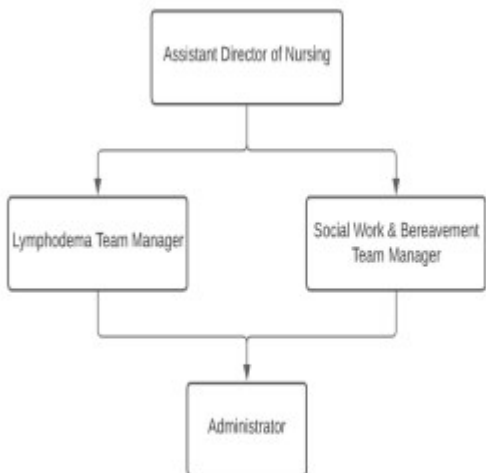


## JOB DESCRIPTION :

1. JOB IDENTIFICATION	
Job Title:	<b>Administrator for Hospice Lymphoedema Service and Social work and Bereavement service</b>
Band/Grade:	3
Hours of Work:	30 hours per week
Accountable to:	Assistant Director of Nursing - Hospice
Responsible:	Glykeria Lontou and
Department:	Hospice
Job Reference:	
Last Update (insert Date):	10/10/2022
Disclosure and Barring(DB) Check Required:	Yes <span style="float: right;">Level Enhanced</span>

2. JOB PURPOSE
To provide administrative support to the lymphoedema and social work and bereavement team

3. ORGANISATIONAL STRUCTURE
 <pre> graph TD     ADN[Assistant Director of Nursing] --&gt; LTM[Lymphoedema Team Manager]     ADN --&gt; SWBTM[Social Work &amp; Bereavement Team Manager]     LTM --&gt; Admin[Administrator]     SWBTM --&gt; Admin           </pre>

4. ROLE OF DEPARTMENT
<p>The Hospice Directorate comprises of the Hospice Inpatient Unit, Hospice Day Care Unit, Community Clinical Nurse Specialist Team, Hospice@Home Service, Social Work and Bereavement Team, Therapies Team, Lymphoedema Services and Palliative Care Ambulance Services.</p> <p>Our services are underpinned by a respect for human dignity and care for the physical, psychosocial,</p>

spiritual and emotional needs of the total person, whatever their age, lifestyle, culture and spiritual belief. Our patients face a range of conditions, including cancer, respiratory disease, heart failure and HIV.

## 5. RESPONSIBILITIES OF THE POST

### Key Tasks

- To assist in the smooth running and co-ordination of the administration of the Hospice.
- To process patient referrals and register new referrals onto PIMS and Crosscare, ensuring full compliance with hospice/hospital standards regarding data integrity.
- To contact referrers as necessary to gather more information regarding a referral and send out referral forms to be completed either by secure email.
- To receive telephone calls and take messages from staff, patients, relatives, carers, GPs, other professionals and the general public, some of which will be sensitive and/or confidential.
- To relay all messages to the appropriate person(s), identifying those of immediate concern.
- To make patient appointments as required.
- To carry out photocopying and scanning as required.
- To input information into Crosscare and carry out necessary documentation, liaising with other professional as necessary
- To prepare presentation materials using PowerPoint and Word/Excel.
- To take telephone messages and be involved in texting carers with relevant information relating to a referral being made.
- To assist clinical leads with the development and implementation of audit proposals, monitoring and evaluation exercises.
- To assist in the collection of statistics and the production of statistical reports. .
- To be responsible for ordering and maintaining an appropriate level of equipment and supplies in the office.
- To communicate effectively and courteously with team members, outside callers and visitors, showing empathy and maturity where needed, through both the phone and face-to-face.
- To type up letters, reports and other documentation for both teams when requested.
- To develop and store a range of standard letters for use by other staff where appropriate.
- To maintain the Lymphoedema team diaries, scheduling meetings and appointments as requested.
- To monitor and record all staff leave, sickness and other absences.
- To schedule meetings, book rooms, prepare and circulate agendas and papers for, and take minutes at the department team meetings and any other meetings as required.
- To work unsupervised with a proactive and enthusiastic approach to all tasks, as well as a willingness to attempt new tasks
- To provide cover for colleagues as appropriate.
- To undertake any other appropriate duties requested.

