



JOB DESCRIPTION

POST:	Clinical Administrator
GRADE:	Band 4
ACCOUNTABLE TO:	Director of Clinical Services
RESPONSIBLE TO:	Head Nurse Inpatient Services
BASE:	Helen & Douglas House
HOURS:	37.5 hours per week (would suit job share)
DBS CHECK:	Enhanced & Barred

JOB SUMMARY:

To provide administrative support within the clinical area of Helen & Douglas House.

MAIN DUTIES AND RESPONSIBILITIES

- To provide administrative support to the clinical, medical and community teams as required. This will include:
 - Arranging meetings, preparing agendas, taking minutes and following up any actions for
 - Clinical Operations
 - Medicines Management
 - Referrals
 - Inter Disciplinary Team
 - Community Service Team
 - Doctors' Team
 - Any other meetings that require this support within the clinical area
 - To set up and maintain patients' records (both paper and electronic) ensuring that data protection regulations are adhered to by maintaining accurate information on patients, families and associated professionals and that this information is securely stored at all times.
 - In association with the care team, ensure that the paper medical records are maintained in good order.
 - To type discharge summaries, symptom management plans and other correspondence, ensuring they are sent in a timely manner and all documentation is filed accurately.

- To act as first contact for written, email and telephone communication for the clinical teams ensuring that information is shared appropriately and scanned/filed in the medical records where appropriate.
- Working with the Business Manager, to provide, on a regular basis, accurate data on occupancy and usage of the service using data from Crosscare.
- To provide administrative help to the doctors' team in terms of preparing rotas, checking timesheets and any other support that is required.
- To fulfil the requirements of the Children Death Overview Panel should a death occur in-house.
- To provide administrative cover in other areas when and if essential.
- To maintain the visitors' log held at Helen House and Main Reception and help any volunteers who are working either in Reception or with the clinical team.
- To maintain sufficient stocks of letterhead, stationery, printed forms for Helen House.
- To liaise with the Estates Team with regard to maintenance forms and requests to ensure the smooth and safe running of the House.

HELEN & DOUGLAS HOUSE GENERAL RESPONSIBILITIES:

Every employee is required to:

- Adhere to and comply with organisational policies, procedures and guidelines at all times.
- Implement Risk Management strategies (including reporting, registering risk and learning) - taking all reasonable steps to manage and promote a safe and healthy working environment which is free from discrimination.
- Comply with the organisational policy on confidentiality, information governance and the General Data Protection Regulations as amended relating to information held manually or on computerised systems.
- Respect the confidentiality of children, young adults and staff and volunteers at all times.
- Promote and protect the privacy and dignity of children and young adults at all times.
 - Comply with the requirements of the organisational Safeguarding Policy, and at all times during the course of employment act in such a way as to promote the wellbeing of children and other vulnerable people.
- Be accountable and responsible for following the Health and Safety Guidelines including the House Fire Policy and all other House policies and procedures; being proactive in the identification, reporting and management of hazards.
- Ensure compliance with Care Quality Commission (CQC), organisational and local House policies and guidelines, The Health & Social Care Act 2008 (Regulated Activities) Regulations 2014 by everyone concerned.
- To maintain current registration with your professional body (if applicable). To ensure that your statutory professional updating and educational requirements are maintained and provide proof of renewed registration when this is due. To abide by your profession's published Code of Conduct; any breach of this Code of Conduct will be regarded as a disciplinary offence.
- Helen & Douglas House is fully committed to the principles and practices of equal opportunity and diversity. It recognises that the success of a business depends on people.

Capitalising on what is unique about individuals and drawing on their different perspectives and experiences will add value to the way we do business and provide care. This principle is implemented in line with the provisions of the Equality Act 2010 which provides freedom from discrimination on the basis of 'protected characteristics', namely age, disability (which includes mental health and people diagnosed as clinically obese), race, religion or belief, sex, sexual orientation, gender reassignment (people who are having or who have had a sex change, transvestites and transgender people), marriage and civil partnership, and pregnancy and maternity.

