pro rata)
Hours:	22.5 hours per week

JOB SUMMARY:

The Clinical Services Administrator is part of a small team which provides a full range of professional administrative support to the Home Nursing, Family & Bereavement Support, Lymphoedema and North Cumbria Specialist Palliative Care Teams, including medical staff.

DUTIES AND RESPONSIBILITIES OF THE POST

Key Responsibilities of the Job:

- Delivers a full range of administrative support to the clinical teams which includes taking calls, document handling, data processing and receiving cash donations.
- Processes referrals (telephone, paper and electronic) to the Home Nursing, Family & Bereavement Support, Lymphoedema and the Specialist Palliative Care Teams from health and social care professionals and families.
- Works as a member of the wider hospice and organisational teams to participate and support the induction of new staff. Builds positive relationships internally and externally including peers and local health care professionals.

- Acquires and records information from patients, families and professionals to signpost to the most appropriate recipient.
- Manages personal and confidential calls from professionals, patients, relatives and carers which include those of a sensitive and emotionally challenging nature from which must be handled with discretion and sensitivity.
- Manages and maintains all data including paper and electronic systems. Inputs patient information onto the electronic patient record system (EMIS) inclusive of closing patients to all known services and distribution of information to appropriate departments.
- Provide the necessary cover for other administrative staff as directed and undertake any other duties as required, these may be specific to the needs of each team or more generic in nature, e.g., minute taking and audit support.
- Gives practical support for induction sessions, support meetings, study and training days including attendance at these events where appropriate and minute taking.

Personal Development:

- To be committed to personal and professional development and engage in mandatory and statutory training as required.
- Set challenging goals through the appraisal process to ensure the effective delivery of personal objectives.
- To keep updated with current policies and procedures.

General:

- To ensure that personal conduct, ways of working and work activities are always aligned to the Hospice's purpose and values.
- In accordance with the Data Protection Act 2018 and the General Data Protection Regulations, to 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.
- To promote and foster the Hospice's reputation and standing within the community and with private, statutory and voluntary sector agencies and organisations.
- To adhere to the Health and Safety policy and report all accidents, incidents or near misses promptly and when requested to co-operate with any investigations undertaken.
- To be aware of obligations and to abide by the spirit and nature of the Equal Opportunities policy to avoid direct and indirect discrimination.
- To undertake any other duties which may be reasonably required.

Person Specification

Clinical Services Administrator

	Qualities Required	Essential (E) Desirable (D)	Method of Assessment
Practical Knowledge and Qualifications	Business administration qualification OR equivalent experience	E	A
	IT related qualification	D	A
	Knowledge of clinical administrative systems and processes	D	A
Skills and Competencies	Ability to devise communications that contain accurate grammar and spelling and to perform simple mathematical calculations	E	A/I
	Ability to communicate and transfer information sensitively and effectively with a variety of audiences.	E	A/I
	Ability to work in a pressured environment, working under own initiative, both as an autonomous practitioner and as part of a team	E	A/I
	Effective IT skills with a working knowledge of Office applications with a willingness to develop competencies within organisational, data and EMIS clinical systems	E	A/I
	Effective organisational skills and attention to detail with ability to plan and manage workload effectively to meet service deadlines and performance standards	E	A/I
	Be flexible during times of change to support new ways of working	E	A/I
	Must be prepared to travel and attend meetings and training as required	E	A/I
	Ability to reflect on working practice and to recognise self needs to maximise professional development and resilience	E	A/I
	Enthusiastic and self-motivated	E	A/I
	Ability to manages telephone calls of a sensitive and emotionally challenging nature on a regular basis	E	A/I
Experience	Experience of working with administrative systems and processes	E	A/I
	Experience of working within a team and on own initiative	E	A/I
	Experience of building relationships internally and externally	E	A/I
	Experience of working in a busy environment in the NHS or similar and understanding medical terminology	D	A/I
	Experience in handling confidential information and documentation	D	A/I
	Experience of medical terminology	D	A/I

A = Application Form

I = Interview

E = Exercise