

Confidentiality Classification		
C1	<input type="checkbox"/>	Non Confidential
C2	<input type="checkbox"/>	Restricted Confidential
C3	<input checked="" type="checkbox"/>	Restricted External



JOB DESCRIPTION

Job Title:	Clinical Administrator
Responsible to:	Clinical Team Co-ordinator
Accountable to:	Director of Nursing

Overall Aims of the Post:

This post is part of the Clinical Administration Team: the variety of the role will depend on current clinical priorities. The role includes:

- To provide a full and efficient secretarial and administrative service to the Clinical Team.
- To record and filter telephone calls, redirecting if necessary, to the appropriate member of staff.
- Attend relevant departmental meetings in order to record accurate minutes.
- To sort and distribute incoming/outgoing mail.

As this role involves dealing with confidential patient information it is important that strict confidentiality is maintained at all times.

Key Areas of Responsibility:

Clinical Administration:

- To provide administrative support to the Clinical Team
- Process and type routine correspondence from the Clinical Team
- Process all new referrals, adding these to the Hospice database in an efficient and timely manner
- To obtain up to date medical information for patients referred to the Hospice from GPs, Consultants and other professionals
- Type Discharge Summaries using audio-typing equipment
- Scan correspondence to patient database notes as necessary
- To keep the patient filing up to date
- To deal with enquires from health professionals, public, patients and their relatives in a professional manner, passing these enquiries to appropriate team members
- To liaise with organisations external to Hospice in the Weald in order to obtain and disseminate updates on patient records
- To provide administrative support to groups held within Hospice in the Weald, eg User Group, Carers Group
- To provide administrative support to new initiatives within the Hospice including Hospice at Home
- To maintain stock level of stationery for the Clinical Administration Team
- To provide back-up secretarial support to other team members, including absence/holiday cover
- To work with voluntary staff in relation to sending out Hospice information
- To deal with both incoming and outgoing mail, as appropriate
- Any other duties required within the Clinical Team.

General:

To be aware of and promote and adhere to the Hospice in the Weald's Health and Safety Policy and any other Policies and Procedures that are appropriate to the role.

Hospice in the Weald is a registered charity. It relies on the local community for a major proportion of its income through fundraising, principally undertaken by volunteers. For this reason it is expected that all members of staff will endeavour to support the fundraising activities of the Hospice, taking appropriate opportunities to explain the way the Hospice is funded and being expected to attend in a voluntary capacity at least two functions a year. We have many unpaid staff working with Hospice in the Weald on a voluntary basis. Their contribution is vital to the Hospice and you will be expected to participate in developing good working relationships with them.

THIS JOB DESCRIPTION IS INTENDED AS A GUIDE ONLY AND IS NOT AN EXHAUSTIVE LIST OF DUTIES. IT IS SUBJECT TO PERIODIC REVIEW IN CONJUNCTION WITH THE POSTHOLDER.

Clinical Administrator Job Description
Updated JR/PW July 2010



**CLINICAL ADMINISTRATOR
Person specification**

Essential	Desirable	Assessed By
Excellent communication skills, both verbal and written. Good telephone manner.		Application, interview, test
Excellent typing skills and ability to use an audio machine		Test
Excellent IT skills, including database and Excel spreadsheets		Test
Ability to work using own initiative, but aware of boundaries		Application, interview
Experience of working within an effective team		Application, interview
	Medical background	Application
	Previous experience of working within a healthcare setting.	
	Taking and typing minutes of meetings	
	Strong motivation to work for Hospice in the Weald	