- Implement Health and Safety regulations – through risk assessment. Maintaining a constant awareness of health, welfare and safety issues affecting colleagues, service users, volunteers, visitors and themselves, reporting any accidents or faults in line with organisational policy, and fully participating in health and safety training.
- Maintain high standards of infection prevention and control practice throughout the performance of duties and in accordance with Helen and Douglas House Infection Prevention and Control Policies and Procedures.
 - Comply with the requirements of the Disclosure and Barring Service Policy in relation to the undertaking of regular DBS checks, presentation of associated certificates, and immediate notification of any situation which may affect competence or professional registration.
- To promote a positive image of the House and the charity, and participate, as required, in external teaching or promotional sessions.
 - Participate in personal professional training and development, appraisals and attend all relevant mandatory training courses as required.
 - Take part in service or departmental evaluation as required.
- Embrace the volunteer culture which exists in the organisation

The post holder must act at all times in a professional and responsible manner and have due regard to confidentiality and Health & Safety legislation.

This is an outline job description and should not be regarded as an inflexible specification. Responsibilities will be reviewed periodically in line with service priorities and duties may change or new duties be introduced after consultation with the post holder. As a term of your employment you may be required to undertake such other duties, such as link roles, and/or hours of work as may reasonably be required, commensurate with your general level of responsibility with the organisation, at your initial place of work or at any other establishment.

Our working premises are no smoking areas

Job Title: Clinical Administrator

Criteria	Essential	Desirable	Assessed by		
			A/F	I/T	R
Qualifications	Educated to 5 GCSEs or equivalent or NVQ 3 or RSA/OCR stage 3 or equivalent		A/F		
Experience/ Knowledge	Have demonstrable experience in a role/s providing comprehensive secretarial and administrative duties.		A/F	I/T	
Skills	<p>To be able to audio type</p> <p>To have knowledge of medical terminology</p> <p>To be able to take and transcribe minutes.</p> <p>To be able to create spread sheets and data bases.</p> <p>To be able to use Microsoft Word, Excel, PowerPoint and Outlook to an intermediate level</p> <p>To be able to plan own work load and prioritise</p> <p>To be able to work using own initiative</p> <p>To be organised and methodical with an eye for grammatical and documentary detail.</p> <p>To have excellent communication skills and problem solving skills</p>		A/F	<p>I/T</p> <p>I/T</p> <p>I/T</p> <p>I/T</p> <p>I/T</p> <p>I/T</p> <p>I/T</p> <p>I/T</p> <p>I/T</p>	

Criteria	Essential	Desirable	Assessed by		
Attributes	<p>To exercise judgment when needing to make decisions and juggle priorities.</p> <p>To have a conscientious approach to work.</p> <p>To be able to work under pressure.</p> <p>To have a helpful and responsive manner</p>			I/T	
Other	Not on ISA Barred list from working with children/adults		A/F		R

Code: A/F – Application form, I/T – Interview/Test, R – References

Physical, Mental and Emotional Effort – Clinical Administrator

Physical Effort: this post will require the employee to walk between the 2 buildings to attend and minute meetings as well as to collect post and other deliveries. The role requires the collection and transfer of medical records which can be quite strenuous at times.

Mental Effort : The post will require long periods of concentration (2-3 hours or more) on a regular basis. Attending meetings will require accurate minute taking and then transcribing once completed. Actions may also need to be completed by the post holder as part of the meeting outcomes.

Emotional Effort: The post will require the post holder to speak with families on a regular basis (up to once a day) Due to the nature of the work; the families may be distressed or may exhibit anger in their approaches. Other challenging phone calls may be encountered on a regular basis from external or internal professionals. The post holder will also be exposed to distressing situations in the hospice.

Working Conditions: The post will be based in Helen House but will require the post holder to visit the Douglas House building on at least a daily basis. Hours will be worked within the working week. It is not expected that unsocial hours will be necessary although some flexibility around some working days may be needed.

Budget and Financial Responsibility for Clinical Administrator

Budget responsibility for following Cost Centre(s)		
Delegated budget responsibility for following Cost Centre(s)		
	Income	Expenditure
Budget Value	£0	£0
Financial Authority Limit	£0	
Organisation Credit Card Limit	£0	
Information Governance: Accountable Officer	No	
Information Governance: Senior Information Risk Officer (SIRO)	No	
Information Governance: Information Asset Owner (IAO)	No	
Information Governance: Information Asset Administrator (IAA)	Yes	