



Job Description

Making every day count since 1988

1. JOB DETAILS	
Job Title	Clinical Administrator
Department	Clinical Services
Grade	
Responsible to:	In Patient Unit Service Manager
2. AIM	
Provide a professional, confidential, and effective administration service Clinical Services.	
3. ORGANISATIONAL CHART	
<pre> graph TD A[Head of Clinical Services] --> B[In Patient Unit Service Manager] B --- C[Clinical Administrator] B --> D[In Patient Unit Team] </pre>	
4. KEY RESPONSIBILITIES	
Communication and relationships	
<ul style="list-style-type: none"> • Communicate effectively with all members of the clinical team, passing on appropriate information which has been received. • Liaise with external agencies as directed. • Email, (using the NHS secure email system) patient information to external professionals, including information regarding the patients death or discharge. • Act as first point of contact for patients and visitors to the In Patient Unit. • Liaise on the telephone and via email with hospital trusts/GPs/Healthcare Professionals/Patients/Carers to facilitate admissions and discharges from the In Patient Unit and to respond to other general enquiries. This will include verbal, written and electronic media. • Effectively communicate and liaise with all colleagues and volunteers of the Hospice 	

- Deal with enquiries in person or on the telephone, taking action where necessary and ensuring messages are communicated to relevant personnel in an appropriate and timely manner.
- Co-ordinate the booking of transport with North East Ambulance Service and volunteer transport.

Analytical and judgemental skills

- Required to make judgements in terms of prioritising and planning own workload
- Assist as far as possible in non-medical enquiries ensuring that all non-routine and medical enquiries are referred to the appropriate person. Assess and prioritise verbal, electronic and written information from various sources and resolve problems.

Planning and organisational skills

- The ability to work autonomously using own initiative and manage time effectively to meet deadlines.
- Organise own day to day activities and tasks relevant to own workload.
- Provide administrative support to the In Patient Unit to include filing, photocopying, shredding of confidential information, distribution, scanning etc.
- Arrange transportation for patients who are being discharge or going to hospital appointments.
- Monitor referral email inbox, printing referrals as they are received and ensuring they are past onto the IPU ward manager or senior nurse in charge.
- Administration around admissions, discharge and deaths, using a number of electronic systems (i.e SystmOne, CQC portal, Secure NHS email system).
- Receive information of patients to be admitted onto the ward, make up patient notes, print labels, register patient onto Systmone.
- Record relevant information in patient Systmone record.
- Preparation of bereavement packs
- Keep paperwork stocked up for clinical staff.
- Keep the IPU visual display board up to date.
- Type and email Doctors discharge letters to patients GP
- Complete CQC notifications using electronic portal and emailing via secure NHS email system.
- Maintain filling in both paper and electronic records.
- Ensure patient notes are achieved as per hospice policy and procedure.
- Arrange collection of specimens for path lab and collection of blood products for transfusion and collection.
- Input data into IPU relevant spreadsheets
- Receiving bereaved relatives, making them comfortable, responding sensitive to their needs and informing nursing staff they have arrived on the ward.

Physical skills

- Use standard keyboard skills for inputting information onto SystmOne (electronic patient records) and the preparation of discharge letters, and Guest and carer's questionnaires
- Co-ordinate the provision of monitoring and KPI information on behalf of the Manager.

Patient/Client Care

- Provide general non-clinical advice and information to guests, relatives and carers

Policy and Service Development

- Adhere to all relevant Hospice and Departmental policies and procedures including information governance, confidentiality and data protection.
- Process all personal/sensitive data relating to patients and staff, in both manual and electronic records, in accordance with the Data Protection Act 1998, ensuring the security and confidentiality of data at all times.
- The post holder must not for their own benefit or gain, or to divulge to any persons, firm or other organisation, any confidential information belonging to the Hospice, in relation to the affairs of St Cuthbert's Hospice or dealings which may come to their knowledge during employment.

Financial and Physical Resources

- Exercise personal duty of care when using equipment eg computers, printers, photocopiers etc
- Ensure all computer terminals/printers are switched off appropriately at the end of the day

Human Resources

- Attend mandatory training and training courses related to the duties of the post
- Provide support and advice to volunteers or less experienced staff in own area of work
- Prepare information and induction packs for new volunteers.
- Provide cover for colleagues where appropriate.

Information Resources

- Maintain an up to date and efficient filing system for clinical records and ensure confidential return of patient records where appropriate
- Establish and update patient notes and ensure that information is filed accurately and efficiently in line with established procedures
- Use the electronic patient record system to enter patient referral and discharge information (SystemOne)

Research and Development

- Keep up to date with any developments/trends in own area of work
- Continually look for ways to improve the quality of the service provided by the post holder.

Freedom to Act

- Work within established procedures
- Work is supervised

EFFORT & ENVIRONMENT

Physical

- Use standard keyboard skills for inputting data onto patient records

Mental

- Concentration is required to ensure accurate input of data onto electronic systems.
- Interruptions may occur when answering telephone enquiries or staff requests

Emotional

- Frequent exposure to distressing or emotional circumstances whilst undertaking duties or over the telephone

Working Conditions

- Office environment, rare exposure to unpleasant working conditions

Data Protection and Confidentiality

- All employees have a responsibility in line with information governance to maintain confidentiality and ensure the principles of the General Data Protection Regulation and Data Protection Act 2018 are applied to patients, clients, staff, volunteers and Hospice business information, including electronic information. Only information required to fulfil the duties of the role should be accessed by the post holder.
- All employees have a responsibility to use electronic systems in a way that preserves the dignity and privacy of people, helps to ensure services of the highest quality, and is compliant with the law and Hospice policies and procedures

Health and Safety

- The Hospice will take all reasonably practical steps to ensure the health, safety and welfare of its employees while at work. Employees will familiarise themselves with the Health and Safety Policy and procedure as well as the fire procedures and ensure a safe working environment for self and others in line with these.

Safeguarding

- All employees should make themselves aware of the policies and procedures of safeguarding, take personal responsibility as far as is reasonably practicable, to safeguard children and vulnerable adults, complete statutory and mandatory training and take appropriate action as set out in the Hospice's policies and procedures.

Infection Control

All employees have a responsibility to ensure the risk of infection to themselves, colleagues, patients, relatives and visitors is minimised by:

- Attending mandatory training and role specific infection prevention education and training
- Challenging poor infection prevention and control practices
- Ensuring their own compliance with Hospice Infection Prevention and Control policies and procedure.

Equal Opportunities

- The Hospice welcomes all persons without regard to race, religion or belief, age, gender re-assignment, sex, sexual orientation, pregnancy or maternity, marriage or civil partnership, physical or mental disability. The Hospice aims to provide services in a manner that enables all members of the community to access them.
- Employees must behave in a non-judgemental manner that respects the differing needs and cultures of others.

Note: This post is deemed to require a Disclosure check via the Disclosure and Barring Service. Therefore it will be necessary before the appointment to contact the DBS to check on any relevant criminal background.

This job description is not intended to be an exhaustive list of duties and responsibilities of the post and the post holder may be requested to carry out duties appropriate to the grade of the post.

The post may change over time to meet organisational/personal requirements, and this job description may be changed after consultation with the post holder

Some Flexibility in the hours worked will be essential at times to meet demands placed on our service.

The post holder shall perform their duties at any other reasonable location to which they may be directed from time to time by the Employer

JOB DESCRIPTION AGREEMENT

Signature of Post holder

Date:

Signature of Manager:

Date: