**Job Title** Clinical Services Administrator

**Responsible to** Clinical Services Administration Team Leader

**Hours of work** 15 hours per week (to include a Friday)

**Place of work/Base** Martin House and in the Community. Hybrid working arrangements will be considered, where possible.

**Type of contract** Permanent

**Overall purpose of the role**

Work as part of a team to provide secretarial and administrative support to the clinical services team.

**Tasks and duties**

* Providing secretarial and administrative support to the Hospice’s clinical team.
* Work with the wider care team in the implementation and use of SystmOne (electronic clinical records system).
* Manage the family bookings system.
* Screening telephone calls, enquiries and requests, and handling them when appropriate.
* Audiotyping of clinical correspondence.
* Organising and maintaining diaries and making appointments.
* Dealing with incoming e-mails.
* Draft letters for referrals and clinical services requirements.
* Taking minutes at meetings, where appropriate.
* Devising and maintaining office systems, including data management, filing, etc.
* Organising clinical services meetings and events.
* Liaising with external contacts and staff.
* Support the Clinical Services Administration Team Leader with the organisation of scheduled audits, data collation and reports required by the Clinical Services team.
* Providing cover for team members when they are absent, for example the other secretaries of the hospice and other relevant members of the administration and reception team.

**Health & Safety**

* To be aware of the safety needs of the children, siblings, parents and colleagues and adopt a preventative safety approach to all times.
* To report all accidents, incidents and untoward incidents to a Deputy Director of Clinical Services.
* To be aware of your health and safety responsibilities as an employee and adhere to these.

**Personal development**

* To adopt a positive and reflective approach to personal and professional development.
* To participate constructively in a yearly annual appraisal.
* To undertake core competencies for clinical skills and specific training and to remain updated.
* To work in conjunction with the education co-ordinators to develop your practice and care for the children.
* To work contracted hours including unsocial hours as required weekends evenings and nights.

This job description reflects the present requirements of the post and will form the basis of performance appraisal. As duties and responsibilities change and develop the job description will be reviewed and necessary changes made with consultation.

Employees may be required to drive a Martin House pool car. These cars are insured by Martin House and it is a requirement of the insurers that we have checked that any staff who drive the cars have a current driving licence.

Martin House has a multi-professional, multi-skilled team seeking to reach out to each family in a way that most helps them. Because of this team members may be expected to accept a different or unusual task or role.

**Equality statement**

Martin House is committed to providing care and improving services irrespective of race, ethnicity, disability, gender, religion or belief, age, marital status, or sexual orientation

**Safeguarding Children, Young People and Vulnerable Adults**

Martin House is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all employees to share this commitment. Recruitment checks are undertaken in accordance with safer recruitment standards and successful applicants will be required to undertake an Enhanced check via the Disclosure and Barring Service (DBS).

**All Martin House employees are expected to**

* Uphold the values of Martin House and behave in a professional manner at all times.
* Value equality and diversity and comply with relevant equality legislation.
* Attend 1:1s with line manager, team meetings and annual appraisals.
* Take part in all relevant mandatory training and any other education and training considered necessary to carry out the role.
* Take responsibility for one’s own personal development.
* Cooperate with colleagues, encourage and support positive working relationships (both internally and externally) and foster a culture of respect and consideration at work.
* Establish and maintain effective communication with relevant individuals and groups, both internally and externally.
* Take responsibility for one’s own health and safety and the health and safety of others whilst at work, and comply with Health and Safety legislation.
* Comply with information governance requirements and maintain confidentiality at all times, as required.
* Work within all Martin House policies and procedures.
* Communicate a positive image of Martin House and protect its reputation.

**Staff who support Martin House volunteers are expected to**

* Carry out effective inductions for new volunteers in your department
* Lead and guide volunteers, providing the support needed to maintain morale and enable them to work effectively
* Supervise your volunteers appropriately in their day to day work and actively work to recognise the work that they do
* Ensure your volunteers have access to some personal time with you on a regular basis
* Ensure that your volunteers have an annual opportunity to reflect on their volunteering role with you
* Support appropriate volunteer learning and development within your team
* Communicate effectively with your volunteer team, and in line with the Martin House Staff Charter
* Play a role in the recruitment of new volunteers within your area, once appropriate training has been given
* Support the Manage performance issues with volunteers fairly and sensitively, taking advice from the HR department where appropriate

**Person specification**

**Qualifications and work experience**

Essential

1. GCSE Maths and English, or equivalent
2. Demonstrable experience of working in an administration role in a busy environment
3. Able to use a full suite of Microsoft Office software systems
4. Experience of exposure to the patient records system SystmOne

Desirable

1. Experience of working in a health or hospice environment.
2. Experience of working as part of a team.

**Knowledge and skills**

1. Excellent verbal communication skills
2. Excellent organisational skills
3. Ability to document clear and concise details of care routines and practice
4. Excellent interpersonal skills
5. An understanding of care practice within a palliative care service
6. Demonstrable commitment to maintaining own professional development

**Attributes**

1. Ability to communicate sensitively with children and parents in line with Martin House’s values and expectations
2. Ability to work collaboratively as part of a care team
3. Ability to demonstrate respect for children, young people, their families and colleagues