**Willen Hospice**

**Job Description**

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Clinical Administrator</th>
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<tbody>
<tr>
<td>Department:</td>
<td>In-Patient Unit</td>
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</tbody>
</table>

**Reports to:** IPU Lead Nurse

**Hours:** 35

**Band:** B

**Main Purpose of the Job:**

*Basic reason for, and purpose of the position*

To provide a comprehensive, efficient and responsive administrative and clerical support service for the Inpatient Unit to facilitate the achievement of the IPU responsibilities and objectives. As a first point of contact for the department, maintain a professional, and co-operative manner in all dealings with both internal and external users, sign-posting appropriately where necessary.

**Key Accountabilities:**

*Key points that you will use to measure a person’s success in this role*

1. Provide general administrative, clerical and secretarial support by working closely with nursing, medical, the Palliative Care Social Worker, other clerical staff and outside agencies to provide an effective and efficient service.
2. Receive referrals via SystmOne/fax/NHS email and action accordingly, maintaining accurate and timely information systems.
3. Undertake accurate and timely data entry in order to support the provision of an efficient service, adhering to GDPR, Caldicott Guardian guidelines and patient confidentiality in order to ensure that accurate information is available to professional staff within the Service.
4. As a SystmOne ‘super user’, provide back up to the Clinical Administrator, Community Nursing, for staff access & password management.
5. To support the clinical staff in receiving/welcoming new patients and their relatives onto the ward, checking particulars on their records and ensuring notes and necessary paperwork is collated and in order; ensuring identity bracelets are available for nursing staff.
6. As first point of contact for the IPU, answer the telephone, responding to all straightforward and complex questions and requests from internal users and external agencies, providing non-clinical information, advice and guidance as appropriate. Assess when to personally action the request or refer it to a more senior member of staff, ensuring the caller is informed of the action to be taken.
7. Liaise with the Multi-Disciplinary Team, co-ordinating weekly formal and informal meetings, making necessary arrangements and ensuring all documentation, including spreadsheets, agenda and minutes are maintained and distributed in an accurate and timely fashion. Attend meetings and produce minutes.
8. After death, liaise with family members, CQC and funeral directors as required.
9. Support the Discharge Planning Process – details below:
   10. To minute the following additional meetings: Infection Control, Falls, JPG and JPCG Task & Finish, IPU MDT and IPU Team Meeting.
11. To maintain adequate stationery levels, ensuring essential supplies are always available, e.g: Death Certificate book; syringe driver labels, Drug Charts, clinical labels.
12. Undertake ad-hoc admin tasks such as forwarding CHC applications, medication requests etc.
13. To provide cover for other clinical administrators as required.

**Discharge Planning:**

1. To attend discharge planning meetings and complete all tasks associated with electronic patient discharge including informing all relevant health professionals on SystmOne.
2. To book patient transport when requested and help patients and families with patient belongings when they are due for discharge.
3. To make onward referrals to outpatient clinics elsewhere in the Trust as requested by nursing/medical staff, completing all documentation required.
4. As instructed by a nurse or doctor, to arrange for any necessary follow-up investigations or appointments or onward referrals (eg: to CNS or Wellbeing Centre) for patients.
To collate any paper documentation and add appropriately to patient’s SystmOne notes.

**Budget and Resource Management:**
1. Keep annual leave records for doctors
2. Organise doctors rota including 2nd on call.
3. Co-ordinate volunteer support cover as guided by the IPU team
4. As requested by ward staff, to report faulty equipment, medical and non-medical, and faults with IT systems, following-up actions as necessary.

**Meetings to minute:**
- IPU Team Meeting
- MDT
- IPU MDT
- Infection Control
- Falls
- JPG & JPCG Task & Finish
- Service User Group

This list is not exhaustive and is subject to change

**Responsibilities of all employees:**
1. To operate at all times within the Willen values.
2. To work constructively with colleagues and stakeholders at all times.
3. To act as an ambassador for Willen at all times.
4. To maintain confidentiality at all times.
5. To participate in annual Appraisal and attend any training identified.
6. To attend all mandatory training, e.g. fire training, moving etc.
7. To abide by the Policies and Procedures of Willen Hospice.

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Employee to sign and return a copy of the Job Description to the HR Department in acceptance and understanding of the role requirements.

Employee’s Name (Please print)……………………………………. And signature …………………………….

Date of Issue: ……………………………………………………

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**Employee Specification Matching Form**

<table>
<thead>
<tr>
<th>Job Title: Clinical Administrator</th>
<th>Department: In-Patient Unit</th>
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Consider the type of person required to perform in the role overleaf. Please indicate those requirements that are essential and those that are preferred on the form below:

<table>
<thead>
<tr>
<th>Factor</th>
<th>Requirement</th>
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<tbody>
<tr>
<td>1 Communication &amp; Relationship Skills</td>
<td>Develops good relationships across staff, public etc. Requires tact, confidentiality. Should portray a positive and professional manner at all times.</td>
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<tr>
<td>2 Knowledge, Training &amp; Experience</td>
<td>Strong admin skills, possibly holding a formal qualification in typing, audio and shorthand. Proficient at taking and typing minutes. Likely to hold a medical secretarial qualification. Sound knowledge of broad range of operational procedures, many learnt in post over time.</td>
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<tr>
<td>3 Analytical &amp; Judgmental Skills</td>
<td>Most decisions based on previous experience or following agreed plan. Needs to be able to prioritise workload and multi-task.</td>
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<tr>
<td>4 Planning &amp; Organising Skills</td>
<td>Excellent organisational skills, juggling different components of the role. Implementing bring-forward and filing systems in an effective way. Likely to plan workload on a week-to-week basis.</td>
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<tr>
<td></td>
<td>Physical Skills</td>
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<tr>
<td>6</td>
<td>Responsibility for patient or client care</td>
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<tr>
<td>7</td>
<td>Responsibility for Policy/Service Development</td>
</tr>
<tr>
<td>8</td>
<td>Responsibility for Financial &amp; Physical Resources</td>
</tr>
<tr>
<td>9</td>
<td>Responsibility for Human Resources</td>
</tr>
<tr>
<td>10</td>
<td>Responsibility for Information Resources</td>
</tr>
<tr>
<td>11</td>
<td>Responsibility for Research &amp; Development</td>
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<tr>
<td>12</td>
<td>Freedom to Act</td>
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<tr>
<td>13</td>
<td>Physical Effort</td>
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<tr>
<td>14</td>
<td>Mental Effort</td>
</tr>
<tr>
<td>15</td>
<td>Emotional Effort</td>
</tr>
<tr>
<td>16</td>
<td>Working Conditions</td>
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</tbody>
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