



*Being there for you
and your family*

Job Description

JOB TITLE:	Centre for Excellence Administrator - Education
HOURS:	as per contract
BASE:	LOROS, Groby Road, Leicester
RESPONSIBLE TO:	Centre for Excellence Office Manager

Job Summary:

As the first point of contact at the LOROS Centre for Excellence, the post holder will be responsible for providing a warm and professional welcome to all visitors.

You will work as part of a team providing and coordinating administrative support within the Education Department in line with professional and efficient service standards.

The post will support ECHO, our virtual teaching platform, to administer ECHO sessions as required on scheduled days.

EDUCATION:

1. Undertake reception duties in the Centre for Excellence and deal with telephone queries in a professional and efficient manner.
2. Organise and provide full administration for a range of study days, workshops, accredited learning events, evening lectures and other educational events in line with departmental processes, which may occasionally include working outside of regular contracted hours. These processes include preparation of materials, set up of room, IT & AV equipment, including project ECHO platform for internet virtual meetings and conferences and co-ordination of refreshments and catering.
3. Co-ordinate the room and course booking processes from initial enquiry to receipt of payment, monitoring and maintaining accurate course records and liaising closely with both internal and external stakeholders.

4. Ensure that actions are carried out in order to embed the LOROS clinical Placements Strategy.
5. To maintain and update the Education prospectus on the LOROS website.
6. To provide support to staff as required on the LOROS Learning Management System.
7. You will be responsible for ensuring teaching rooms are stocked as required and supporting with the daily set-up and tear-down of teaching rooms.
8. Coordinate and provide administrative support for the clinical placements.
9. Maintain contact with students before, during, and after placement, ensuring and facilitating an excellent student experience.
10. Be responsible for maintaining a central database for all placements in the organisation, ensuring that records are up to date.
11. Maintain the LOROS Customer Relationship Management (CRM) system with appropriate details
12. Ensure that paid placements are accurately tracked and recorded.
13. Provide responses to enquiries and requests in person and via phone/email.
14. Discern and protect all confidential information on students, clients, staff and patients.
15. To ensure a high level of proficiency and accuracy in all aspects of Information Technology, acting on own initiative when appropriate to do so.
16. Work closely with named leads across the organisation to coordinate and manage clinical placements across the organisation

GENERIC SKILLS:

1. To type letters/correspondence/documents ensuring distribution as appropriate in accordance with LOROS standards.
2. To provide a full range of administrative support to a range of meetings and events including the organisation of meetings as required, minute taking and circulation as appropriate.
3. Carry out all necessary photocopying, shredding, laminating and other general office duties as required.
4. To update and maintain paper and electronic filing systems.
5. To take a shared responsibility for the departmental email inbox and actioning as appropriate.

6. To deal with telephone enquiries in an accurate and efficient manner, and to action voicemail messages.
7. To undertake all such reasonable requests as may be deemed necessary by the Office Manager
8. To compile and maintain spreadsheets and databases providing reports as appropriate.

GENERAL:

1. All staff are subject to Equal Opportunities Legislation, the Data Protection Act and LOROS Confidentiality Policy.
2. To carry out and comply with the prevention and control of infection as per LOROS policies and procedures.
3. All staff are subject to LOROS policies, procedures and conditions of service, with reference to the Health and Safety at Work Act 1974.
4. Take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions at work.
5. Co-operate with their employer as far as is necessary to meet the requirements of the legislation.
6. All staff should be aware of and aim to contribute to LOROS' Vision and Mission and also strive to exhibit the Values & Behaviours at all times (see attached document).

CONFIDENTIALITY POLICY:

To carry out and comply with the prevention and control of infection as per LOROS policies and procedures.

All staff are subject to LOROS policies, procedures and conditions of service, with reference to the Health and Safety at Work Act 1974.

The post holder is responsible for safeguarding the interests of children and adults who they come into contact with during their work. To fulfil these duties post holders are required to undertake mandatory training to recognise the signs and symptoms of abuse, or neglect, or individuals at risk and to follow LOROS policies relating to safeguarding practice including reporting any concerns that they may have.

Take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

Co-operate with their employer as far as is necessary to meet the requirements of the legislation.

All staff should be aware of and aim to contribute to LOROS' Vision and Mission and also strive to exhibit the Values & Behaviours at all times (see attached document).

