

## JOB DESCRIPTION

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|-------------------------|-------------------------------------------------------|
| <b>Job Details:</b>     |                                                       |
| <b>Job Title:</b>       | Clinical Administrator - Clinical Coordination Centre |
| <b>Grade:</b>           | Band 3                                                |
| <b>Department:</b>      | Clinical Coordination Team                            |
| <b>Directorate:</b>     | Patient & Family Services Directorate                 |
| <b>Reporting to:</b>    | Clinical Coordination Admin Team Leader               |
| <b>Responsible for:</b> |                                                       |
| <b>Location</b>         | Clinical Coordination Centre, Winsley                 |

### Job Summary / Main Purpose:

To provide full administrative, secretarial and co-ordination support to the Clinical Coordination Centre, under the guidance of the Clinical Coordination Admin Team Leader.

To provide administration support and cross cover to other clinical areas within the Hospice environment when required.

### Administrative/Secretarial:

- To access and maintain patient databases Access and Systm1, including housekeeping for other clinical teams within Dorothy House (DH).
- Produce the weekly death list
- To receive and record referrals to Dorothy House (DH) ensuring that detailed and accurate information is taken and documented accurately on Systm1.
- To access and monitor NHS referral email accounts and department email accounts.
- Receive telephone calls and messages and provide compassionate communication to distressed patients and families. Listening and providing comfort and sign posting to other services.
- To receive and record accurate messages, determining whether immediate action is required and relay any messages to DH Teams using Teams and Systm1.
- To organise meetings including preparing agendas, room booking arrangements and taking minutes as required.
- To collect information for, prepare and circulate the off duty rota for the DH Nurse Specialists as required.
- To help with data collection, reporting and spreadsheet creation as part of the ongoing monitoring of the services.
- To type letters, reports, tables and any other documentation.
- To prepare presentation materials using PowerPoint and Word.
- To liaise with the Medical Secretaries, members of the Primary Health Team and others, to request information and clinical reports, as required.
- To use Itrent database to support team functions.
- To report any safeguarding concerns to the Clinician on duty within the CCT and seek support from the Clinical Lead for the CCT.

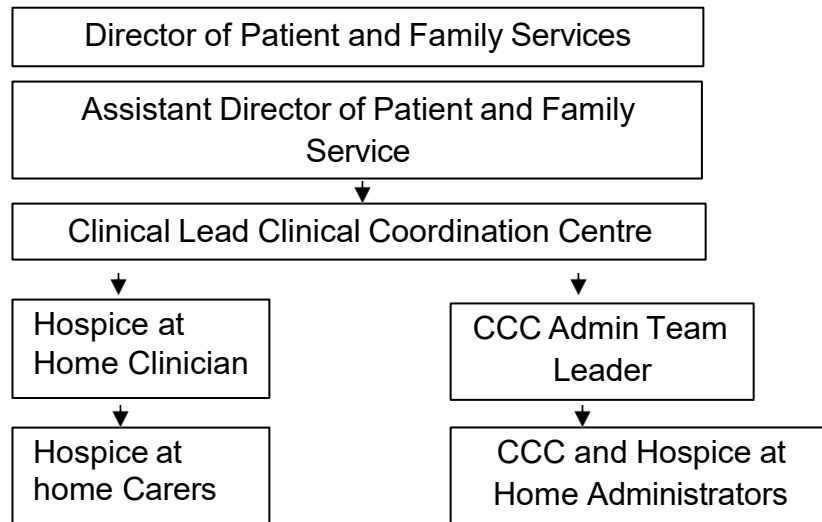
**General Administration:**

- To take calls from patients and carers who may be distressed or where there are communication issues, responding promptly and efficiently in a courteous manner and refer on as appropriate.
- To communicate at all times with compassion and professionalism
- To liaise closely with staff members within DH, flexibility working across teams and supporting the administration of all clinical services.
- To listen and respond to any concerns and/or complaints from patients, families or professionals, informing the Clinical Lead – Clinical Coordination Team, or in their absence the Director of Patient and Family Services, and record the concerns, follow-up and outcome in line with the Complaints Procedure.
- Support the training of new staff ensuring they have the necessary resources to commence work.
- To provide cover when required to the Clinical Coordination Teams and other clinical areas

