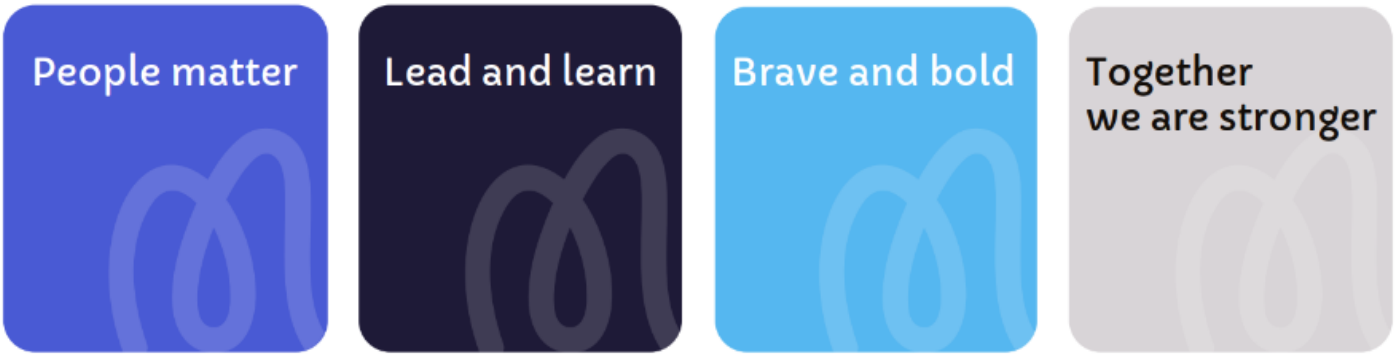
ST ANN'S HOSPICE IS NOW Moya Cole HOSPICE

We're proud to care
We're proud to work together
We're proud to make a difference

At Moya Cole Hospice, there's one thing that motivates us and that's providing excellent care and support to those living with or affected by life-limiting illnesses.

We're continuously developing our plans for delivering world-class, innovative care to ensure Moya Cole Hospice is in the best shape possible for future generations.

You'll be challenged, inspired and empowered to help us achieve our purpose and to play your part in making a difference,



Job Role Profile

Job Title: Inpatient Clinical Administrator

Salary: Hospice Band 3 Competency Based Framework (£25, 037 - £26, 598 pro rata)

Location: Cross site role (Heald Green/Little Hulton)

Responsible to: Clinical Services Administration Team Leader

Core Purpose: To provide administrative support to the hospice inpatient services

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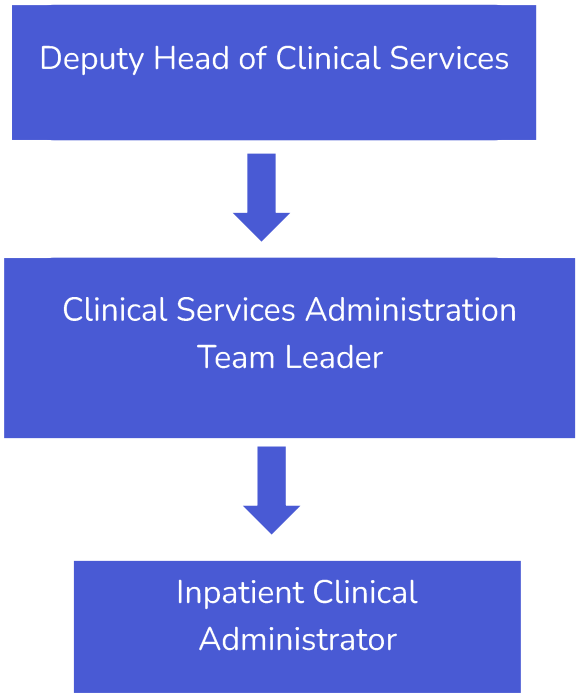
Team Organisational Chart



Job Summary

Provide a comprehensive clinical administrative service to support inpatient clinical services in the hospice setting.

Maintain confidentiality & data protection regarding all personal information and hospice activity, operating within current legislation.

Establish and maintain excellent communication systems with internal colleagues and external referrers/stakeholders to support timely and efficient admissions, service provision and discharges.

Working closely with the Ward Clerk, deputising as required in their absence.

