

## **JOB DESCRIPTION**

<b>Job Title</b>	Clinical Administrator
<b>Location:</b>	Tapping House
<b>Accountable to:</b>	Clinical Admin Team Coordinator
<b>Hours of work:</b>	Full-time or part-time hours
<b>Annual Leave:</b>	25 days FTE (increasing to 27 after 5 years and 31 after 9 years) plus Public Holidays

### **JOB SUMMARY:**

Tapping House is comprised of different services who work to support patients and families at different stages of their palliative journey. The clinical administration team are an integral part of these services in ensuring the patient and their family's experience is positive.

The Clinical Administrator will actively manage the administrative processes attached to patient pathways, be a point of contact for patients/clients seeking support and assist the clinical teams with administrative tasks.

### **KEY RESPONSIBILITIES:**

- Ensure all relevant information is recorded accurately on SystemOne
- Managing, monitoring and actioning tasks on SystemOne
- Work collaboratively within clinical admin team to monitor referral inbox and process according to clinical triage guidelines. Open new referrals on SystemOne.
- Provide comprehensive secretarial and administrative support to clinical teams, including preparing and distributing agendas and meeting papers, attending meetings, taking and transcribing minutes within agreed deadlines, typing clinical correspondence, and ensuring timely circulation of documentation.
- Use SystemOne reporting to identify bereavement clients and send support invitations

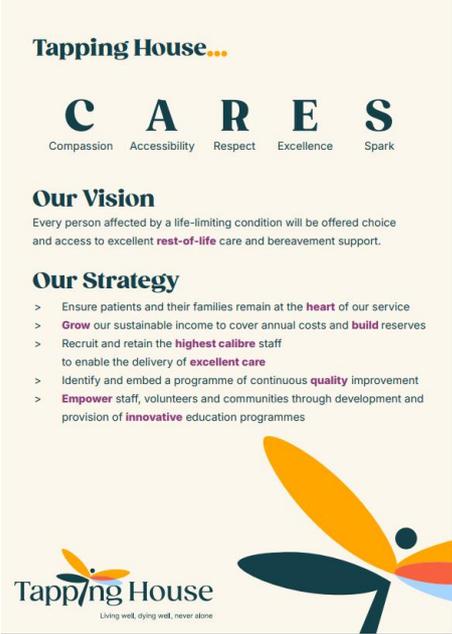
- Manage clinical ledgers, supporting staff with changes and booking appointments as required
- Assist in the production of statistical information and reports using Systmone and other data sources, undertaking analysis and supporting the preparation for meetings
- Manage all clinical referrals including signposting to other services in discussion with other members of the clinical team and the preparation of any necessary documentation
- To ensure patients are appropriately admitted, transferred and discharged, ensuring communication across care settings as necessary (e.g. Hospital, community, care home settings or transport organisations).
- Deal with daily correspondence, sort and date and distribute to relevant staff.
- Communicate professionally with internal and external parties in an effective and timely manner
- Greet patients and relatives/carers and direct to patient rooms; plus provide guidance when leaving the Hospice
- Ensure patients and relatives/visitors admitted to the Hospice have the information they need.
- Attend daily whiteboard meeting, contributing relevant information about referrals
- Prepare documentation prior to weekly MDT, attend and support MDT and distribute outcome documents to GP and others following the meeting
- Provide administrative support to clinical teams.
- Maintaining adequate stocks clinical items on the IPU. Checking and replenishing from stock cupboard daily as needed.
- Overseeing the ordering, delivery & collection for clinical areas. (including BOC, Serco, NHS Supply chain, QEH Laundry)
- Logging of incidents and distributing to the appropriate lead to investigate.

