

Job Description	Clinical Administrator (Bank)
Responsible to	Lead Clinical Administrator

Job Purpose	To provide a comprehensive administrative service to the medical and nursing staff at Oakhaven Hospice. Managing the routine daily tasks essential for the effective administration of clinical services, as well as ensuring a prompt and efficient response to non-routine events occasioned by the nature of working in an unpredictable public environment. Provide support and daily information to the ward volunteers, in the performance of all Reception/ward duties and liaising with the Voluntary Services coordinator as necessary. To work flexibly and in response to changing needs of the Organisation to best support service delivery within the clinical administration team.
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Values	The post holder will hold and engage with our organisational values; <table> <tr> <td>Together</td><td>Compassion</td></tr> <tr> <td>Excellence</td><td>Accountability</td></tr> <tr> <td>Actively Engaged</td><td>Respect</td></tr> <tr> <td>Meaningful</td><td>Empathy</td></tr> </table> Further information on our values and expected behaviours are listed at the back of this document	Together	Compassion	Excellence	Accountability	Actively Engaged	Respect	Meaningful	Empathy
Together	Compassion								
Excellence	Accountability								
Actively Engaged	Respect								
Meaningful	Empathy								

Main Duties and Responsibilities

- Assisting with welcoming visitors into IPU and answering the incoming telephone line.
- Managing telephone and email communication. Dealing with initial enquiries and exercising judgement as to the appropriate response, taking immediate action if necessary and promoting a positive service image.
- Maintain communications with external partners, i.e. GPs, District Nurses, Care Managers, hospital staff, etc to advise and facilitate on admissions, discharges or deaths, including electronically transmitting documentation to Pharmacy and Community Nursing Office for patients' discharge.
- Organisation and / or chasing up of ambulance transfers for patients. Organise admission documents and patient stickers in readiness for admissions.
- Arrangement of in-patient appointments and organisation of appropriate transport arrangement as determined by the Nurse in Charge.
- Process referrals into the hospice in a timely manner, ensuring urgent requests are given priority
- Assisting with contacting agencies to source Bank Nurses for covering of vacant shifts in conjunction with senior nursing staff.
- Ensure that IPU Reception Volunteers are updated with changes, especially emergency admissions, deaths and discharges.
- Ensure that the necessary post-death admin has been completed correctly, ME discussion has been organised and relevant external partners have been notified of a patient's death (GPs and any others involved in care of patient)
- Update family, if necessary, regarding the procedure following a patient's death
- Ensure that the 'Notification of Deaths' form has been completed and signed and electronically transferred to Care Quality Commission (CQC).
- To maintain paper and software based information, electronic patient records, administrative systems and office procedures that support the efficient admission/discharge of the patient. Scanning in and disposing of completed paper records that are no longer needed on ward in a timely manner
- Supporting with project work and meeting administration, such as the formatting and action of audits as described by the clinical leads and taking of minutes.
- Ensure that supplies of IPU paper admin/syringe driver labels are available.
- Be fully conversant and compliant with all the requirements of confidentiality and privacy as per the Data Protection Act and internal policies and procedures.
- In conjunction and liaison with the ward staff, ensure hospital or community equipment is returned, either by internal mail or collection.
- Order stock and support the administrative process of orders as directed by the

senior nursing team (or delegated person)

- This role profile is not exhaustive. It will be subject to periodic review and may be amended following discussion between the postholder and employer.

General

Public Relations – To represent Oakhaven Hospice in the community and public domain as appropriate

Personal Development – to keep up to date on current developments appropriate to duties and responsibilities of the post. To identify personal development needs with agreement of line manager.

Training - To remain appropriately trained for the role and keep up to date with mandatory training requirements.

Data Protection – To be conversant with the requirements of the Data Protection Act and ensure compliance in safeguarding confidential information.

Infection Control - All employees must follow consistently high standards in the prevention and control of infection including adhering to infection prevention and control policies and procedures relevant to their work, in both non clinical and clinical settings.

Health and Safety – To be aware of and comply with current Fire, Health and Safety Policies and Procedures operated at Oakhaven Hospice. Ensure risk assessments are conducted for each event and appropriate insurance cover obtained.

Confidentiality – To be aware of the confidential nature of hospice affairs and comply accordingly.

Finance – To act with a sense of integrity and sound judgment and to take personal responsibility for understanding and following all relevant financial policies.

Additional Duties – In discussion with line manager to undertake work as and when required in support of Oakhaven Hospice.



OAKHAVEN HOSPICE

Notes

- The post-holder may have access to confidential data on staff, patients and services within the hospice. Failure to maintain confidentiality will lead to disciplinary action, which could ultimately lead to dismissal.
- The post-holder may be required to contribute towards clinical and corporate governance agenda as appropriate.
- The post-holder will be the subject of regular annual appraisal and objectives.
- The post-holder will be expected to produce work to a high standard and to promote quality at all times.
- The Hospice is committed to Equal Opportunities for all current and potential members of staff and patients, irrespective of gender (including gender re-assignment), marital status, sexual orientation, race, colour, creed, religion, belief, nationality, ethnic origin, age, disability, a positive diagnosis of HIV/AIDS, or Trade Union membership. Therefore, the Hospice expects of its staff to understand, support and apply this policy through their working practices, which requires all individuals to be treated with respect, dignity, courtesy, fairness and consideration.
- The post-holder will be expected to keep themselves updated on all matters relating to Hospice Policies and Procedures.
- The post-holder must familiarise themselves with matters relating to health and safety management, reporting any potential risks immediately in accordance with the Hospice's Health and Safety policy and procedures.
- The employee will also be expected in discussion with their manager, to understand their role and level of accountability in respect of Emergency Planning procedures and ensuring controls assurance within their work area.
- This is an outline job description and may be subject to change, according to the needs of the service, in consultation with the post holder.
- Oakhaven Hospice is a non-smoking building and this is to be observed at all times.

The 'Why' of Oakhaven

PERSONAL VALUES

We do what we do at Oakhaven Hospice because as individual people we hold the personal values of **C**ompassion, **A**ccountability, **R**espect and **E**mpathy in high regard. In other words we **CARE** about what we do and the people we work with.



The 'Why' of Oakhaven

ORGANISATIONAL VALUES

As an organisation we strive to ensure our service is one that: works **T**ogether with others; delivers **E**xcellence and is based on best practices and principles; is **A**ctively engaged on all levels be it with patients, families, the local community, staff and services both internal and external; is **M**eaningful for those who experience it. We strive to work within and as part of a **T**EAM.



Personal specification		
Requirement	Essential	Desirable
Education, Training and Qualifications	• Training will be given but ability to adapt to new tasks and eager to learn	
Skills and Knowledge	• Strong administrative and organisational skills • Fully IT literate, including use of Microsoft Office applications. • A good telephone manner and ability to project empathy • Able to work effectively with minimum supervision and under pressure at times • A working knowledge of confidentiality and data protection legislation	
Experience	• Significant relevant experience in an administrative role. • Experience of dealing directly with service users or experience in a customer service role. • Experience of working for a healthcare provider or charitable organisation.	
Personal Attributes	• Enthusiastic and personable • Ability to communicate well to the multidisciplinary team, patients and their families (especially with distressed and bereaved relatives) • Able to prioritise and organise the majority of workload for the needs of the organisation	