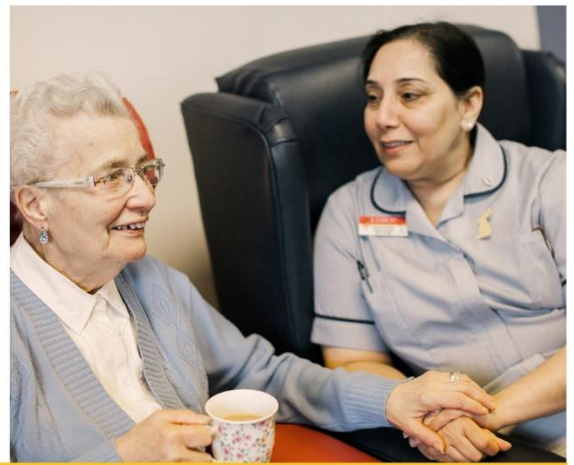
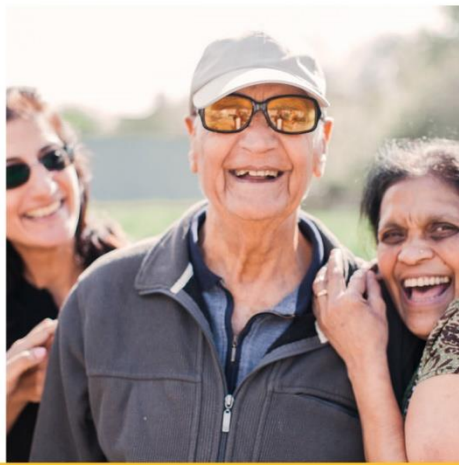
The contents of this job description are not exhaustive and may be amended in accordance with the needs of the service after discussion with the post holder whose agreement will not be unreasonably withheld.

Signed..... Date.....

Postholder

Signed..... Date

Line Manager



Our vision and mission



Vision

(Our long term aspiration for our society)

Everyone with an incurable illness has the right to excellent care. This should value and respect their uniqueness and their own choices. People should be enabled to live and die with dignity and with appropriate and compassionate support for themselves and their loved ones.



Mission

(Our goals and activities in working towards our Vision)

LOROS is a charity whose aim is to enhance the quality of life of adult patients with cancer, progressive neurological conditions and end-stage organ failure for whom curative treatment is no longer possible. Patients are treated at the Hospice and in the community based upon clinical need, regardless of background and the ability to pay.

LOROS specialises in holistic, multidisciplinary care, focused on the whole person and including family and carers. The care given takes into account the patients' physical, psychological, social and spiritual needs as well as their own choices. Family members are supported in adjusting to loss and bereavement.

LOROS contributes to the education and training of its own and other health and social care professionals and of volunteers. The charity is also committed to research in order to improve the understanding and practice of palliative care.

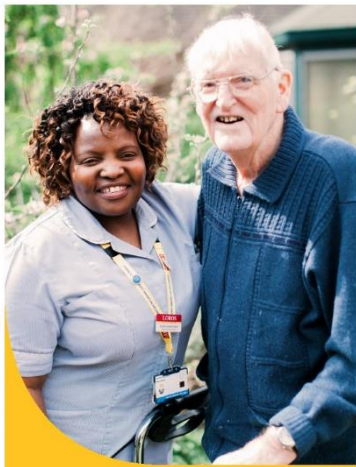
loros.co.uk

Registered Charity No: 506120

LOROS

Hospice Care for Leicester, Leicestershire & Rutland

Being there for *you*
and *your family*



Our values and behaviours



Professional

Showing respect to patients and families, as well as members of our community, staff and volunteers.



Focused

On exceptional quality service and support for patients and families whilst listening, learning and adapting to their diverse needs.



Collaborative

Working together as colleagues and with local, regional and national partners to grow meaningful relationships and achieve sustainability.



Compassionate

Showing kindness, discretion and sensitivity as we care for our patients, families, our community, staff and volunteers.



Trustworthy

Be honest, reliable and consistent, showing respect and dignity in everything that we do.



Accountable

To our patients, their families, our community, staff, volunteers and external organisations/bodies.

loros.co.uk

Registered Charity No: 506120

LOROS

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LOROS KEY FACTS

SEPTEMBER 2018

LOROS Hospice is a registered charity and also a company limited by guarantee which is governed by a Board of up to 15 unpaid voluntary Trustees. It is regulated by the Charity Commission, Companies House and the Care Quality Commission.



>2,500

No. of individuals receiving patient care from LOROS per year



Of whom
665

admitted to Inpatient Ward



31

beds in Inpatient Ward



343

employees

1,500

regular volunteers



Average length of stay

14 days



£560

Cost per bed/day including overheads



Cost per attendance for Day Therapy **£305**

Day therapy now offers support to patients by a much wider range of professionals including physio, occupational and complementary therapists, doctors and chaplaincy.

Cost per hour of running the charity

£8.2M

Expenditure on patient care per year

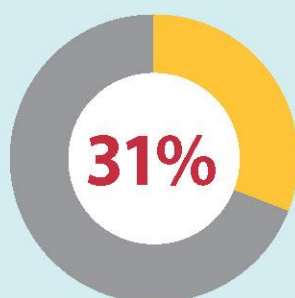
£6.0M

Minimum amount of income to be raised per year

Excludes the activity of LOROS Education, which is a self-funding service.



£932



31%

Portion of expenditure covered by NHS



90%

Portion of charity costs directed to care services

2,165

participants in LOROS educational activities per year



24,950

LOROS Lottery numbers



29

LOROS Shops

All money raised is spent locally in Leicester, Leicestershire and Rutland.

LOROS

Hospice Care for Leicester, Leicestershire & Rutland