

# Hospice

# Patient Pathway Administrator 37.5 Hours

Post holder: Vacant from

Area of Work: Hospice

Responsible to: Administration Manager

**Katharine House Hospice Mission -** To provide the best care so that local   
people affected by progressive illnesses can live their lives to the full

**Department Mission**

It is essential to the delivery of this mission that the Administrative department provides efficient and effective administrative support for the management of patients and their families and carers before, during, and after the care we provide.

**Role within the Department**

To assist the Care Team in supporting patients and their families who access our services and contributing to the effective co-ordination of their care as part of an integrated approach. The post holder will work as a member of the Patient Pathway Team assisting with patient care activities under the direction of the Administration Manager.

The post-holder will support the delivery of direct patient care by providing co-ordination, administrative and clerical support, with both internal and external health care professionals as required, using their own initiative without needing direct supervision.

**Function and Responsibilities**

**Specific Objectives**

*This list is not intended to be exhaustive but is a guide to the duties to be undertaken.*

To provide support to patients and healthcare professionals (both within and outside Katharine House) by:

* ensuring relevant information is available to support the triage and assessment of referrals
* arranging contacts / appointments between patients and/or carers and Katharine House clinical teams
* providing support during discharge from our services
* making clear decisions on priorities for action within a dynamic and fast moving clinical environment.
* **Key Tasks and Responsibilities**

1. To receive incoming referrals and prepare these for consideration by the admissions team including creation of patient records
2. To attend daily referral management meetings (one post holder per meeting)
3. To liaise with external health and social care professionals, patients and families, maintaining effective communication on progress and decisions
4. To request annotations and summaries of medical records from external health and social care professionals and scan these onto the Crosscare system
5. To liaise with patients and relevant personnel to book and confirm appointments, assessments (including risk assessments), reviews, transport bookings, and similar
6. To co-ordinate internal/cross department referrals and assessments
7. To receive and manage telephone enquiries relating to patients to ensure appropriate responses
8. To assist with the discharge of patients from services, e.g. arranging appropriate care packages
9. To provide effective handover of information to colleagues and external health and social care professionals.
10. To frequently review e-mail accounts (including NHS)
11. To maintain accurate and up to date information on computer systems as required in a timely manner
12. To type / file / archive patient records, letters and so on
13. To arrange rooms for appointments when needed
14. To order, obtain, track and return hospital notes
15. To make statutory notifications to the CQC
16. To make internal notifications of patient deaths
17. To compile statistical data from Crosscare and manual sources to assist with reporting to clinical committees within the Hospice
18. To provide information for reports
19. To support the implementation of audits including developing action plans from the audits carried out
20. To direct the activities of care administration volunteers
21. To attend meetings as required
22. To support medical and clinical staff with the production of patient related materials including forms, templates and letters
23. To maintain accurate data relating to patient activity and supply these as required to managers and trustees
24. To demonstrate an understanding of the grief process and be aware of the resources available for bereavement support
25. To ensure cross cover for care administration and clinic administration

### Other Tasks and Responsibilities

1. Ensure the services promote equality and diversity in relation to both staff and patients

**Qualifications**

It is essential that the post holder has is educated to a good standard, RSA Word Processing II or equivalent, IT qualifications and minute taking skills would be a distinct advantage. The post holder should be committed to their own continuing personal development.

**Attributes**

It is essential that the post holder has at least 3 years’ experience of working in a care administrative setting, can demonstrate exemplary organisational skills, the ability to use their own initiative, and a flexible, enthusiastic and ‘can-do’ attitude. Successfully undertaking multiple projects and liaising with a number of individuals, both internal and external. A high level of computer literacy, including familiarity with word processing packages, databases, spread sheets and Outlook is essential.

**Other**

**Hours of Work**

The post holder will normally work regular office hours 10am until 6pm; however occasional flexibility will be required to meet the needs of the department, for example, attending evening meetings.

**Driving Licence**

The post holder must hold a current UK driving licence and have access to a roadworthy vehicle to use on Hospice business necessitating travelling beyond the Hospice in Weston Road, Stafford.

**Smoking**

The hospice has a no smoking policy. All hospice premises are considered No Smoking Zones.

**Job Revision**

This job description outlines Katharine House Hospice’s intentions for this post at the time of writing. As the organisation changes specific objectives, responsibilities, functions, and tasks within the role may be added, removed, narrowed or widened. These may happen as part of the performance review process, or as part of wider organisational changes. Katharine House will discuss all such amendments with the post-holder, and will seek to incorporate the views of the post-holder in any amended Job Description. Should the post holder be dis-satisfied with any amended job description, then formal action can be taken through the grievance procedures.

**Person Specification: Patient Pathway**

|  |  |  |
| --- | --- | --- |
|  | Essential | Desirable |
| ***Qualifications***   * Good standard of Education to GCSE level or equivalent in maths & English. * IT qualification demonstrating literacy and application skills, eg European Computer Driving Licence (ECDL), RSA Word Processing II or able to demonstrate equivalent competence. * NVQ 3 in Care or equivalent in Psychology or Health & Social Care * Grief and Loss Course * Safeguarding training | ✓  ✓  ✓ | ✓  ✓  ✓ |
| ***Experience & Knowledge***   * 3 years’ experience of working in an administrative setting * 2 years’ experience in a specialist palliative care setting * Experience of co-ordinating care in a healthcare or therapeutic setting * Experience of working in a community care setting. * 2 years’ experience working in bereavement and counselling setting * Experience of working with volunteers | ✓ | ✓  ✓  ✓  ✓  ✓ |
| ***Skills & Attributes***   * Team Player * Able to work under own initiate * Excellent communication skills both written and verbal * Computer skills – basic knowledge of MS Office * Ability to use Crosscare software * Ability to talk to distressed people on the telephone and face to face * Ability to prioritise competing demands * Ability to organize and prioritise workload * Proven organisational skills * Able to work to tight deadlines * Understand and adhere to the rules of confidentiality * Understand the need for sensitivity |                      |  |
| ***Other***   * Trustworthy * Self-Starter * Able to work on their own or as part of a team * Flexible in their approach to meet service needs * Calm under pressure * Enthusiastic * A ‘can do’ approach * Articulate * Non-judgmental and sensitive to the patient’s culture, sexuality, religious beliefs |                  |  |