

SAINT FRANCIS HOSPICE

JOB DESCRIPTION

JOB TITLE	Ward Clerk / Admin Support
GRADE	Band 3
HOURS OF DUTY	8am-12 Midday Saturday & Sunday & 08.30am-4.30pm Monday, Tuesday and Wednesday.
REPORTS TO	Ward Manager/Band 6s
KEY RELATIONSHIPS	Patients, carers, Internal and External care providers and volunteers
RESPONSIBLE FOR	Delivering high quality specialist patient care on the Inpatient unit and occasional support for Referrals HUB/Community team

JOB SUMMARY

To work closely with the Ward Manager, Band 6s, Clinical team and allied Health professional to support the effective running of the Inpatient unit service.

To carry out a wide range of secretarial duties, working for both clinical and non-clinical managers. To provide a full reception service from the Hospice's main reception. On occasions support within our Referrals Hub and community team may be required.

MAIN DUTIES AND RESPONSIBILITIES

Administrative

Administrative duties associated with Admissions:

- Creating admission packs, bed checklist, wrist bands etc.
- Preparation of documentation and making up notes
- Welcome of patients and relatives
- Liaison with referrals team & booking of ambulance service, hospital wards etc.
- Printing of address labels/ name tags & bed label

Administrative duties associated with discharges and death;

- Communication to appropriate people (District Nurse, GP Surgery, Social Workers etc.)
- Completion of sections of discharge forms
- Gathering of documents for patients to take home – checking documentation is signed
- Prepare tissue donation guidance and info
- Add discharge summary to CMC
- Inform appropriate people & email scanned copies of documentation by email and to be sent in the post where applicable.
- Preparation of information for relatives following death
- Request letters/crem forms from doctors
- Checking of properly completed death certificate, email to registrars with NOK details.
- Liaison with funeral directors
- Preparation of cremation forms – Part 1

- Updating ICARE (patient information records) with coroners referrals
- Type up discharge death letters, update ICARE and CMC records.
- Dismantle notes & file
- Submitting CQC notification forms such as Death and Serious Incidents

Patient Related Duties

- Ensure daily activity sheet is updated – update bed plan & tissue donation list
- Update bed plan daily & doctors board
- Attend weekly MDT on Wednesday and record information to iCare
- Management of newspapers
- Coordination of Patient transport with Ambulance Service & Referrals HUB. IPU responsible for booking discharge ambulances/transport home from IPU.
- Work proactively to maintain effective communication networks with all departments within the hospice to maintain a seamless delivery of specialist palliative care services

Main Responsibilities

- Management of patient register
- Prepare files and sets of case notes as required
- To maintain effective communication with patients, relatives and other visitors
- To update effective communication with patients, relatives and other visitors
- To update the ICARE and be proficient in the workings of CMC, cyberlab to ensure accurate up-to-date information.
- To generate reports as required for the inpatient unit
- Maintain efficient clerical systems
- To work closely with the Supplies Manager when ordering office supplies
- Provision of secretarial services to Head of Quality and Audit working in a clinical and non-clinical environment
- Typing correspondence and minutes, including copy and audio typing, using Microsoft packages such as Word/Excel/Outlook etc and other databases used by the hospice
- Undertaking administrative/organisational duties on behalf of Hospice Managers
- Daily checking of PCR results and uploading to iCare.
- Input of weekly patient IPOS
- Monitor IPU team email
- Maintain authorised signature lists
- Order death certificate books / crem forms from registrar
- Preparing & making up of controlled drug logs, DAD log & Covid logs.

Communication

- To maintain effective communication and liaise with hospitals, clinics, secretaries regarding appointments, notes and doctors letters
- To ensure adequate supplies of stationery, bereavement information packs and other forms as required
- Make and receive telephone calls, take accurate messages using hospice procedure and ensure delivery of messages
- Keep notice boards tidy and up to date
- Liaise with Pemberton Place and pharmacy regarding collection of patient medication
- To liaise with Finance department regarding, donations, cremation fees and other monies
- Once directed to contact nursing bank staff to arrange cover for the ward
- To work closely with the Senior Ward Sister on any developments and initiatives

as requested

Education of Self

- Actively participate in the Saint Francis Hospice Schwartz practice programme and meet mandatory attendance requirements
- To take responsibility for own development which will be monitored as part of the annual appraisal review

ADDITIONAL REQUIREMENTS OF POSTHOLDER

SENSITIVITY AND PROFESSIONALISM: As an employee of Saint Francis Hospice you should expect that it is likely that you will come into contact with patients, their families and members of the public who are at the end of life or recently bereaved. All employees are expected to respond to people recounting and expressing their emotions about such events with sensitivity and understanding, and to know enough about the services that the Hospice provides to be able to signpost people who may benefit from our services to the relevant contacts.

