

Job Description



Post: Ward Clerk/Administrator
Grade: Hospice Grade
Hours: 37.5 hours
Reports to: Administration Manager & Executive PA
Accountable to: Director of Clinical Services & Deputy CEO

Overall aims:

To provide a high standard of administrative support to Eden Valley Hospice and Jigsaw.

Key areas:

- Responsible for providing secretarial and administrative support to both clinical and non-clinical areas of the Hospice.
- Responsible for maintaining a computerised system (EMIS Web) to record patient information for Adult and Children's services, including support system administration duties
- Accountable for the preparation of necessary documentation for clinical areas
- Responsible for ensuring filing systems are organised and maintained
- Act as the first point of contact for visitors, relatives, carers and professionals both face-to-face and via the telephone on the clinical areas.
- Assist with answering the Adult and Children's services telephone, fielding calls and taking/passing on messages
- Assisting with informing appropriate professionals following a patient's death/discharge Requesting confidential records and ensuring these are transferred and stored securely, including safe disposal in accordance with current legislation
- Returning NHS medical records using iFit system
- Update NHS IT of both new starters and leavers.
- Follow the ways of working in place for the different services.
- Producing agendas, minutes and documents relating to internal meetings
- Maintenance of computerised diary systems and assist with training room booking arrangements
- Assist with the coordination and updating of clinical Policies, Guidelines, and other relevant documents, to ensure these are reviewed and updated in a timely manner in accordance with relevant regulatory or best-practice standards, and accessible to all in both paper and electronic format.
- Provide cover for the main reception when required.
- Support with internal and external room bookings.
- Providing holiday cover for Ward Clerks and Administration Manager and to work flexibly during these times to ensure cover is available Monday – Friday.
- Ability to communicate effectively both within and outside the team
- Maintain departmental, patient and whole Hospice confidentiality in line with legislation and organisational policy
- Willingness to participate in training as required to keep up to date with current technology, legislation, best practice and new process and procedure
- To undertake any other appropriate duties as requested and within your capability as dictated by the needs of the organisation
- Follow General Data Protection Regulation 2018 codes of practice, to ensure effective information governance and safeguarding.

This document is subject to review as part of the annual appraisal process and in case of any changed service provision following discussion with the post holder.

Person Specification

| Knowledge and qualifications | Essential | Desirable |
|---|------------------|------------------|
| GCSE qualifications including Maths and English (Grade C or above) | ✓ | |
| A Level qualification in a related subject | | ✓ |
| Business and Administration Qualification | | ✓ |
| Experience | | |
| Experience of working in the healthcare environment | | ✓ |
| Medical Letters | | ✓ |
| Clinical administration | | ✓ |
| EMIS Web (Electronic patient record) | | ✓ |
| Familiar with the Data Protection Act 2018 requirements and other relevant legislation | | ✓ |
| Skills and abilities | | |
| Proven strong organisational skills with ability to set up and manage systems | ✓ | |
| Ability to manage time and maintain priorities | ✓ | |
| Ability to multi-task and use initiative | ✓ | |
| Excellent and accurate communication skills both verbal and written | ✓ | |
| Excellent and accurate numerical skills | ✓ | |
| Excellent and accurate typing skills | ✓ | |
| Ability to work calmly and methodically under pressure and maintain good humour | ✓ | |
| Excellent and accurate IT skills, Microsoft Office | ✓ | |
| Supporting and supervising volunteers | | ✓ |
| Demonstrate full consideration to the working environment, with the ability to work with sensitive information and work in areas where emotional situations may arise | ✓ | |
| Personal qualities | | |
| Commitment to the prime importance of confidentiality | ✓ | |
| Strong sense of responsibility and accountability | ✓ | |
| Ability to act on own initiative as well as a team member | ✓ | |
| Good interpersonal skills and ability to communicate at all levels | ✓ | |
| Willingness to participate in training as required to keep up to date with current technology, legislation, best practice and new process and procedure | ✓ | |
| Proactively participate in the annual appraisal process | ✓ | |