



Nightingale House Hospice  
Hospis Tŷ'r Eos

### Job Description: Hospice Clinical Administration Lead Role

<b>Job Title</b>	<b>Hospice Clinical Administration Lead</b>
<b>Reports to</b>	<b>Head of Clinical and Patient Services</b>
<b>Responsible for</b>	<b>Clinical Administrators, Clinical Services Clerk (1.5 FTE)</b>
<b>Pay Band</b>	<b>£25k - £27 depending on experience</b>
<b>Contracted Hours</b>	<b>37.5</b>
<b>Primary Location</b>	<b>Clinical Secretarial Office</b>
<b>Key Responsibilities</b>	
<ul style="list-style-type: none"><li>• To provide effective leadership for the Hospice Clinical Administrative Team.</li><li>• To provide administrative and secretarial support to the Head of Clinical and Patient Services to a high standard and high level of efficiency.</li><li>• To be confident and competent and have excellent organisational skills to ensure workload is prioritised and tasks met in a timely manner.</li><li>• To lead, support and develop the Clinical Administrative Team.</li><li>• To support and manage the Head of Patient and Clinical services with complaint handling, investigation and responses.</li><li>• To manage the Hospice approach to administering and supporting clinical reporting of risk management, safety, incident investigation and dashboard reporting.</li><li>• To provide a comprehensive secretarial service to the Medical/ANP Team at Nightingale House Hospice relating to clinical activities of the hospice.</li><li>• To provide general secretarial support to the clinical team including Rehab team, family support team, in patient services and designated hours for the Day services department</li><li>• To provide cross cover for the ward department on the In Patient unit.</li></ul>	

### Duties and Responsibilities

- Lead the Hospice Clinical administrative team.
- Provide a high level secretarial and administrative support to the Head of Clinical and Patient Services, to include diary management, meeting support, document provision and support and other duties as required

- Manage the administration of clinical complaint handling, to include logging, tracking and supporting investigations. To assist with the complaint response following investigation, where necessary.
- To manage, or delegate where appropriate, the administration and reporting of clinical risk management, safety, incident investigation and reporting where required.
- Ensure departmental cover is maintained and delegate duties as appropriate.
- Receive and record all incoming referrals to Hospice Services and disseminate to relevant co-ordinator to triage and action.
- Record and Register patient referrals, outpatient appointments, death reports and other patient information in hospice register, clinical admin system and CANISC/WelshPas systems.
- Organise and maintain a secure and robust filing system, including case notes.
- Manage outpatient clinics and appointments for Medical/ANP Team, including preparation of patient case notes.
- Be point of contact for outpatients should appointments need escalating or changing.
- Attend, or delegate attendance where appropriate, to the MDT meetings, providing administrative support (minutes, documents etc)
- Comply with information governance ensuring information is efficiently and legally managed.
- In the absence of the Inpatient Ward Clerk, obtain patient case notes for clinics and inpatient admissions and return hospital notes promptly.
- Develop effective relationships with BCUHB medical secretaries and other departments, relevant to role.
- Be responsible for updating the Medical Records Tracking System on clinical administration system.
- Ensure high standard of data management collection are recorded and shared with relevant parties. Provide or delegate as appropriate, the production of clinical management information as required
- Be responsible for accessing the Welsh Portal system when required to obtain investigation results.

- Be responsible for filing patient reports/letters/investigations in case notes.
- Provide comprehensive secretarial service to the Doctors and Advanced Nurse Practitioners.
- Audio typing clinic letters.
- Provide cover in the absence of other team members of the admin team.
- Be responsible for the Administration of inviting the bereaved to the Hospice Memorial Services
- Be responsible for ensuring that the deceased register is shared weekly with the fundraising team
- Assist, if required in the compilation of monthly clinical patient data for reporting for clinical committee meetings and Board meeting.
- Assist when required in recording accurate and Valid Management Information for reporting to Head of Clinical Services, CEO and Clinical committee meetings.
- Working in partnerships with the administrative team, ensure accurate and valid Management Information is reported in a timely manner to Head of Clinical Services, CEO and Clinical committee meetings.
- In partnership with the Clinical CANISC Super-User provide training for staff on the system and be a designated CANISC super-user. To include validating a dn auditing data and generating/analysing reports from CANISC
- Take minutes if required and prepare notes from clinical meetings.
- Plan and organise own workload, and the workload of the clinical administration team, on a daily basis while being responsible and flexible to the needs of the hospice clinical team.

### **Education and Training**

- 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 administration department.

## **Requirements**

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

**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.



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PERSON SPECIFICATION

**JOB TITLE:** Hospice Lead Clinical Administrator

**GRADE:**

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
<b>QUALIFICATIONS</b>	NVQ/diploma in administration or business, level 5 or ability to demonstrate equivalent experience. RSA II word processing / typing. Audio typing	RSA III word processing / typing. AMSPAR ECDL	Application Certificates
<b>EXPERIENCE</b>	Experience working as a Personal or Executive Assistant Experience working in an office environment as part of an administrative team. Substantial and demonstrable experience of administrating meetings (including full minute taking and transcribing, producing agendas, paper collation and circulation and follow up of actions). Experience at managing multiple diaries and inboxes at the same time. Experience in arranging large meetings. Experience handling telephone calls. Experience in the administration of complaints management. Experience in the administration of monitoring systems. Experience of the line management of staff	Previous employment in similar clinical role Experience of working within a health or public sector environment. Understanding of the NHS and its partner organisations. Experience in the administration of patient experience process. Experience in the administration of patients experience monitoring systems.	Application Reference

<p><b>SKILLS</b></p>	<p>Ability to communicate effectively with staff, managers, external agencies and the general public. Good leadership, organisational, interpersonal and liaison skills.</p> <p>Ability to administrate meetings to a high standard as requested (including full minute taking and transcribing, producing agendas, paper collation and circulation and follow up of actions)</p> <p>Able to demonstrate advanced use of software programmes including outlook / teams / excel / powerpoint / word.</p> <p>Ability to handle confidential information with the upmost discretion.</p> <p>Ability to manage multiple diaries and inboxes at the same time.</p> <p>Ability to answer and handle telephone calls proficiently.</p> <p>Ability to administer and manage the administration of complaints handling within the MCS, including logging recording tracking, formatting and closing complaint responses.</p> <p>Ability to produce carry out tasks to a high quality with a high degree of accuracy.</p> <p>Ability to coordinate and arrange meetings of large groups in a quick and efficient manner.</p> <p>Ability to establish systems and processes to manage a heavy workload within a fast paced environment.</p> <p>Ability to problem solve.</p> <p>Excellent verbal and written communication skills (including spelling, grammar and punctuation).</p> <p>Ability to work to deadlines.</p> <p>Ability to manage and deliver multiple tasks at the same time.</p> <p>Ability to work under pressure</p>	<p>Ability to work under pressure</p> <p>Experience of clinical administration systems.</p>	<p>References</p> <p>Interview</p> <p>Competency/ skills test</p>
<p><b>KNOWLEDGE</b></p>	<p>Microsoft Office Software</p>	<p>Working with multi agencies</p>	<p>Competency/ Skills test</p>

<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. Highly organised. Excellent time management. Operates with diligence, precision with attention to detail. Hardworking. Able to show initiative. Flexibility \ Adaptability. Resilient. Team worker. Excellent communicator. Confident. Able to demonstrate confidentiality. Professional  Work as part of a team		Interview References
<b>OTHER RELEVANT REQUIREMENTS</b> <i>(Please Specify)</i>	Flexible approach to work		References

**Employee's Name and Signature:**

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