

JOB DESCRIPTION

JOB TITLE: Clinical Services Administrator

ACCOUNTABLE TO: Inpatient Services and Outreach Services

JOB SUMMARY

The post holder will provide full palliative administrative support for the patient journey and clinical management within Willowbrook's Inpatient and Outreach Services.

The ideal candidate will have the ability to work on their own initiative and prioritise their workload to meet agreed deadlines, as well as flexibility to cross cover where necessary.

Duties will be carried out according to the philosophy of Willowbrook, always acting in such a manner as to justify public trust and confidence.

MAIN DUTIES AND RESPONSIBILITIES

- To provide full and comprehensive administrative support across Clinical Services. This will include involvement in the coordination of the patient and family journey from referral to discharge – for Inpatient and Outreach Services.
- To process all Specialist Palliative Care referrals in accordance with Hospice Policy, for Inpatient and Outreach Services, including rapid discharge.
- To effectively and accurately complete essential administrative tasks including, but not limited to, producing accurate letters (to agreed timeframes), monitoring and managing incoming and outgoing post and emails and maintaining databases (primarily System One).
- To be the first point of contact for patients, their loved ones, and professionals that refer to the Hospice and will be required to manage telephone/face to face/email enquiries – for both Inpatient and Outreach Services.
- To communicate effectively with colleagues within inpatient and Outreach services – in order to ensure essential information is accurate and accessible.
- To provide support to inpatient and Outreach services management, as required.
- To maintain patient confidentiality and accurate and robust record keeping at all times.
- To operate as part of Willowbrook's Administration Team, supporting the medical and clinical work of the hospice including covering duties of other administration staff.
- To undertake any other duties as deemed necessary and appropriate to your role.

PERSON SPECIFICATION.

Essential criteria:

- Competent IT skills – including Microsoft suite, and databases
- Experience of Medical Terminology
- Knowledge of patient's health records systems
- Excellent communication Skills
- Tact and diplomacy
- Able to prioritise workload and meet agreed timeframes
- Caring and compassionate
- Previous experience dealing with the public

Desirable criteria:

- Experience of System One – patient health records system
- Previous experience working in a health care setting
- Awareness of Palliative care