## 6. GENERAL INFORMATION:

- This job description is not intended to be an exhaustive list of duties, but mainly to highlight the current main responsibilities of the post. It may be reviewed and altered in the light of changed service needs and developments after discussion with the post holder.
- The post holder will be required to comply with all policies and procedures issued by and on behalf of the Hospital of St John and St Elizabeth.

- The Hospital is an equal opportunities employer and the post holder will be expected to promote this in all aspects of his/her work .

#### **6.1 Other Duties:**

To undertake any other similar duties, as required by the manager.

#### **6.2 Confidentiality:**

All information in relation to patients and staff must be held in the strictest confidence and may not be divulged to any unauthorised person at any time without the authorisation of your manager or unless it is in the best interest of the individual. The post holder must maintain the confidentiality of information about patients, staff and other Hospital service business in accordance with the Hospital's Information Governance requirements, the Code of Confidentiality and the General Data Protection Regulation (GDPR) (EU) 2016/679 . A breach of confidentiality in relation to manual or computer data will result in disciplinary action being taken in accordance with the Hospital's disciplinary procedure and may lead to dismissal.

#### **6.3 Health and Safety:**

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act 1974 to ensure that the agreed safety procedures are carried out to maintain a safe environment.

#### **6.4 Smoke Free Policy**

The Hospital provides a smoke free environment.

#### **6.5 Risk Management**

You have a responsibility for the identification of all risk which have a potential adverse affect on the Hospital's ability to maintain quality of care and the safety of patients, staff and visitors, and for the taking of positive action to eliminate or reduce these.

#### **6.6 Equal Opportunities and Diversity**

As a member of staff at the Hospital of St John and St Elizabeth you have a personal responsibility to ensure that you do not discriminate, harass or bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others.

You also have a responsibility to ensure that all people that you have contact with during the course of your employment, including patients, relatives and staff are treated equally in line with the Hospital's Equal Opportunities and Diversity Policy.

You are also required to co-operate with measures introduced to ensure equality of opportunity.

#### **6.7 Codes of Conduct**

The Hospital will provide a supportive environment, in line with the Hospital's Code of Conduct. Any breaches of the Code will be promptly, fairly and reasonably investigated in-line with any associated procedures.

#### **6.8 Infection Prevention and Control**

Infection Prevention and Control is everybody's responsibility. All staff, both clinical and non clinical are required to adhere to the Hospital's Infection Prevention and Control policy and make every effort to maintain high standards of infection prevention and control at all times thereby reducing the burden of Health Care Associated Infections. Line managers will discuss this with staff as part of the appraisal process.

#### **6.9 Management of Hospital Values**

Managers are expected to lead by example and deliver the values of the Hospital at all times. They must support the Hospital to deliver excellent service to our patients and visitors. It is understood that as the business evolves, the expectations of the patients will rise and so too will the level of service delivery.

**This is an outline of the post holders key duties and responsibilities. It is not intended as an exhaustive list and may change according to the hospital's needs and priorities and**

following discussion with the post holder.

7. CREATED BY: Sue Hutton

SIGNATURE:



## PERSON SPECIFICATION

### Post Title: Administrator for Hospice Lymphoedema Service and Social work and Bereavement service

Criteria		Essential	Desirable	Assessment
<b>Qualifications</b>	GCSE standard or equivalent level of experience. Educated to A level/Diploma level	√	√	Interview
<b>Experience</b>	Fluency in using Microsoft packages, including Word/Excel Proven office and customer service experience	√ √		Application and interview
<b>Skills and Knowledge</b>	Ability to use own initiative and work independently Ability to process data and amend computerised records. Able to demonstrate an ability to implement change. Excellent administrative, organisational and interpersonal skills Excellent telephone manner Ability to be accurate in all aspects of work. Good organisational skills and able to work to tight deadlines Ability to work under pressure	√ √ √ √ √ √ √ √		Application , Interview and reference
<b>Attributes and Qualities</b>	Motivation Commitment Enthusiasm	√		Application and Interview