CONFIDENTIALITY: The post holder must maintain confidentiality, security and integrity of information relating to patients, staff and other hospice matter during the course of duty. Any breach of Confidentiality may become a disciplinary issue.

DATA PROTECTION: It is the responsibility of all staff to be aware of their obligations in respect of the Data Protection Act 2018.

EQUAL OPPORTUNITIES: The hospice is committed to the development of positive policies to promote equal opportunity in employment and has a clear commitment to equal opportunities. All employees have a responsibility to ensure that they understand the standards expected and that they promote and adhere to the equal opportunity measures adopted by the hospice.

HEALTH AND SAFETY: All staff must be familiar with section 2 of the Health & Safety Policy, Organisation of Health and Safety. This documents sets out the responsibilities of all staff for health and safety, whether in a supervisory capacity or not. Policy section 3 (arrangements for Health and Safety) provides an overview of training for competence in Health and Safety matters.

HOSPICE IDENTITY BADGES: Hospice ID badges must be worn at all times whilst on duty.

SMOKING: The hospice acknowledges its responsibility to provide a safe, smoke free environment, for its employees, service users and visitors. Smoking is therefore not permitted at any point whilst on duty, in accordance with the guidelines set down within the Hospice No Smoking Policy.

REGISTRATION COMPLIANCE/CODE OF CONDUCT:

All employees who are required to register with a professional body to enable them to practice within their profession are required to comply with their code of conduct and requirements of their professional registration.

WORKING TIME REGULATIONS: The 'Working Time Regulations 1998' require that you should not work more than an average of 48 hours in each week. For example, in a 26 week period you should work no more than 1248 hours.

Please note that this job description is not definitive or restrictive in any way. It is a guide to the responsibilities of the role. It may be reviewed, in consultation with the post holder, in light of changing circumstances and the changing needs of the Hospice.

The post holder will be expected to perform any other such duties as might reasonably be required by the Director and will work in accordance with all Hospice Policies and Procedures.

In an emergency, all staff may be required to work different hours or carry out different tasks to those set out in their contracts of employment. This will be done in consultation with individuals and taking into account any special circumstances that may exist.

PERSON SPECIFICATION

JOB TITLE
Ward Clerk/Admin support

E = ESSENTIAL	D = DESIRABLE	
Demonstrating the Hospice Values – Supportive, Compassionate, Inclusive and Respectful, Professional, Always Learning		
<p>Supportive - The ability to listen to and value peoples' experience and use them to give the personal support that is right for everyone.</p> <p>Compassionate - The ability to be kind and treat everyone we meet with care and compassion. The ability to be friendly and put people at the heart of our actions and words, supporting people's choices and decisions, helping them to feel safe, secure and valued.</p> <p>Inclusive and Respectful - The ability to be open and transparent and value each person's individuality. To be able to show respect for everyone and value diversity. To be mindful that our different experiences and knowledge make us stronger and together we achieve more.</p> <p>Professional - The ability to do your best, in providing the appropriate care and expertise to those who need us and support us.</p> <p>Always Learning - The ability to be open and outward looking, always ready to adapt and change, looking for better ways of doing things, by learning from each other and from the ever changing world around us.</p>	E	
Qualifications & Training		
<input type="checkbox"/> <ul style="list-style-type: none"> • GCSEs or NVO level 1 (as appropriate), or equivalent experience • NVO level 3 or BTEC or apprenticeship, or equivalent experience • Good standard of numeric and literacy skills 	E E E	
Skills/Abilities/Knowledge		
<input type="checkbox"/> Good IT/Word processing skills	E	
<input type="checkbox"/> Knowledge and experience of windows, Excel and PowerPoint, NHS email	E	
<input type="checkbox"/> Has worked in an environment where there has been regular contact with the public	E	
<input type="checkbox"/> Knowledge and experience of setting up and using Zoom, MS teams		D
<input type="checkbox"/> Equipment use, photocopier and electronic dictation	E	
<input type="checkbox"/> Able to organise own workload, think ahead and prioritise tasks	E	

<input type="checkbox"/> Is able to work with minimal supervision, using initiative and seeking guidance when necessary	E	
<input type="checkbox"/> Demonstrates effective communication skills in person and on the telephone		
Experience		
<input type="checkbox"/> Has experience with working in a team	E	
<input type="checkbox"/> Experience of providing administrative support in a healthcare environment	E	
<input type="checkbox"/> Significant experience of clerical administration		D
<input type="checkbox"/> Understands the importance of open communication in maintaining effective team working	E	
Other Requirements		
<input type="checkbox"/> Demonstrates insight into own stressors and coping mechanisms	E	
<input type="checkbox"/> Able to maintain Confidentiality	E	
<input type="checkbox"/> Able to work flexible and change working hours to meet work requirements. Be flexible across the organisation and support the referrals HUB as required.	E	