

SAINT FRANCIS HOSPICE

JOB DESCRIPTION

JOB TITLE	Administrative Assistant Bank
GRADE	3
HOURS OF DUTY	As required
REPORTS TO	Head of Support Services
KEY RELATIONSHIPS	Chief Executive Officer, Directors, PA's, Medical Staff, Heads of Department, All Hospice staff and volunteers, Facilities Manager, Estates Manager, ICT Manager, Contractors and external Organisations, Members of the Public, Acute Trusts, Primary and Community Services, Local Authority, Local Hospices and Other Organisations
RESPONSIBLE FOR	None

JOB SUMMARY

To carry out a wide range of administrative duties, working for both clinical and non clinical managers and dealing with both external and internal parties.

MAIN DUTIES AND RESPONSIBILITIES

- General clerical duties including typing correspondence, photocopying, filing etc.
- Using Microsoft packages such as Word/Excel/Outlook etc. and other databases used by the hospice
- Input, record and maintain records, data and statistics onto iCare system in accordance with hospice policies
- Type medical letters (from tapes) for Doctors as required
- Cover for the Referrals Admin Support and SCCS Admin Support
- Deal with telephone calls, both internal and external, and liaise with a wide range of staff and other stakeholders as required
- Undertake a variety of administrative/organisational duties on behalf of Hospice Managers
- Undertake note taking and minute taking at meetings as required
- Maintain filing systems and retrieve documents from filing system as required
- Assist with the updating of departmental procedures as required
- Work within organisational policies
- Be aware of patient and staff confidentiality and adhere to procedures in this respect
- Complete all mandatory training as required
- Adhere to Health and Safety procedures

ADDITIONAL REQUIREMENTS OF POSTHOLDER

SENSITIVITY AND PROFESSIONALISM: As an employee of Saint Francis Hospice you should expect that it is likely that you will come into contact with patients, their families and members of the public who are at the end of life or recently bereaved. All employees are expected to respond to people recounting and expressing their emotions about such events with sensitivity and understanding, and to know enough about the services that the Hospice provides to be able to signpost people who may benefit from our services to the relevant contacts.

CONFIDENTIALITY: The post holder must maintain confidentiality, security and integrity of information relating to patients, staff and other hospice matter during the course of duty. Any breach of Confidentiality may become a disciplinary issue.

DATA PROTECTION: It is the responsibility of all staff to be aware of their obligations in respect of the Data Protection Act 2018.

EQUAL OPPORTUNITIES: The hospice is committed to the development of positive policies to promote equal opportunity in employment and has a clear commitment to equal opportunities. All employees have a responsibility to ensure that they understand the standards expected and that they promote and adhere to the equal opportunity measures adopted by the hospice.

HEALTH AND SAFETY: All staff must be familiar with section 2 of the Health & Safety Policy, Organisation of Health and Safety. This documents sets out the responsibilities of all staff for health and safety, whether in a supervisory capacity or not. Policy section 3 (arrangements for Health and Safety) provides an overview of training for competence in Health and Safety matters.

HOSPICE IDENTITY BADGES: Hospice ID badges must be worn at all times whilst on duty.

SMOKING: The hospice acknowledges its responsibility to provide a safe, smoke free environment, for its employees, service users and visitors. Smoking is therefore not permitted at any point whilst on duty, in accordance with the guidelines set down within the Hospice No Smoking Policy.

REGISTRATION COMPLIANCE/CODE OF CONDUCT:

All employees who are required to register with a professional body to enable them to practice within their profession are required to comply with their code of conduct and requirements of their professional registration.

WORKING TIME REGULATIONS: The 'Working Time Regulations 1998' require that you should not work more than an average of 48 hours in each week. For example, in a 26 week period you should work no more than 1248 hours.

Please note that this job description is not definitive or restrictive in any way. It is a guide to the responsibilities of the role. It may be reviewed, in consultation with the post holder, in light of changing circumstances and the changing needs of the Hospice.

The post holder will be expected to perform any other such duties as might reasonably be required by the Director and will work in accordance with all Hospice Policies and Procedures.

In an emergency, all staff may be required to work different hours or carry out different tasks to those set out in their contracts of employment. This will be done in consultation with individuals and taking into account any special circumstances that may exist.

PERSON SPECIFICATION

Bank Admin Assistant

E = ESSENTIAL	D = DESIRABLE
Demonstrating the Hospice Values – Supportive, Compassionate, Inclusive and Respectful, Professional, Always Learning	
<p>Supportive - The ability to listen to and value peoples' experience and use them to give the personal support that is right for everyone.</p> <p>Compassionate - The ability to be kind and treat everyone we meet with care and compassion. The ability to be friendly and put people at the heart of our actions and words, supporting people's choices and decisions, helping them to feel safe, secure and valued.</p> <p>Inclusive and Respectful - The ability to be open and transparent and value each person's individuality. To be able to show respect for everyone and value diversity. To be mindful that our different experiences and knowledge make us stronger and together we achieve more.</p> <p>Professional - The ability to do your best, in providing the appropriate care and expertise to those who need us and support us.</p> <p>Always Learning - The ability to be open and outward looking, always ready to adapt and change, looking for better ways of doing things, by learning from each other and from the ever changing world around us.</p>	E
Qualifications & Training	
<ul style="list-style-type: none"> <input type="checkbox"/> Educated to an NVQ level 3 or similar or equivalent level of experience <input type="checkbox"/> Significant experience in an administrate/PA role or hold an equivalent level of qualification <input type="checkbox"/> IT qualification or equivalent experience 	E E E
Skills/Abilities/Knowledge	
<input type="checkbox"/> Good communication skills, both written and verbal inc. accurate spelling, grammar, punctuation and layout	E
<input type="checkbox"/> Good organisational / time management skills	E
<input type="checkbox"/> Excellent interpersonal skills with ability to communicate effectively at all levels	E
<input type="checkbox"/> Ability to use Windows/Word/Outlook/Excel/Microsoft Office/PowerPoint/Publisher	E
<input type="checkbox"/> Ability to work alone and as part of a team	E
<input type="checkbox"/> Administrative skills: Typing, photocopying, data input and information retrieval, telephone skills, diary management, sending and receiving e-mails	E

<input type="checkbox"/> Able to organise own workload, plan and prioritise tasks within defined timescales	E	
<input type="checkbox"/> Able to work under pressure handling high volume workload and competing requirements		
<input type="checkbox"/> Able to demonstrate enthusiasm and commitment to the work of the Hospice	E	
<input type="checkbox"/> Understands medical terminology		D
Experience		
<input type="checkbox"/> Has maintained and developed effective administrative and support systems	E	
<input type="checkbox"/> Experience of effective data input and information retrieval	E	
<input type="checkbox"/> Organised and facilitated meetings including minute taking	E	
Other Requirements		
<input type="checkbox"/> Ability to maintain and understand the importance of confidentiality	E	
<input type="checkbox"/> Able to work flexibly and change working hours to meet requirements	E	
<input type="checkbox"/> Willingness to take on new responsibilities and respond positively to change with a 'can do' attitude	E	
<input type="checkbox"/> Experience of working in a care type organisation		D