

Hub Administrator

MAIN PURPOSE AND SCOPE OF THE JOB:

The role of the Hub Administrator is to be the first point of contact for incoming patient related queries and to provide administrative support to the clinical teams across Pilgrims Hospices' three inpatient units, community services and central Hub.

POSITION IN ORGANISATION

Reports to: Administration Manager

Responsible for: None

DUTIES AND KEY RESPONSIBILITIES

A Call Handling

- Participate in a 365–day-per-year administrative service working flexibly with colleagues.
- Be the initial point of contact for any person making contact with the Pilgrims Hospices, who require access to the clinical services and/or professional end-of-life care management advice.
- 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 referral to the clinical team on call.
- Maintain up-to-date records of each call contact, and details of call transfers to defined services.

B Coordination of Hub Service

- Provide a coordinated response to a patient / carer / professional, by an effectively navigated process utilising hospice and partner agency resources efficiently.
- Liaise with external agencies as required to support the assessment and management of end-of-life care patients in conjunction with the multi-professional team.
- Be the Pilgrims Hospices point of contact for queries from other external organisations and partner agencies.
- Support the collection of data and information to inform the Hospice and partner agencies of the Hub's activities, progress and outcomes as required.
- Maintain accurate and up-to-date knowledge of the resources available to provide support for end-of-life care patients and their families and carers.
- Effectively communicate with other agencies to ensure the continuity of care between the Pilgrims Hospices and external staff engaged in the delivery of patient care.
- Book patient transport to facilitate admission and discharge from inpatient units.
- Plan and organise smooth running of outpatient clinics including medical outpatient clinics, day hospice programmes / day care and outreach services.
- Ensure all patient bookings and appointments are planned to maximize optimum use of facilities.

- Where patients have no alternative means of bringing themselves to the hospice for clinic appointments and day hospice programmes, identify where possible the most appropriate source of transport to facilitate their attendance.

D Medication Records

- Access up-to-date primary care prescription records on patients under the care of Pilgrims Hospices (this will be via Summary Care Records, telephone or fax/email).
- Enter current medications onto the patient's electronic clinical record.
- Update the medication record for individual patients when requested by a member of the clinical team.
- Create and maintain medication files in the drug directory on the patient record system in accordance with Pilgrims Hospices procedures.
- Take actions, where permitted, to ensure accurate and up-to-date recording of medications on the patient information system.
- Support and assist other staff members regarding medication recording on the electronic system.

D Scheduling and Rotas

- Utilise Pilgrims' scheduling software to produce staffing rotas for departments, being mindful of required skill mixes and other considerations as determined by the service leads.
- Support the clinical teams by arranging short-notice cover where unplanned absence occurs.
- Update existing rotas as requested by service leads.

E General Administration

- Input up-to-date information into the patient information system to record contact episodes, relevant information of actions taken and outcomes.
- Receive referrals to Pilgrims Hospices' services and create new patient records on the patient information system.
- Process all administration post-death including arranging death and medical certificates, informing relevant partner agencies, liaising with funeral directors and relatives in relation to viewings and collection of patients and property.
- Contact funeral directors as required to facilitate proceedings following the death of a patient.
- Ensure cremation forms are completed and coordinate the attendance of a second medical professional as required.
- Participate in data collection to contribute to the service evaluation and audit programme.
- Liaise with the local hospital pharmacies and arrange for collection of patient medications
- Write letters and conduct telephone contacts with patients, carers and external professionals as required.
- Under the direction of the Administration Manager, place orders for stationery and office equipment, purchasing from agreed suppliers from set product lists.
- Provide cover for other administrative staff as required.

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.

Date Written: 2019

PILGRIMS HOSPICES – PERSON SPECIFICATION

Hub Administrator

This person specification sets out the essential, minimum qualities we are seeking for this post. Please ensure that your application demonstrates how you meet the criteria. You may include voluntary, unpaid and paid work.

	CRITERIA	Criteria Tested At		
		Application	Interview	Essential?
EXPERIENCE	• Significant relevant experience in an administrative role.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	• Experience of dealing directly with service users or experience in a customer service role.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
	• Experience of working for a healthcare provider or charitable organisation.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
SKILLS/ ABILITIES	• Strong administrative and organisational skills	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	• Fully IT literate, including use of Microsoft Office applications.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	• A good telephone manner and ability to project empathy	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	• Able to work effectively with minimum supervision and under pressure at times	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
KNOWLEDGE	• A working knowledge of confidentiality and data protection legislation	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
QUALIFICATION/ TRAINING	• At least four GCSEs at grade C or above, including Maths and English	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
OTHER REQUIREMENTS	• Fully flexible, able to participate in a 365-day-per-year rota including evening and weekend work.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Date Written: 2019