**Job Description**

**Job Title**: IPU Admin Support

**Hours:** 29 hours per week

**Reporting to**: Senior Ward Administrator

**Job purpose**: Our Vision is to make every day the best day possible for our patients and their families in South Devon. As a member of our Inpatient Unit Administration Team, you will deliver this by assisting in the co-ordination of all administration regarding patient areas, ensuring effective and efficient communication between departments and members of the multi-disciplinary team.

**Our Values:**

Honesty & Integrity Generosity of Spirit Respect Team Player

**Key roles and responsibilities:**

* Be the first point of contact for all contacts to the Inpatient Unit. Deal sensitively and professionally with queries by telephone and face-to-face with relatives, visitors, colleagues and other professionals.
* Ensure all documentation relating to admissions, discharges and deaths are completed fully and in line with agreed timescales, processes, and standards.
* Retrieve and provide information from the patient system regarding forthcoming admissions, which sometimes are of a sensitive and distressing nature, in time for daily report meetings.
* Identify your own learning and development needs undertake continuous professional development and actively engage in clinical supervision, maintaining an objective and innovative practice.
* Prepare hospice notes for admissions, locate hospital notes and arrange their collection.
* Liaise with Transport Departments to make necessary arrangements for patient clinic appointments and discharges and Blood Bank for patients receiving blood transfusions.
* Have knowledge of covering nurses on Staffcare shifts when Senior Ward Admin absent.
* Complete and send the NHS order weekly when Senior Ward Admin & Head Housekeeper absent.
* Provide support to members of the nursing team and ward administrator to aid and ensure correct and timely completion of all patient administration work.
* Ensure clear lines of communication are maintained between the Inpatient Unit and other departments across the hospice and outside agencies.
* Cover main reception when required.
* Access the hospital PAS to trace hospital notes, print wrist bands and ascertain any future hospital appointment. Tracing hospital notes back to the hospital.
* Provide general administration for the ward to include replenish all photocopying in the nurses and doctor’s office, scanning all hospice notes both discharge and RIP and Drug Charts, monitor and make up admission packs, make up yellow folders for discharges, maintain accurate electronic and paper filing systems, input, monitor, and check equipment sent home with patients and process donations in line with hospice policies.
* Provide IT support to nurses and HCAs.
* Provide effective support to the Modern Matron, Deputy Matrons, IPU team and Senior Ward Administrator.
* Ensure effective communication with all members of the multi-disciplinary team.
* Act as a point of contact for patients, employees, volunteers, visitors and outside agencies relating to the in-patient unit to ensure appropriate information is communicated.
* Adhere to all Health & Safety requirements, including Covid-19 secure processes and procedures.
* Promote a culture of continuous learning and development and wellbeing, help to create an environment that is continually critically questioning practice and promoting learning.
* Identify your own learning and development needs undertake continuous professional development and actively engage in clinical supervision, maintaining an objective and innovative practice.
* Play an active part in team meetings and ensure your mandatory and other relevant training is kept up to date.

This list can never be exhaustive but covers most of the work you’ll be doing - always with talent, initiative and a commitment to great customer service.

**Infection Prevention**

All Rowcroft employees both clinical and non-clinical are required to adhere to the Infection Prevention and Control Policies and make every effort to maintain high standards of infection control at all times to reduce the burden of Healthcare Associated Infections, including MRSA.

You agree to the following responsibilities:

* 1. To decontaminate your hands prior to and after direct patient care or contact with the patient's surroundings.
  2. To take part in mandatory infection control training provided.
  3. To responsibly manage your own infections (other than common colds and illness) that may be transmittable to patients, including contacting Occupational Health for guidance.

**PERSON SPECIFICATION**

Ward Administrator

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| **Attribute** | **Essential Requirements** | **Desirable Requirements** |
| **Qualifications and Training** | * Good general level of education. | * PAS Training * RSA II or equivalent |
| **Knowledge and skills** | * Highly organised and efficient. Exceptional organisational skills with a planned and methodical approach. * Attention to detail and a high standard of accuracy and presentation. * Excellent interpersonal skills with ability to work effectively with colleagues at all levels and build productive and effective working relationships. * Good listening skills * Excellent IT skills and knowledge of MS Office packages. | * Knowledge of medical terminology * Good knowledge of the hospital PAS system. * Database experience |
| **Experience** | * Significant previous experience in an administrative, medical and customer focused role. | * Previous experience in an administrative health care setting |
| **Personal requirements** | * Able to work with discretion, sensitivity and maintain confidentiality. * Ability to cope with distressing situations. * Proven ability to work within a team. * Ability to keep calm under pressure. * Ability to organise and prioritise own workload, Self-motivated. * Leadership through creative problem solving, a positive can-do attitude and a willingness and desire to ensure all who come into contact with Rowcroft have the best possible experience. * A desire to be part of a committed and hardworking team in line with the ethics and values of Rowcroft Hospice, acting in the best interests of Rowcroft at all times. | * Willing and able to volunteer for at least one Rowcroft event each year. * A good understanding of the purpose, values and strategy of Rowcroft Hospice. |