

Job Description

Job Title	Clinical Administrator
Department	Clinical Administration
Hours	Various available - flexibility may be required to work across 7 days in the future as the service requires).
Responsible to	Clinical Administration Team Leader
Responsible for	Volunteer administrators

About Us

Since 1980, Prospect Hospice has provided dedicated end-of-life care service for people living in Swindon, Marlborough and north east Wiltshire. We bring care, comfort and confidence, around the clock, every day of the year.

Our aim is to provide excellent, personalised and compassionate care for everyone in our community who is affected by a life-limiting illness. We work in close partnership with other organisations – specifically with local health and social care professionals – as well as local people. Working within our community allows us to lead, provide and influence care so that anyone affected by a life-limiting illness has access to the best possible support when and wherever they need it.

Our Vision, Mission, Strategic Priorities and Values

Our vision is a community where death is no longer a taboo and everyone lives and dies well.

Our mission is that we will work with and through others using our skills and expertise so that people have choice and support at the end of their life.

In order to make these a reality we have developed four strategic priorities which give direction to all that we do. Our values, guiding the work of the hospice focus on six areas. These apply to all who work on behalf of Prospect Hospice, including trustees.

- ✓ Secure the continuity of Prospect Hospice charity for our community for generations to come
- ✓ Take pride in being a great place to work and thrive
- ✓ Deliver bespoke specialist care that supports dignity and choice
- ✓ Use our expertise to educate and influence the delivery of excellence in end of life care



- ★ Authentic
- ★ Specialist
- ★ Person centred
- ★ Inclusive
- ★ Resilient
- ★ Excellent

Our Team

Our Clinical Administration team provide a flexible and responsive administration service across all patient services at Prospect Hospice.

Main Purpose & Scope

This role requires a level of understanding and appreciation of all administrative aspects of patient services and involvement in the development of effective and efficient administrative processes. The Clinical Administration Team supports the Systems and Data team in producing accurate data to internal and external customers.

The prime purpose is to support all of patient services with their administration requirements. The clinical administration team is often the first point of contact for incoming telephone calls from patients, carers and healthcare professionals.

A key element will be to manage clinics for specialist services within the community. The Clinical Administrator is responsible for receiving and making calls sensitively, accurately and ensuring that messages are prioritised, managed and forwarded in a timely and appropriate way to the relevant clinical team.

Another crucial aspect will be to build effective relationships and clear lines of communication with key internal and external stakeholders.

Key Accountabilities and areas of responsibility

Responsibilities will include but will not be restricted to:

- To implement efficient and effective communication and administrative processes to support the functioning of all patient services within agreed SLAs.
- To manage all incoming correspondence for patient services teams, prioritise and action as agreed with service lead.
- To regularly review administration processes to ensure efficiency.
- Sensitively and effectively receive, prioritise, and appropriately manage telephone enquiries from patients, their families and health professionals. Prioritise the nature and urgency of each call sensitively and with compassion and ensure that calls are forwarded to the appropriate person.
- Effectively and efficiently process hospital and community patient referrals using an electronic patient record system.
- To ensure that patients' health records are maintained, including filing, archiving, and scanning results and correspondence.
- Ensure the safe storage and use of patient identifiable information in accordance with general data protection regulations. To ensure patient records are correctly archived.
- Provide a comprehensive clinical administrative service to all patient services, including the preparation of purchase orders as required and reconciliation of invoices ready for payment.
- To assist the clinical teams in booking of agency staff when required, raising purchase orders, and ensuring processes are followed in line with CQC requirements. To include maintaining the rota when required. This will include liaising with agencies.
- To arrange and attend meetings as required by patient services teams and to be responsible for producing agendas and meeting notes for designated committees and meetings. To take comprehensive minutes when required.
- To support the lone worker policy and guidelines.
- Ordering of equipment, medical supplies, stationery, uniform. This will also include ensuring equipment is maintained and serviced.
- To utilise and support volunteers.
- Formatting clinical letters, produce reports, tables, and any other documentation from brief instruction/notes.
- Support the induction programme for all clinical areas including training on clinical systems as required.
- To produce activity data and reports as required and to participate in audit.

