

JOB DESCRIPTION

Job Title:	Inpatient unit administrator, full time 37.5 hours
Department:	Inpatient Unit
Location:	St Catherine's Hospice
Responsible For:	Administration on inpatient unit
Salary:	£18,575

Job Summary

A vital role to provide administrative support to the clinical and care team on the hospice inpatient unit to support the safe delivery of patient care

Main Duties and Responsibilities

Duties include:

- Responsible for providing administrative support to the nursing and care staff on the hospice inpatient unit by managing stationary, compiling information packs for patients and carers, maintaining and monitoring filing systems, setting up new filing processes when required
- Take a proactive role in arranging discharge planning meetings between patients, relatives and professionals and assisting with administration related to facilitating patient discharges by liaising with other services both internally and externally
- Support patients, carers, relatives, primary and secondary care professionals by being the first point of contact for the inpatient unit by telephone and face to face
- Support the implementation of use of new, innovative ideas, changes and technology on the inpatient unit to deliver a more responsive service
- Supporting the pharmacy and NHS supply chain ordering and delivery process
- Ensuring relevant clinical information is transferred to medical secretaries and other departments in a timely manner
- Supporting the medical team with administrative tasks as needed on the inpatient unit
- Supporting patients with hospital appointments as needed while an inpatient at the hospice
- Follow Hospice policies and procedures
- Co-ordinate volunteers to assist with the role of inpatient unit administrator and provide training

PERSON SPECIFICATION

ESSENTIAL

DESIRABLE

Qualifications

- Educated to GCSE level, including English Language Grade C or above or equivalent.

Relevant Experience

- Experience of working within an administrative environment
- Competent IT skills with experienced use of Microsoft office programmes
- Knowledge of filing systems and processes
- Experience of using SystemOne or similar patient records system
- Experience of working within a clinical setting

Key Skills & Abilities

- Excellent verbal communication and interpersonal skills on the telephone and in person with patients, colleagues, relatives and carers
- Effective written communication skills
- Ability to manage difficult telephone conversations
- Attention to detail and organisational skills
- Proactive team player with the ability to react to change
- Ability to manage workload effectively and work to deadlines

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
- Appreciation of confidentiality
- Flexible and proactive working approach



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.