

JOB DESCRIPTION

“Happy to talk about Flexible Working”

Job Title:	HOBS Clinical Business Administrator
Department:	HOBS Admin Team
Hospice Band:	H
Reports to:	Head of Clinical Services
Responsible for:	HOBS Clinical Business Administration

Job Purpose

The post holder will develop and implement the processes and procedures required for the effective and efficient administration of the HOBS service, monitoring, reviewing and making appropriate changes, updates and improvements as necessary.

The post holder will answer calls directly from patients and professionals and will coordinate who and where the calls are passed on to.

The post holder will be responsible for adding referrals into the hospice on to the clinical systems for the clinicians to assess suitability and the post holder will liaise with external, partners as needed.

The post holder will also be the first point of contact for a range of queries and will assess them and resolve where possible or pass on to the appropriate staff. A high level of initiative, knowledge, tact, sensitivity and judgement is required in this post, as is an understanding of the importance of confidentiality.

The Hospice advocates a ‘one team’ approach to clinical administration. Whilst the day-to-day focus of this role will be to support the Community teams, the post holder will also be expected to provide cover for other members of the wider clinical administration team, if there is unexpected absence or demand.

Main Duties and Responsibilities

Administration

- Provide administrative support to the Community teams including arranging meetings, taking meeting notes or minutes, correspondence, reports and other documents, management of enquiries any associated facilities and undertaking other tasks essential to the smooth and efficient running of the service.
- Ensure the accurate processing of data and production of reports as required.
- Collect, collate and record weekly the information relating to off duties, rotas, sickness absence, annual and other leave, required for payroll.
- Coordinate staff rotas.
- Obtain patient information from other health care organisations
- Use initiative to develop and maintain administrative systems to meet changing needs of the service

- Deal with incoming telephone calls sensitively and communicate messages promptly and accurately
- Respond to queries, using initiative and judgement in assessing them and resolving or relaying on as appropriate.
- Initial management of incidents/accidents/ near misses, including reporting on Vantage and to the Lead Nurse.
- Undertake other tasks essential to the efficient running of the HOBBS community team
- Assist with recruitment, including volunteer recruitment.

Governance

- Responsible for registering and processing of all new patient referrals onto the Hospice electronic patient records system (SystemOne) ensuring these are processed in accordance with set standards - Liaising with Triage Nurse/Lead CNS.
- Responsible for production of weekly statistical reports in relation to team caseloads and other ad hoc reports from SI as required, including auditing of specific admin process
- Ensure that incidents are reported using Datix
- Responsible for utilising CONNECT system to request annual leave and manage own mandatory training requirements.

General

- Attend team meetings and contribute to strategic and service development.
- Contribute to and support ideas and initiatives to continuously adapt and improve the service.
- Provide cover for other members of the clinical administration team during holiday and other periods of absence.

Confidentiality

- All employees are required to uphold the confidentiality of all information records in whatever format, encountered in the course of employment and after it. All employees are bound by the requirements of the General Data Protection Regulations when, in the course of their employment, they deal with information records relating to individuals

Equality and Diversity

- The Hospice is committed to promoting an environment that values diversity. All staff are responsible for ensuring that they treat individuals equally and fairly and do not discriminate on the grounds of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex and sexual orientation. The Hospice expects all staff to behave in a way that recognises and respects diversity in line with the appropriate standards.

Health and Safety

- All employees have a responsibility under the terms of the Health and Safety at Work Act 1974 to protect and promote their own health and that of others in the workplace
- All employees must comply with all Hospice Health and Safety Procedures

Infection Control

- The prevention and control of infection is the responsibility of everyone who is employed by the Hospice. Employees must be aware of infection control policies, procedures and the importance of protecting themselves and their clients in maintaining a clean and healthy environment.

Information Governance

- All employees are responsible for ensuring they undertake any training relating to information governance, read the Hospice's policies, procedures and guidance documents relating to information governance, and understanding how this affects them in their role.

Professional Development

- All employees must participate in an annual appraisal and develop a personal development plan with their Line Manager
- All employees are responsible for maintaining their statutory and mandatory training.

Safeguarding Children, Young People and Vulnerable Adults

- The Hospice is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All employees and volunteers are therefore expected to behave in such a way that supports this commitment.

Pandemic or major incident

- In the event of a pandemic or major incident, the post holder may be asked to undertake other duties not necessarily commensurate to the banding of this role. This could include duties in any part of the Hospice.

Prior to undertaking any duties, the member of staff will have full training and induction. No member of staff will be asked to undertake duties for which they are not competent or where they feel unsafe in their environment or could put patients or themselves at risk.

The job description is not exhaustive and may be amended following appropriate consultation in the light of business needs

PERSON SPECIFICATION

Job Title:	HOBS Clinical Business Administrator
Department:	HOBS admin team
Hospice Band:	H

Requirements	Essential	Desirable	How identified
Education and Qualifications	<ul style="list-style-type: none"> Excellent IT skills and proven experience of Microsoft Office including Word, Excel, PowerPoint 	<ul style="list-style-type: none"> NVQ Level 3 in Business and administration or equivalent experience 	A, I, T, C
Knowledge and Experience	<ul style="list-style-type: none"> Previous comprehensive administrative experience including minute taking Good experience of working with databases 	<ul style="list-style-type: none"> Experience in similar health care environment Experience working with volunteers Experience of recruitment Experience of supervising others Understanding of budgetary control 	A, I
Personal skills and attributes	<ul style="list-style-type: none"> Excellent organisational skills Self-motivated and able to motivate others Problem solving skills Adaptable/flexible approach to work Good interpersonal skills Able to prepare reports and present data High degree of accuracy in reporting and attention to detail Development of guidelines, policies and procedures Excellent telephone and other communication skills Able to deal sensitively and appropriately with service users Understanding of and the commitment to equal opportunities Able to work independently and in a team environment Enthusiastic Sensitive and compassionate. 		A, I

AF = Application form

I=Interview

T=Test

C=Certificate