JOB DESCRIPTION

JOB TITLE: Ward Administrator

DEPARTMENT: In-Patient Unit

HOURS: 14 hours

SALARY: £20,200

RESPONSIBLE TO: Anke Bohn

Primary Job Purpose

The Ward Administrator takes a lead role in providing administrative support to the smooth running and efficiency of the ward in liaison with the Ward Manager. The role has an important interface with patients and their families as well as other clinical departments within the Hospice and external healthcare professionals.

Principal Accountabilities

Patients

- To maintain strict confidentiality of case information within the department at all times.
- To welcome patients and families to the ward and help adjust to the ward environment. To give information on the facilities and provide refreshments where appropriate.
- To deal with telephone calls and enquiries promptly, sensitively and efficiently, providing an immediate response and referring as necessary. To understand and respect the sensitive nature of calls, particularly those relating to patients and their relatives.
- To liaise with acute/local hospitals regarding the obtaining of clinical information related to the care of patients on the ward.
- Participate in the discharge process by liaising with the ward, community staff and external agencies as appropriate.
- Organise all transport requirements for hospital appointments and discharges.

Administration

Undertake all administrative tasks required for the smooth running of the ward:

- Record all admissions, discharges and deaths in the ward and update the daily patient list.
- Type correspondence and reports. Prepare admission paperwork and distribute discharge summaries.
- Update the Electronic Patient Record (i.e. Next-of-kin details, details of MDT and other meetings) as required.
- Scan all patient related documents on to the Electronic Patient Record.
- Ensure all relevant patient details are available for the weekly Ward Round.
- Maintain ward diary notice boards.
Update the Personnel database weekly with ward staff absence details/changes and at the end of the month pass to the Salaries department.

Ensure that ward clinical and stationery supplies are maintained to a satisfactory level on the ward.

Ensure that all ward equipment is properly maintained and serviced. Liase with appropriate departments where equipment is faulty.

Perform any other duties appropriate to the post as delegated by or via the Ward Manager.

Demonstrate flexibility and support in covering for other ward clerks during holidays and other absences.

The following tasks are distributed between the four Ward Clerks

- Ordering supplies for and maintenance of McKinley Syringe drivers/pumps.
- Ordering of hospice microbiology and haematology supplies and Arjo equipment.
- Monthly organisation of off duty Night co-ordinator/01 bleepholder rota.
- Cover for Bank Co-ordinator as required.

Professional Behaviour: Code of Conduct

The post holder must comply with their relevant professional code of conduct at all times, where this exists. All roles have identified competencies to which post-holders will be regularly assessed against.

A job description does not constitute a ‘term and condition of employment’. It is provided only as a guide to assist employees in the performance of their role. St Christopher’s is a fast moving organisation and therefore changes to employees’ duties may be necessary on occasion. The job description is not intended to be an inflexible or finite list of tasks and may therefore be varied from time to time, after discussion with the post-holder.

Safeguarding/MCA and DoLS

Staff are required to take responsibility in all areas of work for safeguarding people at risk (both adults and children) from any form of abuse or neglect. When delivering care and support, staffs are required to comply with the requirements of legislation relating to care in the UK, including the Care Act (2014), and Mental Health Capacity Act 2005, which incorporates the Deprivation of Liberty Safeguards (DoLS). In order to achieve this, all staff are required to read St. Christopher’s Safeguarding Policy and Procedure and to participate in both regular training and training updates and to incorporate preventative strategies into their work, as applicable.

General

All employees are required to undertake the following:

- To make positive contributions to all internal and external quality and/or best practice measures/processes.
- To fully participate in the annual appraisal process, to agree targets and objectives with line managers and to report on activity against agreed targets on a regular basis.
- To fully comply at all times, with St. Christopher’s policies and procedures and to take responsibility for own actions/inactions.
- To fully comply with all mandatory and StC role specific training requirements
- To act in accordance with workplace legislation/requirements including Health and Safety, Equality and Diversity and Data Protection.
- To share and model St. Christopher’s values and expected behaviours at all times.
- To participate in all employee engagement activities including team, departmental or other staff meetings as required and to contribute to St. Christopher’s annual staff survey.
- To maintain professional registrations (where applicable) and to keep up to date with mandatory training and other training requirements within own area of specialism/responsibility.
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**PERSON SPECIFICATION: Ward Administrator**

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<thead>
<tr>
<th>Knowledge and Experience</th>
<th>Essential</th>
<th>Desirable</th>
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<tbody>
<tr>
<td>Previous experience of a health care setting desirable.</td>
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<tr>
<td>Skills and Competencies</td>
<td>Essential</td>
<td>Desirable</td>
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<tr>
<td>Excellent communication and interpersonal skills (both face to face and on the telephone).</td>
<td>✓</td>
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<td>Strong organisational and time management skills.</td>
<td>✓</td>
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<td>Computer literate – Word, Excel, Outlook</td>
<td>✓</td>
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<tr>
<td>Personal Attributes</td>
<td>Essential</td>
<td>Desirable</td>
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<td>Ability to work under pressure.</td>
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<td>Willing to undertake delegated duties but work on own initiative when required.</td>
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<td>Demonstrates a willingness to offer support to dying patients and their families.</td>
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<td>Demonstrates resilience to a ward based work setting.</td>
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