



JOB DESCRIPTION	
Job Title:	Clinical Administrator
Hours of Work:	Monday – Friday 37.5 hours per week with occasional evening working.
Base:	Barnsley Hospice, Gawber
Department:	Clinical Admin
Accountable To:	Corporate Administration and Information Governance Manager
Responsible For:	The postholder is responsible for providing administrative and secretarial support to the clinical team without direct supervision and able to use own initiative to solve problems, prioritise work and escalate any risks/issues accordingly
Job Purpose:	This post ensures smooth operations and enables clinical staff to focus on their core functions. The post holder manages various tasks, including record keeping, supporting effective information flows, communication and coordination of medical rotas, appointments and deadlines, helping the medical team to prioritise their work, all of which contribute to the overall efficiency and success of the Hospice.
Organisational Summary	<p>Barnsley Hospice is a charity that provides specialist palliative and end of life care to hundreds of local people and those close to them each year. Our main priority is to achieve the best possible quality of life for people living with a life-limiting illness, whilst supporting those close to them during the period of illness and bereavement. As a specialist care provider, the range of skills we offer include, pain and symptom management, emotional support and end of life care. The hospice currently employs about 100 people and has a team of volunteers, based both at the hospice and within our Retail Hub.</p> <p>We are committed to Equality, Diversity & Inclusion in all that we do and welcome applications from all sections of the community. We particularly welcome applications from Black, Asian and minority ethnic candidates, LGBTQIA+ candidates and candidates with disabilities because we are committed to increasing the representation of these groups at Barnsley Hospice.</p>
Main Duties & Responsibilities:	
Key Duties and responsibilities <u>Secretarial Duties</u> Provide comprehensive secretarial support to a team of clinicians and the Inpatient Unit (IPU). This includes audio typing of correspondence (e.g., home visits, ward discharges, outpatient clinics, death notification letters), diary management and coordination of weekly timetables, organising relevant courses and travel as required. Coordinate and minute weekly MDT meetings, medical team meetings, monthly mortality review meetings and governance groups, ensuring timely and efficient distribution of notes and actions. In conjunction with the ward clerk and medical team, generate and circulate the Consultants' and	

IPU doctors' on-call rotas.

Liaise with consultants regarding junior doctor changeovers and IT access.

Liaise with Sheffield University regarding medical student placements, including coordination of induction packs and documentation and collation of student feedback.

Provide secretarial and administrative support for outpatient clinics.

Administrative Duties

Monitor and manage telephone calls and clinical NHS email accounts, ensuring professional and efficient handling of all enquiries.

Monitor and respond to voicemail and answerphone messages in a timely and courteous manner. You may be the first point of contact for service users and/or partners and it is vital that inquiries are handled well, issues resolved, and relevant information is provided to ensure a positive first impression and 'customer satisfaction'.

Request and track letters and medical information from primary and secondary care providers (e.g., Weston Park, Sheffield Teaching Hospitals, Barnsley Hospital).

Access the NHS "ICE" system to retrieve patient results as required.

Update and maintain patient information and appointments using SystmOne, including registering new patients, adding and amending appointments, supporting the Consultants with outpatient clinics and home visits (e.g., tracking referrals, arranging appointments, follow-ups, liaison with patients and families).

Maintain accurate physical and digital records for outpatient appointments, including letters and ReSPECT forms.

Liaise with external storage providers regarding patient record archiving.

Monitor and update the bereavement Friends & Family spreadsheet and issue follow-up letters.

Coordinate FamCare surveys, and other patient and family feedback as directed by the Medical and Counselling Teams.

Complete required governance tasks to support use of FP10 prescription pads.

Coordinate education sessions for the clinical team and support new doctor inductions (e.g. F1 every 3 months, GP trainees every 6 months).

Liaise with Community Clinical Nurse Specialists (CNS) to coordinate home visits or joint appointments.

Direct PallCalls and other communications for the medical team.

Team and Service Development

Develop and improve administrative systems within the Clinical Administration Team to enhance efficiency and accuracy.

Coordinate and delegate general administration tasks to Reception, including filing, archiving, photocopying, documentation, and signage.

Support general administrative needs of the department, including converting PDFs to Word and formatting and filing clinical guidelines, policies and Quality Improvement work as required.

Support Quality Improvement work for medical audits and service evaluation i.e., FamCare.

