

Job Description

Hospice Services Administrator

To provide a high-quality administration service to support the clinical and client-based services at North Yorkshire Hospice Care.

To support the Hospice Services Team to enable the effective provision of high-quality service to patients, and their families and other professionals involved in their care, working with the Hospice Service Team Manager to ensure that all tasks for the services are efficiently and effectively completed.

Key Tasks

1. To support the process of a person's journey for the clinical and client-based services by interacting with SystemOne, or similar database systems, creating and updating care plans, liaising with professionals, patients and their families about a range of matters including visits, appointments, clinical needs and signposting as required.
2. To support with the admission of a client or patient to clinical and client based services. Including preparing patient/ client notes, sending letters, liaising over email or the telephone.
3. To support with the administrative tasks following a death or discharge of a patient or client. Including writing cards, arranging bereavement visits with families, ensuring notes are collected and collated.
4. To manage the archiving of patient/ client details and notes for clinical and client-based services at North Yorkshire Hospice Care.
5. To work with and support the Hospice Service Team Manager to support all clinical and client-based services across the organisation.
6. To work with the Hospice Services Team Manager to support with the implementation and use of databases across the organisation.
7. To support other administrative roles across the organisation when required.
8. To embed the values of the organisation into your working practices evidencing this regularly and ensuring this remains a priority.
9. To be a key ambassador and professional role model within the organisation who embeds and portrays the values of the organisation into working practices, evidencing this regularly and ensuring this remains as a priority.
10. To carry out all duties in accordance with the law, the Hospice philosophy and the Hospice policy on equality of opportunity and diversity.

The above is indicative of the current responsibilities of the post which may change from time to time in consultation with the post holder in line with the service need.

Terms and Conditions

Responsible to: Hospice Service Team Manager

Responsible for: None

Hours: 37.5 hours are worked on a rota basis of up to any 5 days of the 7 day week to meet service need inclusive of weekends and Bank Holidays.

Location: North Yorkshire Hospice sites and working from home

Hospice Service Administrator

Person specification

Essential Education and Qualifications

- Good general education

Essential Experience

- Experience in an office environment
- Experience and confident in the use of word, excel and databases

Knowledge & Skills

- Knowledge of administrative responsibilities and skills
- Numerate and confident in dealing with figures and information
- Excellent communication skills both written and verbal
- Excellent interpersonal skills
- Team player
- Excellent organizational and prioritisation skills
- Ability to work under pressure, plan work and deal with varying priorities
- Understanding of data protection and information governance
- Project management skills
- Good collaborative working skills
- Ability to learn quickly and adapt to changes, interest and understanding of the role.
- GDPR and confidentiality compliance

Essential Attributes

- Ability to work on own initiative
- Highly motivated
- Tact and diplomacy in dealing with a variety of situations, including the ability to deal with distressed people
- Ability to work with high degree of accuracy and attention to detail
- Flexible in attitude to work, and undertaking of role
- Full understanding of and strong commitment to confidentiality
- Awareness of resilience and ability to apply this to own life
- Ability to work collaboratively
- Demonstrate a commitment to North Yorkshire Hospice Care's aims and objectives through its core values and behaviours
- Promote and sustain a responsible attitude towards diversity and inclusion within North Yorkshire Hospice Care

Our Values at Work

North Yorkshire Hospice Care is clear about who we are, what we do and why we do it. It is our vision; mission and values that underpin this understanding and all three of these areas continue to evolve as we develop in response to the changing world around us.

we have re-examined our values with our stakeholders seeking to define a sense of who we are today. The result? A set of 10 values/behaviours that crystallize this thinking and act as a yardstick for our thinking and actions.

This shared set of values helps guide our decisions, actions and behaviours and is at the core of our collective aspiration to live in a community where everyone gets the care they need to live their last years, months and days with respect and dignity.

NB: This list is not exclusive or exhaustive but captures those values/behaviours currently at the top of our agenda.

- We put the people who use our services at the heart of everything we do
- We are caring and compassionate
- We are personal and supportive in our approach
- We engage positively
- We are responsive
- We are driven to do better
- We are fair
- We are professional
- We work collaboratively
- We are accountable