

The Myton Hospices Job Description

Job Title:	Clinical Administrator - IPU & Clinical Services
Working Hours:	Full time, 37.5 hours per week
Department:	Patient & Family Services
Reports to:	Clinical Administration Manager
Primary Work Base:	Warwick 3 days and Coventry 2 days a week (flexible)

(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.
Supporting IPU, Therapies, Spiritual Care and other Clinical Teams where needed.

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 Therapies Service to include co-ordinating caseload for planned six week Fatigue and Breathlessness Clinics held approx. 3 times a year. Duties to include contact with patients to book them into Clinics, monitoring attendance and obtaining feedback. And other administrative tasks as required including receive and monitor IPU internal referrals
2. Supporting Spiritual Care Service to include monitoring caseloads and other administrative tasks as required including receive and monitor IPU internal referrals
3. Supporting Clinical Administrator (In-Patient Unit) on a daily basis with CQCs, Patient Notes tidying/archiving (updating Archive Spreadsheet), purchase orders e.g. translator and any ad hoc duties as and when required
4. Covering Clinical Administrators (IPU at Coventry and IPU & M&H at Warwick)) including annual leave and other ad hoc absences as and when required
5. Covering Clinical Administrators (Medical) and (R&D & Clinical Services) including annual leave and other ad hoc absences as and when required
6. Carrying out routine Data Quality reports for Services
7. Supporting Counselling Service and any other Myton Service as and when required
8. 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
9. 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
10. Ad hoc work from Director of Patient & Family Services as and when required delegated by Clinical Administration Manager
11. Ad hoc cover for Reception as and when required
12. Supporting and covering other Clinical Administrators as and when required
13. Supporting with troubleshooting EMIS patient issues, the EMIS Business Continuity Plans and responsible for running day or weekly data quality reports as required
14. Assisting clinical staff in using the Hospice clinical database

15. Accurately maintaining patient records and the confidentiality of systems, both paper and electronic in accordance with the Data Protection regulations
16. Liaising with Palliative Care Teams, other Healthcare Professional /secretarial staff in the NHS to obtain information regarding patients
17. Receiving and relaying clinical messages from and/or about patients to relevant staff
18. Providing administrative support to clinical staff including typing, photocopying, filing, scanning, opening and distribution of incoming post and checking and responding to e-mails
19. Ensuring systems and processes are shared with relevant staff to maintain the smooth running of the service
20. 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 2025