- To create new reports as necessary within clinical systems and in Excel or other software. To produce caseload information for relevant patient services teams.
- Advise on changes to working practices to support better reporting – e.g. collection / organisation of data.
- Ensure that all data processing is done so within the GDPR regulations

Key Contacts

- Clinical leads and team leads
- Patient services staff
- Patient and families
- Health and social care professionals
- Prospect Hospice all departments
- Volunteers
- Suppliers/agencies

Equality, Diversity and Inclusion

We are committed to creating a truly equal and inclusive workplace, and we value diversity of thought, ability and individuality. Ours is a learning culture. We know that we can only retain our position at the forefront of excellence in end-of-life care by learning, reflecting and innovating, and we expect all our people to pursue continuous professional development.

This applies to both service delivery and to our own people practices. You will be willing and able to demonstrate commitment to our equality, diversity and inclusion policy and practices at all times.

Safeguarding

It is the responsibility of the post holder to ensure they have up-to-date knowledge of and follow the legislation and guidance relating to Safeguarding Adults and Children as stated in the Prospect Hospice's Safeguarding operational Policies. All staff should be aware of their safeguarding responsibilities as employees of Prospect Hospice and will be expected to attend mandatory safeguarding training as required to inform safe working practice.

Health and Safety

Under the provisions of the Health and Safety at Work Act 1974, it is the duty of every employee to:

- To take reasonable care of themselves and others at work
- To co-operate with the Prospect as far as is necessary to enable them to carry out their legal duty
- Not to intentionally or recklessly interfere with anything provided, including personal protective equipment, for health and safety or welfare at work.

Infection Prevention and Control

All staff are expected to comply with infection prevention and control policies and for protecting themselves and others against infection risks and ensuring a clean safe environment is maintained. Whether you are in a clinical or non-clinical role you are expected to comply with current infection control policies and procedures and to report any concerns or issues to your line manager. All staff undertaking patient care activities must attend infection control training and updates as required by the hospice.

Person Specification

Criteria Category	Requirements	Essential (E) Desirable (D)
Education and Qualifications	Good standard of education in maths and English	E

Criteria Category	Requirements	Essential (E) Desirable (D)
Experience and Knowledge	Excellent working knowledge of Microsoft Office, particularly Word, Excel, Publisher, Outlook, Excel.	E
	Knowledge of Exchequer365 and Vantage Sentinel and working knowledge of electronic patient record systems such as SystemOne.	D
	A good understanding of the scope and nature of Prospect Hospice Patient Services	D
	Previous experience working within a health care setting, including experience of dealing with people who may be anxious or distressed	D
	Familiarity with medical terminology and processes	D

Criteria Category	Requirements	Essential (E) Desirable (D)
Skills	Excellent administration skills	E
	A good understanding of producing data and reports using a variety of tools.	D
	Experience of minute taking	E
	Able to prioritise, plan and organise own work to agreed deadlines	E
	Good interpersonal skills, including ability to enable patients and families to feel supported through a calm, sensitive yet confident telephone manner	E
	A good level of accuracy and attention to detail	E
	Good team working skills, including willingness to provide help and support to others	E
	Track record of providing excellent customer service skills.	E

Criteria Category	Requirements	Essential (E) Desirable (D)
Personal Qualities	Commitment to and ability to demonstrate Prospect Hospice values and behaviours at all times	E
	Have a track record of working inclusively and a genuine appreciation of the value of diversity	E
	Able to maintain the highest professional standards at all times, and act as a true ambassador for the Hospice and encourage others to do the same	E
	To be authentic, open honest and transparent	E

Scope of Job Description

This job description is a guide to the work you will be required to undertake. It is not an exhaustive list of the duties but gives a general indication of work undertaken which may vary in detail in the light of changing demands and priorities. Substantive changes will be carried out in consultation with the post holder.

This job description does not form part of your Contract of Employment