

Job Description

Patient Administration Coordinator (PAC) (Maternity cover until Dec 2026)

MAIN PURPOSE AND SCOPE OF THE JOB:

Under the direction of the Team Leader, the Patient Administration Coordinator will provide high level, site based administration support to a multi-disciplinary clinical team maintaining efficient systems and processes relating to patient care across our inpatient units, community and multi-disciplinary teams.

As a member of a PAC team you will have and/or develop the skills to undertake all duties and key responsibilities of the role, as detailed below. Individual duties will be assigned by the Team Leader to ensure the smooth running of the department.

POSITION IN ORGANISATION

Reports to:	Patient Administration Team Leader
Location:	Canterbury
Contract:	Fixed-term to December 2026 (Maternity cover)
Hours:	Part-time, 21h, on a seven hour day: Monday – Friday
Salary:	£23,619.00 per year

DUTIES AND KEY RESPONSIBILITIES

Core Duties

- To provide a “touch point” for patients, carers and volunteers
- To provide administrative support to on-site meetings, including producing minutes and circulating actions as required
- Ensure accurate entry of information onto the patient database and run reports as required
- Access internal and external IT systems to obtain patient data to support clinicians in patient care
- Action any change in patient's personal details, ensuring electronic data is kept up to date
- To adhere to administration KPIs ensuring patients are fully supported on their pathway
- To deal with incoming and outgoing post
- Order stationery for your site.

Inpatient Support

- To support the inpatient wards to ensure they are appropriately resourced at all times
- To coordinate the processes post-death for a patient, including the issuing of death certificates and cremation papers
- To arrange transport needs for inpatients
- To answer incoming telephone calls to the ward
- To provide administrative support to the wards as required

Community Support

- To play a pivotal role within the community team and to work in close liaison with patients and their families, external professionals, multi-disciplinary colleagues and volunteers to effectively manage the patient pathway caseload
- Add new referrals and book them into the appropriate service ensuring patients/families have the correct information about the hospice service, programme or clinic
- Co-ordinate mailings and manage responses as requested.

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.

PILGRIMS HOSPICES – PERSON SPECIFICATION

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		
EXPERIENCE		Application	Interview	Essential/ Desirable
	<ul style="list-style-type: none"> Previous experience of working in an administrative role 	✓	✓	E
	<ul style="list-style-type: none"> Experience of working for a healthcare or charitable organisation 	✓	✓	D
	<ul style="list-style-type: none"> Experience of using databases 	✓	✓	E
SKILLS/ ABILITIES	<ul style="list-style-type: none"> Ability to demonstrate high standards of verbal and written communication 	✓	✓	E
	<ul style="list-style-type: none"> Ability to deal with matters of a sensitive and, at times distressing, nature 	✓	✓	E
	<ul style="list-style-type: none"> To be IT literate and fully conversant with all Microsoft Office software 	✓	✓	E
	<ul style="list-style-type: none"> Ability to prioritise a constantly changing workload and remain calm under pressure. 	✓	✓	E
	<ul style="list-style-type: none"> Work supportively in a team environment 	✓	✓	E
	<ul style="list-style-type: none"> Time management and organisational skills 	✓	✓	E
KNOWLEDGE	<ul style="list-style-type: none"> Clear understanding of the need to maintain confidentiality in all areas of work including phone conversations, written materials and computerised materials and processes 	✓	✓	E
	<ul style="list-style-type: none"> Knowledge of medical terminology 	✓	✓	D
QUALIFICATION/ TRAINING	<ul style="list-style-type: none"> Good level of education 	✓	✓	E

Date Written: 14th September 2023