Other Responsibilities

Provide annual leave and sickness cover for the Ward Clerk during periods of absence or high workload.

Ensure personal compliance with Mandatory and Statutory Training (MaST) requirements.

Undertake any other duties as required and appropriate to the role, as directed by management.

Other Responsibilities

To undertake any other duties, commensurate with the role as required by the Hospice.

To act as an ambassador of the Hospice, maintaining honesty, integrity and trustworthiness at all times.

The post holder will be expected to maintain strict confidentiality at all times.

The post holder will ensure that they are aware of and apply health and safety and fire precautions.

The post holder will ensure that clinical risk management and safeguarding procedures and relevant good practice guidelines are followed at all times.

The post holder is to ensure data protection is maintained at all times.

The post holder will be flexible in terms of working hours in order to meet service needs.

The post holder will support the Hospice as required, across the range of duties as appropriate within the grading of this post. In the context of rapid and ongoing change within the Hospice, the above responsibilities represent the current priorities and requirements for the post. These priorities will develop and evolve over time. Any significant changes will be the subject of full communication and consultation with the post holder.

Full compliance with required aspects of the induction programme prior to undertaking any duties aligned with the post.

This job description is not an exhaustive list but it shows many of the aspects to this role.

PERSON SPECIFICATION	
Knowledge and educational achievements:	
<ol style="list-style-type: none"> 1. RSA 3 Word Processing (or equivalent expertise) 2. NVQ 3 in administration (or equivalent expertise) – desirable 3. Knowledge of a range of administrative procedures and systems – desirable 	Assessment method – application form
Experience and work achievements:	
<ol style="list-style-type: none"> 1. Recent experience working as a medical secretary including medical audio transcription 2. Recent experience of Microsoft Word processing and spreadsheet packages 3. Experience of administration, general office routines and filing systems 4. Experience of handling confidential data and information 5. Experience of prioritising own workload to achieve tasks efficiently and effectively 6. Previous experience within a healthcare environment 7. Previous clinical administration experience 	Assessment method – application form and interview
Skills and abilities:	
<p>Exceptional telephone skills, with the ability to take and convey clear messages</p> <p>Strong interpersonal and relationship skills and able to work well as part of a team</p> <p>Proficient IT skills</p> <p>Excellent organisational and time management skills</p> <p>Exceptional written and verbal communication skills</p> <p>Ability to work confidentially at all times</p> <p>Ability to take initiative and work independently</p> <p>Ability to work accurately and with precision</p> <p>Ability to work with databases, entering information, running basic reports and undertaking system updates</p> <p>Previous experience working with SystmOne</p> <p>Advanced typing skills - desirable</p> <p>Shorthand or speed-writing skills - desirable</p>	Assessment method – application form and interview
Personal attributes:	
<p>Professional, pleasant and friendly demeanour</p> <p>Approachable and compassionate</p> <p>Sensitive to patient/carer needs</p> <p>Ability to respond in a calm manner</p> <p>Flexibility & Reliability in terms of work undertaken</p>	Assessment method – application form and interview

Our Values and Behaviours:	
<p>Ambition: <i>We aim high and look for ways to improve ourselves, our services, reach more people and play a leading role.</i></p> <ul style="list-style-type: none"> • We set high standards for ourselves and the services we provide. • We seek every opportunity to learn: from our successes and our mistakes. • We take a flexible and creative approach when seeking opportunities and solutions. <p>Collaboration: <i>We are inclusive and work in partnership with others to achieve shared goals and get the best outcome possible.</i></p> <ul style="list-style-type: none"> • We value diversity in its broadest sense and take meaningful action to create an inclusive environment. • We seek out and nurture partnerships so we can achieve more together. • We are welcoming and friendly. <p>Compassion: <i>We are caring and treat everyone with kindness and respect.</i></p> <ul style="list-style-type: none"> • We show empathy and consideration towards others. • We are genuinely caring and respectful in our interactions with others. • We are generous with our time and attention, and value the people around us. <p>Integrity: <i>We are honest, communicate clearly and openly, and take responsibility.</i></p> <ul style="list-style-type: none"> • We are open and honest with ourselves and others. • We are trustworthy and reliable and deliver on our promises. • We are professional and take our responsibilities seriously. 	<p>Assessment method – application form and interview</p>