

JOB DESCRIPTION

'Happy to talk about Flexible Working'

Job Title:	Wellbeing Administrator
Department:	Wellbeing Team
Hospice Band:	H
Reports to:	Wellbeing Team Lead
Responsible for:	N/A
DBS Required	Basic

Job Purpose

This is a key role in a diverse department sitting within the Wellbeing Team. The post requires the provision of administrative support to the Wellbeing Team which consists of four teams. The post holder will ensure the delivery of a high-quality administrative service. Occasional weekends and out-of-hours working will be required. The Wellbeing Team hold a number of events in memory of loved ones, which the post-holder will be key in organising.

Main Duties and Responsibilities

Administrative

- Providing an efficient and professional administrative service
- Accurately inputting data using Hospice IT systems in a timely way.
- Receive and prioritise incoming calls and messages.
- Organisation of team events
- To provide administrative guidance throughout the recruitment and training processes for new Volunteers.
- To take notes and produce minutes from internal meetings as required.
- Raise purchase orders and check against invoices.
- Organise interpreters if required.
- Book and monitor room bookings as and when required
- Maintain stationery supplies

Communication

- Regularly attend 1:1 sessions with Lead of Wellbeing Team.
- Participate in annual appraisal.
- Provide excellent telephone skills, accurately recording telephone messages.
- Undertake education, professional development and training as identified in appraisal and according to hospice education and development policies.
- Deal appropriately with highly confidential information
- Be sympathetic and profound to the requirements of staff, patients and other service users when communicating by telephone or face to face, including dealing with a

difficult situation e.g. aggressive or demanding behaviour; escalating conflict situations where necessary

- To frequently deal with profound situations e.g. bereaved relatives who require tact and empathy face to face or by telephone
- Ensure stock of leaflets are kept up to date, and raise with department lead those that need replenishing.

Governance

- Ensure that incidents are reported using Vantage

General

- At all times represent Birmingham Hospice in a professional and caring manner maintaining professional boundaries in relationships with patients and their families or carers.
- Ensure adherence to Birmingham Hospice policies and procedures, and where appropriate those of partner organisations.

General Duties

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 which 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.

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

PERSON SPECIFICATION

Job Title:	Wellbeing Administrator
Department:	Wellbeing Team
Hospice Band:	H

Requirements	Essential	Desirable	How identified
Education and Qualifications	<ul style="list-style-type: none"> • Education to Level 2 or equivalent. • Competent keyboard skills • Level 2 NVQ/ word database and use of Microsoft Office software including Email, Word Excel and PowerPoint. 	<ul style="list-style-type: none"> • Evidence of good general education, including a good standard of numeracy and literacy. 	AF/C
Knowledge and Experience	<ul style="list-style-type: none"> • Demonstrable Office experience. • Significant experience with database and spreadsheet use. • Note taking at meetings and producing minutes. • Able to raise purchase orders and check Invoices 	<ul style="list-style-type: none"> • Experience of bereavement. • Ability to deal with distressing telephone calls. • Understanding of palliative care. • Evidence of administrative experience in a health care setting • Understanding of Palliative care 	AF

Personal skills and attributes	<ul style="list-style-type: none"> • Good written and oral communication skills • Adaptable/flexible approach to work • Awareness of the need for confidentiality. • Awareness of client/patient confidentiality. • Excellent communication skills, both written and verbal. • Good organisational skills, with the ability to prioritise. • Respond to enquiries appropriately. • Committed team player. • Professional but approachable manner. Possess empathy and discretion. • Self-motivated • Resilient 	<ul style="list-style-type: none"> • Ability to work on own initiative. • Ability to organise and prioritise own workload. 	AF/I
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A= Application form

I=Interview

T=Test

C=Certificate