



*Being there for you
and your family*

JOB DESCRIPTION

JOB TITLE: Clinical Administrator/Co-ordinator
LOCATION: LOROS Hospice, Groby Road, Leicester
RESPONSIBLE TO: Head of Community & Day Services

JOB PURPOSE:

To provide administrative support for clinical teams.

To work flexibly to ensure all areas of service provision.

To work closely in conjunction with our colleagues in the Integrated Community Specialist Palliative Care Co-ordination Centre to ensure high quality, seamless & consistent patient care.

Duties and Responsibilities include:

- To type letters and correspondence accurately as required.
- To be the first point of contact for patients, relatives and professionals, offering advice and signposting in the appropriate direction.
- Answer telephone calls professionally.
- Ensure messages are communicated to the relevant staff in a timely and accurate manner. Re-direct calls to the appropriate team/service as required.
- Liaise with members of the multi-disciplinary team, other healthcare professionals and external staff and work closely with the Integrated Community Specialist Palliative Care Co-ordination Centre to ensure seamless, consistent, high quality patient care.
- To manage the SystmOne clinical diary. Booking clinic appointments and additional requirements (e.g. transport, interpreters etc)
- Distribute questionnaires as required. Assist with the production and collation of statistics and audits by healthcare professionals.
- Collect and distribute incoming mail and dealing with outgoing mail as required.

- Accurately record feedback from service users in order to develop and improve the service.
- Monitor all relevant email accounts and task boxes.
- Send outgoing referrals to external organisations on behalf of clinic staff. Process incoming referrals.
- Attend meetings as directed and assist with the improvement of teams, services, organisational and system processes.
- Cover the booking in desk, meeting, greeting and checking in patients attending clinics.

Professional & Personal Development:

The post-holder will:

1. Contribute to education and induction of staff as appropriate.
2. Commit to personal and professional development and participate in an annual appraisal and take actions to achieve objectives including the fulfilment of mandatory and job specific training.
3. Ensure personal development through participation of 1:1 meetings and Administration Review Support Sessions.
4. Continue to advance knowledge, understanding and skills and acquire new knowledge and skills relevant to the service demands.

General:

The contents of this job description are not exhaustive and may be amended in accordance with the needs of the service after discussion with the post holder whose agreement will not be unreasonably withheld.

To be updated

Signed:

Date:

Postholder

Signed:

Date:

Line Manager

Person Specification

Selection Criteria

Post: Clinical Administrator/Co-ordinator

Department: Clinical Teams

	Essential Criteria	Desirable Criteria	How & When
Education & Qualifications	GCSE grades A to C (grade 4 and above) in English and Maths or equivalent.	NVQ level 2 in administration or equivalent	Application Form Certificates
Skills & Abilities	Excellent communication skills both verbal and written. Using Empathic listening skills. Good organisational skills including diary management. Ability to prioritise, meet deadlines and provide a high-quality service. Competent in the use of Microsoft Office applications (including Word, Excel and Outlook). Ability to signpost inappropriate referrals.	Minute Taking	Application Form Assessment Centre
Experience	Proven experience of working in a similar role. Proficient in the use of Microsoft Office applications (including Word, Excel and Outlook) Experience working with/maintaining electronic record systems. Experience of working with Multi-disciplinary teams.	Previous experience in working in an administration/co-ordination type role within a healthcare environment. Experience of SystmOne	Application Form Assessment Centre

Knowledge	An appreciation of the principles of palliative care and the needs of patients with a life-limiting illness and their families.	Knowledge of Medical Terminology	Application Form Assessment Centre
Motivation & Personal Attributes	Able to contribute to LOROS values and behaviours Empathic Ability to work in a team environment with shared responsibilities. Adaptable to meet the changing need of the role. Confidential. Ability to work under pressure in an accurate and timely manner. Flexible to meet the needs of the hospice. Self-motivated and able to use own initiative. Excellent interpersonal skills.		Assessment Centre