- Liaise with and provide support to reception team including volunteers, to provide cover and guidance is provided
- Manage flow of patients/carers within all clinical departments
- Be the first point of contact for patients and families either via telephone or occasionally face to face
- To contact patients and carers and book initial assessments/attendances/ appointments, admissions as appropriate
- Along with clinical staff support the provision of information to families as needed following the death of a patient
- Report any sickness to the HR team and update the rota in the absence of the ward manager
- To be support with Hospice transport requests, liaising with clinical teams and volunteer drivers
- Support clinical teams with governance including incidents, risks, policies and audits

### **Other**

- Undertake and maintain mandatory training
- Directed by the service leads, assist in audits and evaluation, gathering information and reporting as required to ensure that the service remains responsive and effective
- In collaboration with the Clinical teams, gather information relating to patient outcome measures as required
- Willingness to undertake training and development to fulfil the role
- Participate in the Hospice appraisal system

## General



**Tapping House...**

**C A R E S**  
 Compassion Accessibility Respect Excellence Spark

**Our Vision**  
 Every person affected by a life-limiting condition will be offered choice and access to excellent **rest-of-life** care and bereavement support.

**Our Strategy**

- > Ensure patients and their families remain at the **heart** of our service
- > **Grow** our sustainable income to cover annual costs and **build** reserves
- > Recruit and retain the **highest calibre** staff to enable the delivery of **excellent care**
- > Identify and embed a programme of continuous **quality** improvement
- > **Empower** staff, volunteers and communities through development and provision of **innovative** education programmes

Tapping House  
 Living well, dying well, never alone

- To uphold the Hospice’s vision and values at all times
- Carry out all duties in accordance with the Hospice’s policies and procedures including but not limited to health & safety, code of behaviour, confidentiality and equality, diversity & inclusion.
- Promote awareness of the Hospice, its services and its strategy.
- Work collaboratively and respectfully with all staff, volunteers and supporters of the Hospice.
- Promote and support the safeguarding of vulnerable adults, young people and children, observing and adhering the Hospice’s policies on safeguarding.
- Demonstrate a commitment to ongoing learning and development and to participate in any training relevant to the role.

### Information Security, Confidentiality, and Records Management:

- The role requires adherence to organisational policies concerning information security, data privacy, and confidentiality. The employee is responsible for safeguarding sensitive information, ensuring secure handling and storage of records, and maintaining compliance with applicable data protection regulations. This includes actively participating in

Information Governance training, reporting potential security incidents, and managing records in accordance with Tapping House’s Retention Archiving and Destruction of All Hospice Records Policy.

- This post is subject to the Rehabilitation of Offenders Act 1974 (Exemptions) Order 1975, and such will be necessary for a submission for disclosure to be made to the Disclosure and Barring Service to check for any previous criminal convictions.

This job description is not intended to be exhaustive and will be reviewed periodically to ensure that the needs of the service are being met.

**PERSON SPECIFICATION  
Clinical Administrator**

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>Qualifications and Training</b>	<ul style="list-style-type: none"> <li>• 5 GCSEs or equivalent to include English and Maths</li> <li>• Excellent up to date Microsoft Office knowledge</li> </ul>	<ul style="list-style-type: none"> <li>• NVQ level 3 or equivalent in Business administration</li> </ul>
<b>Experience and skills</b>	<ul style="list-style-type: none"> <li>• Proven recent administration experience including recent use of IT systems and Microsoft Office</li> <li>• Experience of minute taking</li> <li>• Excellent written and verbal skills</li> <li>• Ability to communicate effectively at all levels</li> <li>• Ability to work collaboratively with both internal and external parties</li> <li>• Ability to work independently and with own initiative</li> <li>• Experience of dealing with confidential information</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working in an environment involved in end of life care</li> <li>• Experience of working with volunteers or experience of being a volunteer</li> <li>• Knowledge of SystemOne</li> <li>• Experience of working in a healthcare setting</li> <li>• Experience of medical secretarial support</li> </ul>

	<ul style="list-style-type: none"> <li>• Ability to be sensitive to the needs of clients/carers who may be distressed/anxious, and access appropriate clinical staff</li> <li>• Excellent organisational and time management skills</li> </ul>	
<p><b>Personal Qualities</b></p>	<ul style="list-style-type: none"> <li>• Proactive and flexible</li> <li>• Team player</li> <li>• Friendly and approachable</li> </ul>	