



PILGRIMS HOSPICES – JOB DESCRIPTION

Administration Assistant

MAIN PURPOSE AND SCOPE OF THE JOB:

The role of the Administration Assistant is to field incoming telephone queries, recording details and transferring calls or passing on messages to support the central Administration function.

POSITION IN ORGANISATION

Reports to: Administration Manager

Responsible for: None

DUTIES AND KEY RESPONSIBILITIES

A Call Handling

- Be an initial point of contact for incoming telephone queries to Pilgrims Hospices.
- Receive and concisely record important information from each caller that will assist in the onward management of the call, be this resolution at point of contact, message taking or transferring the call internally.
- Maintain up-to-date records of each call contact, and details of call transfers to defined services.

B Coordination of Service

- Record details of cancellations of any home visits or outpatient appointment and pass details to the relevant clinical team for follow up.
- Monitor lone workers and ensure contact is made with any lone worker who does not check in as expected.
- Record the details of any changes to Hospice at Home visits and ensure this is communicated to the relevant team.

E General Administration

- Input up-to-date information into the patient information system to record contact episodes, relevant information of actions taken and outcomes.
- Make outgoing telephone calls and relay information as directed by internal professionals.

GENERAL RESPONSIBILITIES

Corporate Governance –

The post holder must, at all times, act honestly and openly and comply with relevant corporate governance requirements, employment legislation and standards of business conduct.

Post holders are expected to be familiar with, and comply with, all policies and procedures published by Pilgrims Hospices in East Kent.

Health and Safety –

Under the Health & Safety at Work Act (1974), it is the responsibility of the post holder at every level to take care of his / her own health and safety and that of others who may be affected by his / her acts at work.

Data Protection –

Ensure that all data is processed in a fair and lawful way for the specific identified purpose, in line with the General Data Protection Regulations (GDPR), national data protection legislation and Pilgrims Hospices' Data Protection Policy. Data must not be disclosed in any manner which is incompatible with the purpose and to any unauthorised persons or organisations.

Flexibility –

The post holder is expected to work flexibly to be able to meet the challenges and opportunities of working within Pilgrims Hospices in East Kent.

This job description is not exhaustive. This job description is a reflection of the current position and the post holder is expected to view it as a guide rather than an exact description of all duties and responsibilities. It may be subject to variation from time to time. The post holder will be required to undertake any other duties that may be required by the Line Manager, commensurate with the level of the post.

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