



Job Description

Job Title	Grade/Salary
Lymphoedema Clinic Secretary	£24,751-£26,700
Accountable to	Responsible for
Lymphoedema Clinical Lead	Lymphoedema Administration Assistants and administration volunteers

Job Purpose and Role

To provide comprehensive administrative and secretarial support for the Lymphoedema clinic.
To be responsible for, and delegate operational issues relating to the clinic and co-ordination of the administrative workload.
To manage the team of lymphoedema administration assistants and volunteers.
The Lymphoedema Clinic Secretary is pivotal in ensuring administrative excellence is achieved in the Lymphoedema clinic and together with the Clinical Lead ensure patients receive an expert service that meets targets set by Commissioners.
The successful postholder will have excellent organisation, communication, and IT skills.

Main Duties and key result areas	
General duties	<ul style="list-style-type: none">• To manage lymphoedema administration assistants and volunteers. This includes completing appraisals, monitoring performance and identifying areas of training/support required.• To be part of the interview process when recruiting administration assistants or volunteers.• Delegate administration tasks to the administration team and ensure work is completed to a high standard.• Ensure that clinic appointments are arranged to meet requirements as directed by Commissioners KPI targets.<ul style="list-style-type: none">• This includes clinic appointments, home visits, complex clinic appointments in GP surgeries and with District Nurses.• Liaise with the wider multi-disciplinary team to arrange clinic appointments and ensure all relevant professionals have information required.• Manage lymphoedema referrals, liaising with relevant MDT professionals and ensuring contracted KPI targets are adhered.• Manage the appointment system to ensure patients are allocated to appropriate members of staff.

- An awareness of the clinic budget and working with the Clinical Lead and finance team ensuring that the budget is well managed.
- Manage an efficient purchase ordering and distribution system for patient hosiery and clinic supplies.
- Support all the clinic staff to ensure hosiery and supply ordering is completed to prevent delays in patient treatment.
- Ensure daily/monthly statistics are collated regarding patient activity. Ensure that necessary reports are produced to a high standard and available to Director of Nursing in a timely manner.
- Support the HR team and Clinical Lead by ensuring that the necessary information/documentation regarding sick time, annual leave, toil, study time is recorded in a timely manner.
- Support the Clinical Lead by ensuring that appraisals are arranged in advance ensuring all staff are aware of necessary documentation to be completed.
- Co-ordinate mandatory training, online and face to face ensuring all the team are given necessary time to complete training required.
- Co-ordinate all team meetings, clinical supervision, clinical team meetings and relevant meetings to ensure staff are able to attend.
- To record minutes of meetings as required and ensure necessary staff receive minutes.
- Working with the Clinical Lead to devise and implement new ways of working to ensure the clinic runs efficiently.
- Manage all templates on systems. Creating and updating as necessary.
- Support the clinic staff with education and audit by updating necessary documentation.
- Manage the various waiting lists ensuring patients are dealt with appropriately.
- Support clinic staff with administration tasks, medical database and excel spreadsheets
- Deal with telephone queries in a professional manner. Queries can be from patients and health care professionals.

Delivering to our Values

Accountable

- Lead by example ensuring compliance of the Code of Conduct.
- Able to justify your actions or decisions
- Take personal responsibility for your actions

Trustworthy

- Able to be relied on as honest and truthful
- Be authentic and transparent at all times
- Respond to the needs of the business and deliver what is expected
- Maintain a professional image at all times.

Integrity

- Have a strong personal sense of integrity
- Work effectively and do the right thing
- Behave consistently in line with personal and hospice values

Ethical

- Adhere to professional and clinical standards
- Maintain appropriate boundaries and relationships
- Avoid actions that could cause harm either directly or indirectly
- Ability to challenge unethical behaviour

Compassionate

- Use kind language and behaviour
- Feel/Show sympathy and concern for others who need our support and help

Skilled

- Seek opportunities to learn
- Ensure the support and services we offer are effective
- Update knowledge and skills, in line with legislative changes

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
Skills & Abilities	Excellent written and verbal communication skills are essential	E
	Advanced working knowledge of using MS Office to a high standard within an office environment especially MS word, excel and outlook	E
	Strong planning and organisational skills and an ability to manage a demanding workload with a flexible and collaborative approach	E
	Ability to work to tight deadlines under pressure in a busy environment	E
	Ability to deal with sensitive situations whilst remaining calm and professional	E
	Ability to write clear and precise reports	D
Knowledge & Experience	Sound knowledge of office administration and procedures.	E
	Experience of supporting line managers	D
	High level of understanding of issues around confidentiality and discretion	E
	Extensive experience of working in a high level administrative role with the ability to devise and maintain office systems.	E
	Supervising, motivating and supporting staff	D
	Experience and good understanding of a patient database	E
	Experience of dairy management	E
	Experience of managing staff/volunteers	E
	Experience of note/minute taking	D
	Working with volunteers	D
Education & Qualifications	Good standard of English and maths	E
	Level 3 NVQ Business administration qualification or equivalent	E
	Knowledge of health and safety regulations	D
Personal Attributes/ Key skills	Team Working	E
	Able to work on own initiative, plan and prioritise own work to meet strict deadlines whilst co-ordinating the work of others	E
	Highly developed and effective written and oral communication skills	E
	Able to provide clear leadership to others, ensuring they understand expectations that workloads are achievable and provide constructive feedback and guidance.	E
	Able to respond flexibly by adapting to changing needs whilst effectively managing a wide range of different tasks.	E
	Able to stay focussed on key priorities and remain resilient when under pressure.	E
Other	A flexible attitude to work	E
	An understanding of and empathy for the work of Teesside Hospice	D