

## Job Description

<b>Job Title</b>	<b>Grade/Salary</b>
Administration Assistant	National Minimum Wage
<b>Accountable to</b>	<b>Responsible for</b>
Lymphoedema Secretary	Volunteers

### Job Purpose and Role

To work as a member of the administration team, providing a high quality and comprehensive administration support to contribute to the efficient and effective running of the Lymphoedema Clinic and wider services. Working collaboratively with members of the Lymphoedema team and wider multidisciplinary team (internal and external)

### Main Duties and key result areas

General duties	<ul style="list-style-type: none"> <li>To provide comprehensive administration support for the Lymphoedema Team working alongside the Lymphoedema Secretary to assist in the smooth running and co-ordination of the Lymphoedema service.</li> <li>To include working on reception, greeting patients, answering telephone calls, listening to voicemails, co-ordinating appointments.</li> <li>Assist with processing referrals and registering new patients, adding data to SystmOne patient database and updating clinic spreadsheets.</li> <li>Assist with completing patient discharges and sending prescriptions.</li> <li>Assist with maintaining an effective Purchase Ordering system for patient hosiery, having some awareness of the clinic budget.</li> <li>Assist clinic staff to ensure hosiery is ordered in a timely manner.</li> <li>To rearrange and rebook appointment times as appropriate, in order to ensure maximum clinic efficiency.</li> <li>To provide an effective and efficient communication service for the Lymphoedema Team ensuring patient's appointments are confirmed in advance.</li> <li>To assist in maintaining diaries for the Lymphoedema Team and amending SystmOne templates if needed.</li> <li>Be aware of patient waiting lists and add, remove, and amend as necessary.</li> </ul>
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- Processing tasks in a timely manner
- To ensure patient letters are typed to the highest standards, as specified by the Lymphoedema Secretary.
- To obtain personal details from patients to support the work of the Lymphoedema Team.
- Liaising with GPs and other professionals
- To ensure patient care documents are prepared, maintained and scanned/filed accurately to facilitate a high standard of patient care.
- To ensure an adequate supply of paper-based forms, patient information and other documents are available to the Lymphoedema Team.
- To attend Lymphoedema Team meetings as required and following up any actions accordingly.
- To ensure that a confidential service is maintained at all times, relating any pertinent details to the Clinical Team as necessary.
- Photocopying, filing and franking of mail.
- To deal with telephone queries in a professional manner ensuring all callers receive the best possible service
- To provide cover for the wider Administration Team as and when required.
- Supervise volunteers and assist with training or support needs
- Assist with training and supporting new members of the team as and when required
- Work with the Lymphoedema Secretary and Clinical Lead to implement new ways of working.
- To adhere to all Teesside Hospice policies and procedures and to ensure that this is maintained at all times.

## Delivering to our Values

### Accountable

- Able to justify actions or decisions
- Takes personal responsibility for their actions
- Able to describe the impact of their work in a way others understand
- Welcomes feedback as an opportunity to grow and develop

### Trustworthy

- Working collaboratively with beneficiaries, colleagues, partners and supporters
- Being authentic and transparent
- Trusted to respond to needs and deliver what is expected of us
- Projecting a professional image that engenders trust

### Principled

- To adhere to professional and clinical standards
- Maintain appropriate boundaries and relationships which are built on trust and honesty
- Avoid and speak out against any actions, or behaviours, that conflict with our values or could cause harm to any stakeholders
- Demonstrate strong moral principles which embody Teesside Hospice's vision and bring our values to life
- Do the right thing even in difficult situations, and always endeavour to work effectively and efficiently to maximise results and service

### Skilled

- Having and showing the knowledge, ability or training to work well
  - Seeking opportunities to learn from a wide range of sources
  - Contributing to the provision of excellent, safe and effective care no matter what your role is in the organisation
- Ensuring that the treatment, support and services we offer are effective

### Compassionate

- *Feeling or showing kindness and concern for others*
- *Able to empathise with people who dealing with a terminal illness*
- *Being kind in use of language and behaviour*
- *Caring for others who need our support and help*



**Better Health**  
at Work Award  
Silver Award



### All employees are expected to:

- Live the Hospice's values so that the highest standards of patient and customer care can be achieved.
- Be committed to diversity and inclusion of all, promote and improve service standards, so that excellence in all that we do is perused through continuous improvement.
- Contribute to development of and strive to meet departmental, team and individual targets
- Participate in the staff appraisal and development scheme, one to one performance discussions and attend identified training to ensure continuous learning and improvement
- Comply fully with the Code of Conduct, health and safety requirements, legislation, regulations, policies and procedures
- Attend meetings or provide services outside of the usual working hours where reasonably requested to do so
- Have an overall understanding of the risks and implications associated with the requirements of the role and takes appropriate action to mitigate any potential consequences.
- Embrace digital ways of working to help improve efficiency and save costs to the Charity.
- Respect privacy and dignity at all times.

The duties outlined in within this document are not exhaustive and other duties may be expected in line with the level of the role at the discretion of the Head of Service. Teesside Hospice reserves the right to amend the job description at any time.

I have read and understand the duties required for the role.

**Signed** ..... **Date** .....

**Print name** .....

## Person Specification

Attribute	Detail	Essential or Desirable
<b>Skills &amp; Abilities</b>	Data input using Microsoft Word and Excel to a high standard	<b>E</b>
	Proven administration experience	<b>E</b>
	Working as part of a team	<b>E</b>
	Working with volunteers	<b>D</b>
	Working in a clinical environment	<b>D</b>
<b>Knowledge &amp; Experience</b>	Microsoft Office particularly Word, Excel (evidence required)	<b>E</b>
	The ability to demonstrate competence of previous secretarial or administrative experience	<b>E</b>
	An understanding of data protection and confidentiality	<b>E</b>
	Use of patient database software	<b>D</b>
	Knowledge of medical terminology	<b>D</b>
<b>Education &amp; Qualifications</b>	NVQ Level 2 Administration or equivalent experience	<b>E</b>
	Computer literate	<b>E</b>
	Knowledge of Health and Safety	<b>D</b>
<b>Personal Attributes/ Key skills</b>	Excellent communication skills (both written and verbal)	<b>E</b>
	The ability to multitask and prioritise	<b>E</b>
	Excellent organisational skills – the ability to work with minimal supervision, taking responsibility for your own work	<b>E</b>
	Excellent interpersonal skills – to have an approachable and friendly manner	<b>E</b>
	A confident and professional telephone manner	<b>E</b>
<b>Other</b>	To have a positive attitude to all aspects of work	<b>E</b>
	To have a flexible attitude to work	<b>E</b>
	An understanding of, and empathy for, the work of Teesside Hospice	<b>D</b>