



## **JOB DESCRIPTION**

**JOB TITLE:** Care Services Administrator Band 4

**POST HOLDER:**

### **Part 1: JOB PROFILE**

#### **1. Main purpose of job**

This post is responsible for providing administration management support to the Care and Family Support Services to ensure a high quality, efficient, child and family centred service in line with the vision, mission and values of Claire House.

#### **Position of the role in Claire House Children's Hospice**

- The post holder reports to the identified lead within the specific Care or Family Support service.
- The post holder will work collaboratively with the other Care Services administrators, to ensure an effective and comprehensive support service to the full range of Care and Family Support teams.

#### **Scope of job**

- To provide a full range of administration support to ensure the smooth and efficient management of all the Care and Family Support services.
- To be a key point of contact for families and external professionals, and support the team to maintain and record contact for families and external professionals.
- To have a key responsibility for diary management and service bookings for e.g. planned and unplanned respite and day care services, working closely with service leads and liaising with families.
- To support the co-ordination of activities and groups for babies, children and young people, and parent/sibling events and groups.
- To provide administrative support to the Clinical Leadership Team and other service team leaders.
- To accurately input data and work collaboratively with the Data and Insight team to ensure that accurate reports and care service information can be obtained for service development and statutory reports.

#### **2. Dimensions and Limits of Authority**

The post holder will have delegated responsibility for the day-to-day operational administration from their operational service lead, and will report to the Executive Assistant.

### **3. Qualification and Skills Level**

- A Level or equivalent qualification/experience in a numerate or equivalent relevant subject; e.g. business administration/medical secretary
- Experience of working with, and managing, information and data
- Experience of providing administrative support in a healthcare setting
- Experience of providing administration support in an office environment
- Proven and proficient communication skills, both verbal and written
- Excellent keyboard skills and IT knowledge

## **Part 2: MAIN DUTIES AND RESPONSIBILITIES**

- To provide the full range of administration support to ensure the smooth and efficient management of all the Care and Family Support services.
- To maintain, monitor, and support with all aspects of Quality, Risk and Safety Compliance records
- Manage, and coordinate, the referral process to the different Care and Family Support services, ensuring accurate documentation of all required demographic and other information on the electronic care database.
- Key point of contact for families and external professionals accessing Claire House services, ensuring collaboration of all relevant documentation of all contacts.
- Liaison with families/carers and external professionals to gather or share information as required.
- Arrangement and coordination of internal and external professional meetings, including minute taking as required.
- Process and input clinical notes and information for children and young people and their family members into the appropriate database and file. To log information of event activities on to the Care database.
- To be the point of contact for the Fundraising team when free offers of tickets/events etc. are offered to families, ensuring their equitable allocation.
- To be responsible for regularly posting information using the Claire House Facebook pages as a means of promoting family events/offers, being mindful of language and content on the Bereaved Parents Facebook page.
- To work with the Communications team to provide material/photographs for internal and external publicity, ensuring the appropriate consent has been obtained.
- To have an excellent telephone manner and be able to confidently call families.

- To provide administration support to the Clinical Leadership Team and other service team leaders.
- Support and work collaboratively with other care administration post holders as required, for example: to cover large events, sickness and absence etc.
- To ensure appropriate documentation and communication has been sent to individuals/families and professionals in an effective and timely manner.
- To be self-motivated, and to be able to work effectively both independently and as part of a team.

## TRAINING AND DEVELOPMENT

- To take a proactive role in your own continual professional development to ensure that you can be the best that you can.
- To highlight any areas in which you would like to improve, to ensure that Claire House are aware and can help you if possible.
- To keep up-to-date with new developments, legalities, codes of conduct and best practice within the world of income generation.

## General Claire House Requirements

Every employee is required to:

- Adhere to, and comply with, organisational policies, procedures and guidelines at all times, including GDPR guidelines and financial instructions.
- Have a basic understanding of the following areas:
  - Health & Safety
  - Equal Opportunities
  - Confidentiality & GDPR Guidelines
  - Fire Regulations
  - Dealing with Violent and Disruptive People
  - Whistle Blowing Policy
  - Risk Assessments and Management

*The post holder must act in a professional and responsible manner at all times and have due regard to confidentiality and Health & Safety legislation.*

**This is an outline job description and should not be regarded as an inflexible specification. Responsibilities will be reviewed periodically in line with service priorities and duties may change or new duties be introduced after consultation with the post holder. As a term of your employment you may be required to undertake such other duties, such as link roles, and/or hours of work as may reasonably be required, commensurate with your general level of responsibility with the organisation, at your initial place of work or at any other of the Claire House establishments.**

DBS level: Enhanced with child and adult barred list

## PERSON SPECIFICATION

### Job Title: Care Services Administrator

Care Services Administrator JD May 2024

<b>Essential</b>	<b>Desirable</b>
<p>A level, or equivalent qualification, in relevant subject e.g. business administration/ medical secretary.</p> <p>Excellent levels of literacy.</p> <p>GCSE Level A-C in English and Maths.</p> <p>Experience of working with MS Word, Excel, or other databases.</p>	<p>Experience of working with social media platforms such as Facebook and Instagram.</p> <p>Previous risk management experience in any setting.</p>
<p>Significant administrative/secretarial experience.</p> <p>Experience of dealing with the general public on the telephone or in a face-to-face setting.</p>	<p>Experience of working in a healthcare setting.</p> <p>Knowledge/experience of working for a charity.</p>
<p>Competent office skills in MS Word and MS Excel.</p> <p>Accurate data input.</p> <p>Data analysis.</p> <p>Proven strong communication skills, both verbal and written.</p> <p>Excellent keyboard skills.</p> <p>Understanding of data protection principles.</p> <p>Able to relate well with children, families and professionals.</p>	<p>Excellent knowledge of MS Office.</p>
<p>Experience of working as part of a team</p> <p>Able to work independently and collaboratively across teams departments.</p> <p>Ability to manage time efficiently with conflicting pressures and prioritise deadlines.</p>	
<p>Ability to work on own initiative and confident to seek advice where appropriate.</p> <p>Clear communicator.</p> <p>Positive attitude.</p>	

Enthusiastic.

Supportive of colleagues.

Able to motivate self and others.

Professional manner.

Approachable, fair and consistent.

Honest and trustworthy.