Working as an effective & responsible team member, organising, managing and prioritising tasks collaboratively with the inpatient admin team and supporting other clinical areas as needed.

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Responsibilities

The Inpatient Clinical Services Secretary will:

- ✓ Be a point of contact for patients, carers & other agencies/disciplines, communicating where there could be barriers to understanding.
- ✓ Provide comprehensive administrative services to support clinical services in the inpatient setting, working closely with clinical and medical colleagues and liaising with external healthcare professionals
- ✓ Be able to manage tasks effectively and efficiently, utilising established patterns of priority to respond to competing demands, demonstrating the ability to work both independently and collaboratively within a team.
- Contribute to timely and effective patient flow by supporting the administration for admissions and discharges from the inpatient unit using the electronic patient record to produce appropriate documentation
- Support the administration relating to the death of patients whilst on the inpatient unit liaising with relevant external stakeholders in a timely manner.
- Support with timely delivery of data/information requirements
- Working as a cross-site team to ensure the provision of cover, supporting clinical administration colleagues (staff and volunteers) - deputising as required in their absence.
- Supporting the wider hospice clinical team leaders with administrative tasks/projects to enable them to focus on clinical care
- Arrange internal and external meetings and take minutes when required
- Working collaboratively with the ward clerk to maintain patient flow and optimal telephone cover for the Inpatient Unit, covering essential tasks as needed.

Skills, Qualifications and Experience

- Hold GCSE or equivalent grade A-C English Language
- NVQ Level 3 in administration or RSA Level 3 or equivalent
- Medical terminology qualification or relevant experience
- Have experience in a similar role in a health or social care setting and be able to evidence transferable skills
- Demonstrate experience of Microsoft packages. E.g. Word, Excel, Outlook, Teams
- Demonstrate good oral, written communication and IT skills.
- Effectively manage their time and workload, prioritising competing tasks effectively

- ✓ Demonstrate ability to be highly organised and able to follow complex admin processes and

procedures

- ✓ Demonstrate a working knowledge of Electronic Medical Record/patient database (e.g. EMIS Web), and have an understanding of updating care records, managing referrals, uploading correspondence and the discharge of patients.
- ✓ Efficiently and accurately produce and dispatch complex and detailed clinical/medical letters
- ✓ Ability to organise and support meetings, including diary coordination, agenda preparation, and the timely production of accurate minutes.
- ✓ Experienced in liaising with patients, families and healthcare professionals
- ✓ Identify own development needs and show evidence of continued professional development
- ✓ Demonstrate experience of working collaboratively as a member of a team

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Terms and Conditions for Inpatient Clinical Services Secretary

Contract	Permanent
Work Pattern	28 hours per week, worked over 4 days, Monday – Friday (non-working day to be midweek)
Location	Heald Green/Little Hulton, part of a cross site team (occasional cross site travel)
Free Parking	Free parking at our Heald Green and Little Hulton sites
Holiday	35 days, increasing to 37 days after 5 years' service and 41 days after 10 years' service (pro rata, inclusive of bank holidays). In addition, staff are able to buy up to 1 weeks' holiday per year via salary sacrifice, pro rata.
Pension	Contributory Stakeholder pension in which we match up to 7% of your gross salary. Or the ability to continue with a previously held NHS pension (subject to making contributions into the scheme in the previous 12 months).
Life Cover	All staff in the Scottish Widows Pension scheme (with the exception of bank staff) are provided with life cover of three times their basic salary in the event of their death whilst employed by Moya Cole Hospice.
Health Cash Plan	We offer access to an employee paid health cash plan. That allows employees to spread the cost of health expenses including dental, optical, physiotherapy and more.
Employee Assistance Programme	Employees can access telephone and online counselling 24 hours a day. Face to face counselling is also available and support on issues including debt, employment law, benefits and housing.
Probation	Six months
Notice	4 weeks
Safeguarding	Any post holder within the organisation will be expected to undertake safeguarding training appropriate to their role and adhere to safeguarding policies and procedures. All staff must work in accordance with their statutory roles and responsibilities in relation to safeguarding in accordance with the Working Together to Safeguarding Children 2023, The Care Act 2014, and Prevent Duty 2015.