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**Clinical Administration Manager and PA to Medical**

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| Job Title: | Clinical Administration Manager and PA to Medical Director  |
| Department: | Care Directorate |
| Location: | St Catherine’s Hospice |
| Professionally accountable to: | Director of Nursing, Governance and AHPs |
| Salary: | £30,208 per annum |

 Responsibilities

**JOB DESCRIPTION**

| Job Summary |
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The postholder will manage the well-developed clinical administration team, whose work and responsibilities are broad, whilst providing personal assistant support to the Medical Director and their associated responsibilities. In addition, the post holder will support the Director of Governance, Nursing and AHPs in governance and reporting responsibilities

| Main Duties and Responsibilities |
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| **Manage, plan and oversee the work of the clinical administration team, delegating work as appropriate. Duties and responsibilities include:*** Management of the Medical secretaries to ensure a professional and efficient administration service is delivered
* Accurate entry, extraction, cleansing and presentation of data at defined intervals
* Administration of electronic patient record systems and management of NHS Smart cards
* Completion of timely statutory notifications to the CQC
* Identifying improvements to systems and processes within the team and ensuring they are implemented and embedded.
* Ensuring confidentiality of sensitive and personal information with robust adherence to polices at all times

**Take a proactive role, delegating to others as necessary, in managing the diary of the Medical Director such as organising meetings, preparing reports, undertaking desk top research, responding to and directing emails, taking minutes at meetings.** Work with the Medical Director to achieve: * Management of annual leave for the medical team
* Support the Medical Director to organise on-call rotas and induct trainees
* Support the clinical governance structure, delegating work as necessary, to ensure standards are maintained e.g. the suite of hospice policies and audit plans are monitored and updated by relevant staff in a timely manner

**Governance and Reporting responsibilities:**Work with the Director of Nursing, Governance and AHPs to:* Identify necessary workstreams and implement improvement plans in relation to the CQC’s requirements, this will involve liaison across clinical and non-clinical services to achieve regulatory standards
* Manage and oversee the administration of the Hospice’s incident reporting system
* Ensure that hospice policies on the retention and destruction of confidential information are clearly followed
* Ensure contracts for services are managed
* Work with service leads and the finance team to ensure accurate and timely processing of invoicing etc

**Other:*** Work collaboratively with the inpatient unit Business Manager to ensure comprehensive administrative support
* Work alongside the Community Services’ Manager in overseeing the coordination and administration of clinical activity e.g. processing of travel expenses claims, compilation of rotas
* Contribute to the Hospice’s annual performance review programme
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# VOLUNTEERS

The Hospice has the advantage of being supported by a number of volunteers.

If a volunteer is assigned to assist you at any time, you will still retain responsibility for the requirements of this job in terms of accuracy, efficiency and standards of completion. You will also ensure good communication and be mindful of your responsibility towards that volunteer in terms of Health and Safety.

# CONFIDENTIALITY

You should be aware of the confidential nature of the Hospice environment and/or your role. Any matters of a confidential nature, relating to patients, carers, relatives, staff or volunteers must not be divulged to any unauthorised person.

# DATA PROTECTION

You should make yourself aware of the requirements of the Data Protection Act and follow local codes of practice to ensure appropriate action is taken to safeguard confidential information.

This job description will be reviewed regularly in the light of changing service requirements and any such changes will be made in consultation with the post holder.

The post holder is expected to comply with all relevant policies, procedures and guidelines, including those relating to Equal Opportunities, Health and Safety and Confidentiality of Information.

**PERSON SPECIFICATION**

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| ESSENTIAL  | DESIRABLE  |
| Qualifications/Training |
| * Good standard of education to A level standard or equivalent or equivalent experience.
 | * Management qualification e.g. ILM
* RSA III, ECDL or equivalent
* AMSPAR Medical Secretarial Diploma
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| Relevant Experience  |
| * Management of workload in a busy clinical administration environment
* Experience of implementing new processes and procedures
* Experience of managing or supervising a team and developing staff
* Demonstrable experience as a medical secretary or working in a clinical administration environment
* Working with confidential information
 | * Change management
* Project management
* Working with SystmOne or similar
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| Key Skills & Abilities  |
| * Ability to lead and develop a team
* Ability to identify and develop process improvement to ensure efficient processes to support clinical services.
* Team development including effective 1-2-1 and team meetings and conducting appraisals
* Identifying and meeting training needs of direct reports
* Fast and accurate keyboard skills
* Good working knowledge of MS Word, Outlook, Excel, MS Teams, data bases
* Strong written and oral communication skills
* Ability to prioritise and work under own initiative
* Excellent organisational skills
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| **Other*** Commitment to personal and professional development
* An understanding of and demonstrable commitment to the Hospice’s Values as a framework for decisions, actions and behaviours.
* Understanding and commitment to the aims of Equality, Diversity and Inclusion
* Flexible and proactive working approach
* Resilience to work effectively in a palliative care setting
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