



Nightingale House Hospice  
Hospis Tŷ'r Eos

**Job Description:**  
**Clinical & Patient Services Administrator**

<b>Job Title</b>	Clinical & Patient Services Administrator
<b>Line Manager</b>	Clinical and Patient Services PA/Clinical Admin Lead
<b>Contracted Hours</b>	28 hrs per week (Monday to Friday – 5 days)
<b>Location</b>	Wellbeing Office

**Key Responsibilities**

- To provide outpatient administrative support to the clinical and medical teams.
- To provide cross cover, as directed by the Clinical Administration Lead, to the wider Clinical Admin team when required.
- To support the Clinical Administration Lead in the completion of duties as required.
- To administer purchase order requests and adhere to the purchasing process for the Clinical team.

**Duties and Responsibilities**

Provide Secretarial/Administration support within Clinical and Patient Services as directed by the Clinical Administration Lead.

**Admin Support for Outpatients**

- Arrange Outpatient Appointments (OPAs) for all Clinical departments and communicate the OPAs to the patients' using letters, emails, telephone calls, SMS messages.
- Use an appointment book system to arrange outpatient appointments.
- Receive and record all internal referrals generated through OPAs and other patient programmes to Hospice Services, ensuring a process is in place for referrals to be actioned.
- Access medical notes using Welsh Clinical Portal (WCP) and Welsh Clinical Administration System (WPAS), IFIT (management of medical notes back to WMH), Objective Connect for recording RIPs to HIW and use of NHS secure portal for secure email delivery.
- Communicate to GPs, District Nurses, external health care professionals any update in patient care generated by the Dr, ANP, Nurse.
- Facilitate any referrals from an OPA for Hospital and/or community services.

Reviewed August 2025 – Clinical and Patient Services PA

- Arrange transportation to and from the Hospice for Outpatients when necessary.
- Delivery of outpatient programmes communication to patients, including but not limited to Wellbeing programme, Fatigue, Anxiety and Breathlessness (FAB) programme.

### **Patient Records**

- An admin Superuser for Electronic Patient Records – ePR in the Wellbeing team. Including but not limited to creating and amending interactions, reviewing patient status, setting up staff logins, handling device management etc...
- Set up and amend patient records using ePR for Outpatients.
- Ensure a robust documentation system is maintained (paper, electronic, SharePoint).
- Ensure robust systems for filing, archiving and record destruction are in place.

### **General Clinical admin duties**

- Organising meetings as directed by Clinical Administration Lead and take minutes, if required, and prepare notes from clinical meetings.
- Assist with the collection of management data.
- Plan and organise own workload but be responsive and flexible to urgent requests.
- Handle general enquires from Reception and the Clinical team and ensure Clinical Administration Lead is informed on matters of importance.
- Provide holiday cover /back up during busy periods for the Clinical Admin team when required.

### **Administration of Purchase Orders**

- To administer purchase order request for the clinical team.
- Ensure the purchase process is adhered to.

### **Education and Training/Personal Development**

- Participate in regular annual reviews of individual needs for on-going education and development, identifying appropriate opportunities for continual professional development.
- Attend annual mandatory training appropriate to role and responsibilities.
- To undertake IT training and to maintain appropriate computer-based skills in order to improve processes within the medical secretarial department.

### **General Requirements**

**This post is subject to the Terms and Conditions of employment of the Hospice as specified in the staff handbook and contract**

## **Competence**

You are responsible for limiting your actions to those that you feel competent to undertake. If you have any doubts about your competence during the course of your duties you should immediately speak to your line manager / supervisor.

## **Risk Management**

It is a standard element of the role and responsibility of all staff of the Hospice that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards. It is a requirement that you adhere to Nightingale House Hospice Policies, Procedures, Protocols and guidelines at all times.

## **Health and Safety Requirements of the Hospice**

All employees of the Hospice have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable the Hospice to meet its own legal duties including attendance at mandatory training updates and also to report any hazardous situations or defective equipment.

## **Data Protection and Confidentiality**

The post holder must treat all information, whether corporate, staff or patient information, in a discreet, secure and confidential manner in accordance with the provisions of the current data protection legislation and organisational policy. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and / or prosecution under statutory legislation and the hospice's disciplinary policy. This duty of confidence continues after the post holder leaves the organisation.

## **Records Management**

As an employee of the hospice, the post holder is legally responsible for all records that they gather, create or use as part of their work within the organisation (including patient health, staff health or injury, financial, personal and administrative), whether paper based or on computer. The post holder should consult the IG Lead if they have any doubt as to the correct management of records with which they work.

## **Flexibility Statement**

The content of this Job Description represents an outline of the post only and is therefore not a final list of duties and responsibilities. The Job Description is therefore intended to be flexible and is subject to review and amendment in the light of changing circumstances, following consultation with the post holder.

**The post is subject to an enhanced disclosure check with the Disclosure and Barring Services (DBS).**

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**Please sign below:**

<b>Employee Name</b>	
<b>Employee Signature</b>	
<b>Date signed</b>	



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**PERSON SPECIFICATION**

**JOB TITLE: Clinical and Patient Services Administrator**

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>METHOD OF ASSESSMENT</b>
<b>QUALIFICATIONS</b>	GCSEs (or equivalent) in English and Maths	MS Office 365 courses	MS Office admin test
<b>EXPERIENCE</b>	2 years previous administration experience  Proficiency in Microsoft Word, Excel, SharePoint, Outlook PowerPoint	Experience within a healthcare environment.  Use of Electronic Patient Record systems.	Application  References
<b>SKILLS</b>	Ability to communicate effectively with staff, managers, external agencies and the general public.  Good organisational, interpersonal and liaison skills.  Able to prioritise when faced with competing demands  Able to work under pressure	Flexible to the needs of the organisation	Interview  References  References
<b>KNOWLEDGE</b>	Microsoft Office Software	Working with multi agencies	MS Office admin test

<b>PERSONAL QUALITIES</b> <i>(Demonstrable)</i>	Ability to deal sensitively with members of the public, staff and external bodies and maintain a high degree of confidentiality  Works as part of a team  Adaptable and responsive to workload needs  Ability to work to deadlines		Interview  References
<b>OTHER RELEVANT REQUIREMENTS</b> <i>(Please Specify)</i>	Flexible approach to work	Welsh Speaker	Application