

JOB TITLE:	Clinical Administrator
RESPONSIBLE TO:	Deputy Head of Clinical Admin
ACCOUNTABLE TO:	Head of Executive and Clinical Admin
LOCATION:	Gravesend, DA11 7HQ

ellenor Hospice is a specialist palliative care provider for adults and children in Dartford, Gravesham and Swanley, and for children across West Kent and the London Borough of Bexley. The organisation has in-patient and outpatient and Living Well services at Northfleet, comprehensive Hospice at Home services and a range of out-patient and community services all supported and delivered through a multi-disciplinary team.

Role Purpose:

This role is varied and covers all aspects of general admin, working alongside clinical and non-clinical teams. The ability to manage difficult circumstances and situations is required.

The postholder will assist in the smooth running of administration, answering calls ensuring they are directed to the correct department with accurate information.

Main duties and responsibilities:

- Entering and extracting information via the patient electronic records system
- Managing queries relating to the administration team
- Scanning, filing and printing as required.
- Taking calls, and recording accurate patient information and colleague messages where relevant
- Completing statutory and mandatory training
- Attending meetings and taking minutes where required

General:

- To be aware of the philosophy of **ellenor** and to behave as a fit representative.
- To abide by the Hospices general confidentiality policy
- To be aware of guidelines stated in the staff handbook and all relevant policies and procedures.
- To undertake a bi-annual performance review when a personal development plan will be discussed and developed.

This job description is not intended to be a complete list of duties and responsibilities but as a guide for information about the post. It will be amended and developed in the light of experience and will be the focus for objective setting in the annual appraisal.

Postholder's Name

Postholder's Signature Date

Manager's Name

Manager's Signature Date

PERSON SPECIFICATION
Clinical Administrator

	Essential	Desirable
EXPERIENCE		
Experience within an office administration setting.	X	
Previous healthcare experience		X
Previous EMIS web experience		X
Familiarity with Microsoft Word, Excel and Outlook.	X	
KNOWLEDGE AND SKILLS		
Great interpersonal skills with the ability to communicate with a diverse range of people	X	
Ability to prioritise own workload, time management and deadlines.	X	
Recognises the importance of patient services and value every patient and their needs	X	
PERSONAL CHARACTERISTICS AND QUALITIES		
Must be able to work in a team and be a team player	X	
Confident, professional attitude and organised	X	