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| Role Profile -  Community Services Administrator | |  |
| **Reports to:** | **Clinical Services Coordinator** | |
| **Responsible to:** | **Clinical Services Coordinator; Head of Community Services** | |

Main Purpose of Post

Reporting to the Clinical Services Coordinator, this role has responsibility for delivering consistently high quality secretarial and administrative support to the Community Services Team.

Work will involve providing a secretarial and administrative support service to a team of Clinical Nurse Specialists in terms of supporting with enquiries, referrals, appointments, patient correspondence and reporting. It also includes assisting the Clinical Services Coordinator with administering the SystmOne database, both inputting and retrieving information.

The role involves taking phone calls and dealing with a wide range of enquiries – varying in content, complexity and urgency – in respect of Community Services. The post holder may be required to attend referrals meetings on occasion, assist in the monitoring of Community Team NHS mail and cover for other members of the team as needed. The Community Services Administrator is required to work closely with the Day Services Secretary and cover her role on the Reception desk on a regular basis, which involves face to face contact with patients and their relatives. Work will involve dealing with confidential and sensitive matters and there will be a requirement to work in a proactive and flexible manner.

We are introducing weekend administrative support across the Community and Inpatient service, so the role will involve working core hours on some weekends and full days on some Bank Holidays, based on the Inpatient Unit. Weekend work will include monitoring the Community and Inpatient referrals inboxes and processing referrals, booking transport for admissions, taking telephone messages and undertaking any other administrative tasks as requested by the Nurse in Charge or the Clinical Nurse Specialist.

# Specific Duties and Responsibilities

1. **Secretarial and Administration Support**
2. Provide telephone support, dealing with a high volume of enquiries from a wide variety of sources including professionals, patients and families (some of which may be bereaved / distressed). Deal with complex enquiries direct, determining urgency, deciding/advising on course of action and taking messages, with support from the Clinical Services Coordinator.
3. Ensure that members of the Community team are aware of telephone calls and are able to deal with more urgent issues and pick up other messages promptly.
4. Liaise with a variety of staff on a wide range of issues within the Hospice, particularly within the clinical areas, and with external colleagues across the city. This includes the Clinical Services Coordinator, Head of Community Services, other Clinical Support staff and administrators, GPs, hospitals and other representatives.
5. Coordinate diaries, arrange meetings (both face to face and via Zoom or Teams) and make travel arrangements or room bookings if required.
6. Make outpatient clinic bookings for patients as required and support with contacting patients to confirm arrangements.
7. Undertake the typing of detailed patient background summaries, outpatient clinic letters.
8. Produce general correspondence, spreadsheets, leaflets, handouts, PowerPoint presentations and produce / design forms and posters if required. Ensure that all documents are professionally laid out and grammatically correct and are completed within pre-agreed timescales.
9. In liaison with the Clinical Services Coordinator ensure the smooth running of administration across the Community team by completing administrative tasks within agreed timescales and to agreed standards.
10. Provide support to the Clinical Services Coordinator in administering and supporting ad hoc project work as required.
11. Assist with audits and the compilation and presentation of information as required.
12. Keep supplies of leaflets / forms / documentation up to date and well stocked and coordinate stationery requests for the Community team.
13. Assist with the safe storage / easy availability of total service discharge records and RIP records, following the Hospice policy and CQC guidelines with regard to access and destruction of records.
14. Ensure that paper records are scanned on to SystmOne and paper copies destroyed wherever possible.
15. Liaise with the Clinical Services Coordinator with regard to volunteer help required within the department and under the supervision of the Clinical Services Coordinator help to organise the work of the volunteers.
16. Assist with ensuring up to date procedure sheets are available for all complex administrative functions within the department.
17. Regularly review all administrative processes and suggest improvements or changes, working with other clinical administrators to ensure processes are the same/similar across the services.
18. Maintain effective manual and computerised filing systems.
19. Undertake photocopying and scanning and distribute information both internally and externally.
20. Ensure the safe handling of incoming and outgoing post in line with Hospice policy.
21. Provide secretarial/administrative support in the absence of other members of the wider secretarial/administrative team as required.
22. Attend and input into team meetings as required.
23. **Database Support**
    1. Assist in all aspects of registration of new and re-referrals to the service.
    2. Input any other required information on the SystmOne database on a daily basis, ensuring this is done accurately and within agreed timescales.
    3. Assist in the production of standard reports and statistics via the SystmOne database and other available information. Ensure the data is accurately collated and presented in an easy to use / required format.
    4. Share knowledge and experience of SystmOne to support digitisation of records and processes across the Hospice.

**DBS CHECK**

This post is exempt from the Rehabilitation of Offenders Act 1974 and therefore a Disclosure and Barring Services (DBS) check will be carried out for the successful candidate. Please see our statement on recruitment of ex-offenders which is available on our website.

**VALUES AND BEHAVIOURS**

St Gemma’s has a set of values and behaviours to improve the experience for our patients and our staff. This means that in undertaking this role the post holder is expected at all times to behave in a way that demonstrates commitment to the delivery of thoughtful care to all and continual improvement in line with the values detailed below.

**Caring** – Treating each person with kindness, empathy, compassion and respect.

**Aspiring** – continually learning and developing; striving for excellence in everything we do

**Professional** – Delivering high standards through team work, a skilled workforce and good governance.

**GENERAL DUTIES AND RESPONSIBILITIES**

All St Gemma’s employees are required to abide by the Health and Safety at Work Act, attend annual mandatory training sessions and ensure that they comply with Hospice policies and procedures at all times.

Employees must demonstrate commitment to their own personal development and are required to make a positive contribution to fundraising and raising the profile of the Hospice locally and nationally.

Strict confidentiality applying to all aspects of Hospice business must be observed at all times.

*This role profile is not exhaustive and it will be subject to periodic review. The post holder may be required to perform any other duties as may be deemed reasonable.*

**May 2021**