

The Myton Hospices

Job Description



Job Title: Administrator

Department: Patient, Family & Carer Support Service (PFCSS)

Responsible to: PFCSS Lead

Primary Work Base: Coventry, with travel to all sites as required
(NB as we are a multi- site organisation some flexibility relating to place of work will be required. We reserve the right to change the work base of our employees to meet our business needs.)

The post holder will provide clerical and administrative support to clinical staff, who are involved in caring for patients and families. Ensuring that information and correspondence are processed in a timely manner to promote effectiveness and efficiency, acting as a resource for the clinical team, volunteers, patients and their families, in a way that reflects the organisation strategy, philosophy and values.

This post requires a flexible and adaptable approach to changing service needs and a willingness to take an active part in the PFCSS team. PFCSS is composed of a number of teams; Counselling, Complementary Therapy, Physiotherapy / Occupational Therapy and volunteers.

Myton Core Values

Our Core Values underpin everything we do and all employees are expected to comply with our Values and reflect these in their day to day work.



Main Duties & Responsibilities

1. Help administratively support the teams as required, with a range of varied duties, such as telephone calls – printing, group facilitation, letter writing and attendance records.
2. Ensure messages are communicated accurately and dealt with in an appropriate and timely manner.
3. Accurately input and update, retrieve data in a timely manner, using a variety of systems (electronic and paper based), including both patient/client records.
4. Ensure that all information is held in a secure and confidential manner, in line with data protection guidelines.
5. Provide support to the PFCSS for meetings and MDTs as requested, booking meeting rooms, taking and distributing notes and ensuring any administrative follow up actions as required.
6. Act as the point of contact for PFCSS volunteers, maintain a database of all relevant contact details- record training activity, also liaising with volunteer department to ensure accurate records.
7. Liaise with the wider multidisciplinary team, as required.
8. Ordering appropriate stocks of stationary, Complementary therapy consumables and uniforms for the PFCSS staff members and volunteers.
9. During periods of annual leave or sickness absence, provide occasional cross cover, with the Patient and Carer Wellbeing service.

GENERAL RESPONSIBILITIES & OBLIGATIONS OF ALL EMPLOYEES

Policies and Procedures

The post holder is required to have a good understanding of and to comply with all relevant Myton policies, procedures and guidelines. Any contravention of Myton policies or procedures may result in disciplinary action.

Volunteers

Myton recognises the valuable contribution that volunteers make and we expect all employees to be able to support and work effectively with our volunteers.

Confidentiality and Data protection

It is a requirement of employment with Myton that all staff must comply with the obligation of confidentiality relating to personal information that could identify individuals. The Data Protection Act 1974/1998 safeguards the handling of information held in both electronic and manual filing systems and it is the duty of all staff employed by Myton to uphold the principles of the Act, adhere to Myton policies and to maintain strict confidentiality at all times.

Infection Control

All employees of Myton must be aware of infection prevention and control policies and are expected to follow them at all times. Any breach of infection control policies which places patients, visitors or colleagues at risk may result in disciplinary action.

Equality & Diversity

The post-holder must at all times carry out his/her responsibilities in line with Myton's Equality & Diversity Policy.

Health & Safety

Employees must be aware of the responsibilities placed upon them under the Health and Safety at Work Act 1974, to ensure the agreed safety procedures are carried out to maintain a safe working environment for patients, visitors & colleagues. The post holder is required to conform with Myton's policies on Health & Safety and Fire Prevention, & to attend related training as required.

Safeguarding Vulnerable Adults and Children

It's the duty of all staff working for Myton to safeguard children and vulnerable adults and undertake safeguarding training at an appropriate level.

Code of Conduct

Employees are required to represent Myton in a positive light and embody the corporate identity in appearance, demeanour, values and ethics.

Review of Job Description

This job description is an outline of the key duties and responsibilities of the role and is not intended as an exhaustive list. The job description may change over time to reflect the changing needs of the service. The post holder may be required to undertake other duties that could reasonably be considered commensurate with the post. This job description is subject to periodic review and may be changed/updated following consultation with the postholder(s).

Employee/Managers Signature

I agree that this Job Description is a true reflection of the main duties and responsibilities of my role:

Employee Name: _____

Signature: _____ **Date:** _____

Managers Name: _____

Signature: _____ **Date:** _____

Last reviewed November 2022