

## Person Specification



**Job Title:** Clinical Administrator- In-Patient Unit & Clinical Services

**Department:** Patient & Family Services

**Location:** Coventry Myton Hospice

**Responsible to:** Clinical Administration Team Manager

| Attributes                                       | Essential                                                                                                                                                                                                                                                                                                           | Desirable                                                                                |
|--------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------|
| <b>Educational / Professional Qualifications</b> | Good standard of general education including English and Maths at GCSE or equivalent level                                                                                                                                                                                                                          | RSA Level 2 /NVQ or equivalent<br><br>Minimum 2 years clinical administrative experience |
| <b>Previous Experience</b>                       | Experience of providing effective administration support within a busy team in a clinical setting<br><br>Understanding of patient confidentiality and handling confidential and patient sensitive data<br><br>Supporting multiple people/ teams within one role<br><br>Knowledge of patient databases               | Hospice or charity sector experience                                                     |
| <b>Skills and Attributes</b>                     | Ability to respond effectively to working alone or in a team<br><br>Ability to engage others both at peer and a senior level<br><br>Excellent communication skills including friendly and professional telephone manner<br><br>Excellent time management skills<br><br>Self- motivated, and demonstrates initiative |                                                                                          |

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|  | <p>Efficient and with the ability to organise a diverse workload identifying and acting on priorities</p> <p>Proficient with IT and all Microsoft Office applications (Word, Excel, Outlook etc.)</p> <p>Ability to deal sensitively with patients and their families in sometimes distressing circumstances</p> <p>Team working skills</p> <p>Ability to adapt to change and have a flexible approach</p> <p>Conscientious and hardworking</p> <p>Ability and flexibility to travel to Myton Hospice sites as and when required</p> |  |
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