

The Myton Hospices Job Description

Job Title:	Clinical Administrator – In-Patient Unit & Clinical Services
Working Hours:	Part-time, 22.5 hours a week Wednesday, Thursday, Friday
Department:	Patient & Family Services
Reports to:	Clinical Administration Manager
Primary Work Base:	Coventry Myton

(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.)

Role Purpose:

Working as an integral part of the Clinical Administration team to contribute towards the smooth running of Myton Hospice's Clinical Services by providing administrative support to clinical staff who are involved in caring for patients and their families. Promoting effectiveness and efficiency, acting as a resource for clinical staff, patients, their families, visitors and volunteers. To be main point of contact for administrative matters

Myton Core Values ho

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. Support clinical administration across sites to meet operational requirements to ensure there is a core level of cross-cover between roles and that all key tasks are covered during colleague absences.

2. Carry out administrative tasks including relaying messages as required relating to daily management of patient services within the In-Patient Unit.
3. Receive telephone calls/contact from referrers, clinicians, patient relatives and visitors and support visitors.
4. Liaise between the patients, families and Myton clinicians in an efficient manner when needed. This may include ensuring the 'Welcome Pack' is available together with information relating to Myton Services, the option for patients and families to use their private medical insurance if wished, this must be discussed with a member of the nursing team.
5. Maintain patient notes trolley ensuring notes are tidy and accessible and returning other external health care professional notes in a confidential manner following discharge.
6. Update Clinical Noticeboards, Ward Diary and IPU Folders including Policy Folders; EMIS User Guides; Instructions when requested
7. Carry out requests made by the clinical team in relation to booking transport, interpreters etc.
8. Maintain stock of required forms and stationery ensuring accessibility for Clinical staff
9. Plan weekly In-Patient Unit Multidisciplinary Team meeting including booking a room, send invitations, prepare paperwork
10. Support other clinical services with administrative tasks as necessary
11. Monitor stock levels, re-order clinical documentation and leaflets as needed. Liaise with volunteers to ensure clinical information packs are maintained
12. Shared responsibilities with other Clinical Administrators:
 - a. DWP forms and Private Medical Insurance requests
 - b. Team Handbook and any updates
 - c. Filing and archiving of Hospice patient records both paper and electronic
 - d. Assist clinical staff with troubleshooting patient system-based issues
 - e. Support the clinical teams with the patient database when business continuity plan is initiated
13. Support the Clinical Administration Manager with work requested by the Director of Patient & Family Services and Clinical Directorate when required.
14. Accurately maintaining patient records and the confidentiality of systems, both paper and electronic in accordance with the Data Protection regulations
15. Liaise with Palliative Care Teams, other Healthcare Professional /secretarial staff in the NHS to obtain information regarding patients
16. Any other duties commensurate with the post

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 June 2026