**Professional:**

- To promote and adhere to DH values (behaviours, caring, dignity and respect, learning and reflection, commitment to quality care and support)
- To take an active contributing role in the planning, provision and development of audit/evaluation of the service, clinical audit, quality assurance programmes and educational programmes.
- To be aware of the budget allocated for the service.
- To record and report any accidents, incidents and near misses that happen to the staff during the course of their duty.
- To attend meetings as appropriate.
- Work within the policies and procedures of DH.
- To engage in receiving regular Group Clinical Supervision by attending at least 8 supervision sessions per year.
- To take responsibility for own personal development and education and identify development needs with the Clinical Lead of CCT.
- To undertake mandatory training as required for the job role and participate in an annual PDR.
- To work within a 7-day service –between the hours of 8am – 18.00pm within an agreed roster, supporting the advice line.
- To provide cover or carry out additional duties in the absence of other administrative staff as required.
- To listen and respond to any concerns and/or complaints from patients, families or professionals, informing the Clinical Coordination Admin Team Leader.

## Structure Chart



## Contacts

- Members of Hospice staff and volunteers from all disciplines and departments.
- Patients and carers.
- GP's, hospital staff and GP Medical Secretaries and Receptionists.
- All health and social care colleagues.
- Regional colleagues including co-ordinators of other carer services.
- Dorothy House Research and Education Department colleagues.

### **Special Note**

This job description does not form a part of the contract of employment but indicates how that contract should be performed. The job description will be subject to amendment in the light of experience and in consultation with the post holder.

### **Values**

Dorothy House require all staff to demonstrate, understand and apply our workplace values. These are embedded in all roles and that applicants must evidence their values as part of the application process.

Caring,  
Dignity and respect,  
Learning and reflection,  
Commitment to quality care and support.

### **No Smoking Policy**

Dorothy House operates a No Smoking Policy for all staff, volunteers and visitors in relation to promoting health. It applies to the Hospice premises and grounds at Winsley, all Dorothy House shops and when staff are on duty in patients' homes.

### **Confidentiality**

All of the work relating to patients, carers, donors, staff and volunteers and any other information gained are of a confidential nature and must not be communicated to other persons except in the course of duty.

### **Health and Safety at Work Act**

It is the responsibility of all employees to ensure that the requirements of the Health and Safety at Work Act are complied with safe working practices are adhered to and that hazards are observed and reported to the appropriate office.

### **Safeguarding**

Dorothy House is committed to promoting the wellbeing of all adults and children who use our services, ensuring that they live a life that is free from harm, abuse and neglect. We work in an open and transparent way and encourage staff, volunteers, patients and families to raise any safeguarding concerns. All staff should ensure that they are aware of their responsibilities and attend the mandatory training as required.

**Person Specification - Administrative Coordinator, Clinical Coordination Team**

| <b>Criteria</b>                                                                                                       | <b>Essential</b> | <b>Desirable</b> |
|-----------------------------------------------------------------------------------------------------------------------|------------------|------------------|
| Good level of Maths and English                                                                                       | ✓                |                  |
| A caring individual who is compassionate about providing care and support to vulnerable people.                       | ✓                |                  |
| Excellent computer skills and experience of using Microsoft packages, including Word, PowerPoint, e-mail and internet | ✓                |                  |
| Experience of working with a database                                                                                 | ✓                |                  |
| Experience of note/minute taking                                                                                      |                  | ✓                |
| Experience of working in a health/social care environment                                                             |                  | ✓                |
| Able to deal with sensitive and confidential issues                                                                   | ✓                |                  |
| Able to use initiative, prioritise and be proactive                                                                   | ✓                |                  |
| Understands the importance of confidentiality and information governance                                              | ✓                |                  |
| Flexible approach to hours and working patterns                                                                       | ✓                |                  |
| Willingness to undertake personal development to improve skills in job role                                           | ✓                |                  |