

EAST LANCASHIRE HOSPICE

Registered Charity No: 1075653

Job Title	Clinical Administration Assistant
Reports to	Head of Clinical Administration
Accountable to	Clinical Services Director

KEY PERFORMANCE AREAS

To provide high quality clinical administrative support across services including Support and Wellbeing, Community Team and Inpatient Unit that includes:

- Timely and accurate inputting of clinical information onto the clinical systems (EMIS),
- Servicing the daily referral screening meeting to support the timely receipt, management and recording of referrals and discharges of patients from the system
- Administrative support for outpatient clinics and activity, liaising with internal and external providers, including heads of departments, consultants and specialist practitioners, to achieve this.
- Preparation of patient related correspondence to the highest standard and completed within agreed timeframes.
- Accurate and timely preparation, filing and archiving of patient related records
- Producing established clinical activity/data reports for internal and external use of Head of Administration
- Use a variety of Microsoft Office packages including for example word, excel, email and internet
- Order, distribute and monitor stock levels of stationery for the clinical teams
- Contribute to the co-ordination of meetings and education events including: booking into diary, informing attendants, booking rooms, arrange equipment needed for example laptop, flipcharts
- Co-ordinate education for clinical services including the collation of attendance information
- Produce high quality documents that are formatted appropriately with correct spelling and grammar in line with corporate standards and requirements.
- Photocopying and filing for the service as required
- Provide support, training and supervision to volunteers who are supporting the admin department
- Contribute to systems for the ordering and issue of uniform to staff within clinical teams
- Ensure information is handled in line with hospice policy to ensure compliance with information governance legislation and best practice
- Provide support for other departments where the need arises.

PROFESSIONAL RESPONSIBILITIES

- Maintain appropriate confidential and respectful professional relationships when dealing with staff, patients and other professionals / employees of communities
- Ensure good, collaborative working relationships are maintained across departments recognising and promoting the whole hospice contribution to the patient experience
- Provide effective and professional communication in person, typed correspondence, email, website and telephone
- Exercise good personal time management, punctuality, appearance and consistent reliable attendance
- Act as an ambassador for the East Lancashire Hospice promoting at all times our vision which is to help everyone who comes into contact with the hospice to make the most of life. We do this by committing to our values: to care, listen, respect and work together to support people to live well until they die and support those affected by death

PERSONAL DEVELOPMENT

- Access own mandatory training appropriate to the role
- Develop and maintain own skills to enhance the work of the clinical administration department

- Participate in the hospice appraisal system and access training opportunities to improve own knowledge and skills
- Participate in the education and training of others as appropriate to the role.

STATUTORY DUTIES

- Ensure the security of information accessed in the course of your duties ensuring compliance with the Data Protection Act, Caldecott principles and information governance best practice guidance
- Report any hazards or incidents in accordance with the Health Safety and Risk Management Policy and procedures
- Comply with the East Lancashire Hospice ‘no smoking’ policy in all hospice premises and grounds
- Ensure that infection control measures are followed in relation to your role
- Work at all times to safeguard the rights of individuals promoting their wellbeing and protecting those at risk from harm, acting on any concerns related to safeguarding children and adults at risk in line with policy and local guidance
- Work at all times to respect people’s individuality, rights and diversity to ensure equality

WORKING HOURS

The post holder will work their hours flexibly. These will be worked according to a rota of up to any 5 days of a 7 day working week.

NOTES

This job description reflects how the post currently meets the needs of the service. Since the hospice is constantly developing and changing its services to ensure it meets the needs of the community it serves, the role and responsibilities of the post holder may change accordingly.

This job description will be reviewed annually at the annual PDR and may change as is deemed necessary.

ACCEPTANCE OF JOB DESCRIPTION

I confirm I accept the duties contained in the above job description.

NAME:
(PRINT)

SIGNED: **DATE:**

EAST LANCASHIRE HOSPICE
Person Specification

Date: December 2015	Post: Clinical Administration Assistant	Recruiting Manager: Clinical Services Lead		
	Criteria	Essential	Desirable	Tested By
Experience	<p>E1 Proficiency in the use of Microsoft applications and the use of IT systems</p> <p>E2 Administrative experience including use of databases</p> <p>E3 Experience in a health care setting, familiar with medical terminology and clinical processes</p> <p>E4 Experience in the use of clinical systems (ideally EMIS)</p>	E1 E3 E4	 E2	Interview/Test
Qualifications	<p>Q1 ECDL or equivalent/experience</p> <p>Q2 English and Maths at Grade C GCSE or equivalent</p> <p>Q3 Administration qualification relevant to the role</p> <p>Q4 AMSPAR Medical terminology or equivalent /experience</p>	Q1 Q2	 Q3 Q4	Application
Knowledge	<p>K1 Knowledge relating to the correct use of grammar and punctuation</p>	K1		Application/Test
Skills	<p>S1 Clear accurate written and verbal communication skills</p> <p>S2 Effective listening skills</p> <p>S3 Accurate input onto a database and producing reports using a database</p> <p>S4 Good organisational skills and time management</p> <p>S5 Able to use initiative to complete the objectives of the post</p>	S1 S2 S3 S4 S5		Interview/Test
Personal Attributes	<p>PA1 Understanding of confidentiality</p> <p>PA2 Enthusiastic and motivated about the work of the Hospice</p> <p>PA3 Willingness to adapt to change and reprioritise as appropriate</p>	PA1 PA2 PA3		Interview

	<p>PA4 Professional attitude and appearance</p> <p>PA5 Understand the responsibilities of the post</p> <p>PA6 Team player with the ability to establish professional working relationships</p>	<p>PA4</p> <p>PA5</p> <p>PA6</p>		
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