

**Queenscourt Hospice  
Role Description**

<b>Post:</b>	Inpatient Unit Administrative Co-ordinator
<b>Reportable to:</b>	Clinical Lead Nurse
<b>Accountable to:</b>	Director of Nursing Services
<b>Grade:</b>	Grade B

**Role summary:**

The main role of the Inpatient Unit Co-ordinator is to provide administrative support to all ward staff including nurses, doctors, social worker and clinical service secretary although this list is not exhaustive.

The post holder will need to have excellent communication skills, proven administrative competencies, a good level of organisational and prioritising skills, an attention to detail with an understanding of the need for confidentiality in all areas of work. The post holder will also be a competent user of Information Technology

**Main Duties and responsibilities**

1. Photocopy and scan as required onto SystmOne
2. Answer the ward telephone taking messages, sending tasks via SystmOne, signposting callers to appropriate departments
3. Communication with patients and those important, requiring excellent communication and empathy skills
4. Maintain accurate and contemporaneous clinical records in relation to social work tasks
5. Emailing of documentation to external agencies eg CHC, Macmillan
6. Provide admin support to Palliative Care Social worker throughout the week
7. Liaising with clinical staff to update re progression of CHC applications and ensure appropriate information is completed. Support the co-ordination of discharge planning
8. Telephone liaison with care home and care agencies regarding commencement dates of care
9. Completion of Blue Badge applications
10. Liaising with receptionist to welcome visitors to the Inpatient Unit and showing them to the appropriate bed space
11. Data input as and when required. Attention to detail and methodical approach required
12. Completion of referral forms to relevant adult social teams
13. Have a knowledge of the Clinical Secretary role to provide support during periods of absence
14. Maintain high standards of public trust and confidence as expected of all Queenscourt staff
15. Maintain mandatory training competencies and complete any additional training or education identified by line manager
16. Maintain Infection Prevention and Control Policies and ensure workspaces are kept clean and tidy

**Policies and Procedures**

17. Understand and comply with the policies and practices of Queenscourt
18. Participate in an annual development and review process
19. Attend statutory training in accordance with Queenscourt requirements.

**Health and Safety**

20. The post holder must familiarise themselves with matters relating to health and safety management as they affect them personally and/or Queenscourt, reporting any potential risks to life or property immediately in accordance with the Queenscourt's Health and Safety policy and procedures. Staff must use all equipment provided to undertake their role safely.

**Other**

21. Maintain absolute confidentiality in all areas of work
22. Behave at all times with complete integrity, respect and professional dignity ensuring actions enhance the reputation of themselves and the charity
23. Any other duties commensurate with the grade and post.

**This document does not attempt to describe all the tasks to be performed. It will be open to periodic review and as a minimum will take place annually as part of the appraisal process and as a result, alterations and additions may be made.**

## Person Specification – Bank Administrative Assistant

Attributes Required (based on job requirements)	Essential	Desirable	How tested
<u>Qualifications</u>	<ul style="list-style-type: none"> <li>Level 2 in numeracy and literacy or equivalent experience</li> <li>ECDL (Level 2) or equivalent experience</li> </ul>	<ul style="list-style-type: none"> <li>Advanced ECDL</li> <li>Further study in relevant field</li> </ul>	Application Form Certificates
<u>Experience</u>	<ul style="list-style-type: none"> <li>Previous experience of working in an administrative role</li> <li>Previous experience in a customer or patient facing role</li> <li>Previous experience of dealing with confidential data</li> </ul>	<ul style="list-style-type: none"> <li>Experience of working in a healthcare setting</li> <li>Experience of working in a charitable organisation</li> <li>Experience of working with volunteers</li> </ul>	Application Form Interview References
<u>Skills &amp; knowledge</u>	<ul style="list-style-type: none"> <li>Proven admin/secretarial skills</li> <li>Excellent communication skills, both written and verbal</li> <li>Good level of IT Skills and knowledge of Microsoft Excel, Word and PowerPoint</li> <li>Excellent time management and ability to prioritise conflicting work demands</li> <li>Attention to detail</li> </ul>	<ul style="list-style-type: none"> <li>An understanding of Palliative Care and the Hospice movement</li> </ul>	Application Form Interview References Test
<u>Personal Qualities</u>	Highly motivated; calm attitude; can demonstrate initiative; team player who can demonstrate a positive and flexible approach along with an understanding of the charitable ethos and of working with volunteers.		References Interview

<u>Disclosure and Barring Service (DBS)</u>	This post is subject to a disclosure and barring check
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