

The Myton Hospices Job Description

Job Title: Clinical Administrator – Inpatient Unit & Clinical Services

Working Hours: Full Time, 37.5 hours per week

Department: Patient & Family Services

Reports to: Clinical Administration Manager

Primary Work Base: Warwick Myton Hospice

(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 clerical and 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 Warwick In-Patient Unit, Spiritual Care and Myton at Home.

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. Supporting Warwick In-Patient Unit:
 - a. Dealing with calls and contacts from referrers, clinicians, patients' relatives and visitors to the ward in a timely and efficient manner
 - b. Liaising between the patients, carers, families and Myton clinicians
 - c. Daily Bulletins: updating and circulating as appropriate
 - d. Patient Notes: preparing for admission; checking/tidying regularly during admission; tidying/uploading documents to Patient Database and arranging to be filed/archived
 - e. Receiving patients on admission when nursing staff are not available
 - f. Admissions: ensuring all patient information materials are available for patient on admission; generating patient identification labels prior to admission and ensuring sufficient stock levels are available; completing all tasks on Patient Database
 - g. Discharges: liaising with Clinical Administrator (R&D & Clinical Services) regarding CHC applications/discharge; printing discharge paperwork for Clinical Team and supporting with discharge packs; completing all tasks on Patient Database
 - h. Deaths: liaising with Clinical Teams for paperwork; completing CQC notification portal; liaising with funeral directors; completing all tasks on Patient Database
 - i. Maintaining all patient documentation and ensuring delivery to the appropriate department on discharge or death (hospice and hospital notes plus x-rays)
 - j. Informing appropriate healthcare professionals, authorities and governing bodies of patient death or discharge in a timely and appropriate manner
 - k. Updating Clinical Noticeboards
 - l. Updating IPU Folders including Policy Folders; EMIS User Guides; Instructions
 - m. Booking volunteer and ambulance transport for patient as and when requested, liaising with the Clinical Team to maintain and monitor the Ward diary and booking bank nurses as requested to ensure appropriate cover for IPU at all times
 - n. Ordering and distributing nursing uniforms as agreed with the Ward Manager, co-ordinating and maintaining stock spreadsheet (shared with Clinical Administrators)
 - o. Shredding all confidential waste
 - p. Ensuring stock level of required forms and stationery are maintained, replenished when necessary and accessible to all Clinical staff
 - q. and other duties commensurate to role
2. Supporting Spiritual Care and Myton at Home Services with caseload and other administrative tasks
3. Monitoring levels of stock of clinical leaflets and pack covers, arranging with volunteers to put together packs for both IPUs, monitoring stock on Displays in Warwick, Coventry and Rugby and re-stocking
4. Covering Clinical Administrator (In-Patient Unit Coventry) including annual leave and other ad hoc absences as and when required
5. Sharing responsibility for:

- a. Ordering clinical team uniforms
 - b. Caldicott requests for information relating to patients
 - c. DWP forms and Private Medical Insurance requests
 - d. Team Handbook and any updates
 - e. Filing and archiving of Hospice patient records both paper and Electronic
 - f. IPU MDT
6. Working closely with Clinical Administration Manager and the wider clinical administration team to ensure there is a core level of cross cover across both sites at all times, including periods of annual leave. The Clinical Administration Rota will be used to facilitate this
 7. Ad hoc work from Director of Patient & Family Services as and when required delegated by Clinical Administration Manager
 8. Ad hoc cover for Reception as and when required
 9. Supporting and covering other Clinical Administrators as and when required
 10. Assisting clinical staff in using the Hospice clinical database
 11. Supporting with troubleshooting EMIS patient issues, the EMIS Business Continuity Plans and responsible for running day or weekly data quality reports as required
 12. Accurately maintaining patient records and the confidentiality of systems, both paper and electronic in accordance with the Data Protection regulations
 13. Liaising with Palliative Care Teams, other Healthcare Professional /secretarial staff in the NHS to obtain information regarding patients
 14. Receiving and relaying clinical messages from and/or about patients to relevant staff
 15. Providing administrative support to clinical staff including typing, photocopying, filing, scanning, opening and distribution of incoming post and checking and responding to e-mails
 16. Ensuring systems and processes are shared with relevant staff to maintain the smooth running of the service
 17. 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 September 2025