

**Pendleside
Hospice**

Care, compassion and support



JOB VACANCY

Hospice Administrator

www.pendleside.org.uk

AWARDS & ACCREDITATIONS



Inspected and rated

Outstanding ★



NOT FOR PROFIT
AWARD



Hospice Administrator

18 hours – To work flexibly Monday – Friday

Annual Salary £12,691 (WTE £26,439)

Thank you for your interest in the post of **Hospice Administrator** at Pendleside Hospice. We hope you find all the information you need in this pack, to help you decide if you are the right person for this exciting role.

Pendleside Hospice was founded as a charity in 1988, and is one of the principal providers of palliative and end of life care services to adults in Burnley and Pendle. Pendleside is widely known throughout the area and is held in deep affection by the local community. It is truly a privilege to work here.

All our care is free of charge to the patients and their families/carers but, of course, it isn't free to provide and most of it is funded through the generosity of the local community in which we serve. It costs over £6 million to run Pendleside Hospice, of which £4.9 million needs to be raised through charitable donations.

We have an opportunity for a hardworking and positive individual to join our Administration Team. You should have experience in providing accurate and comprehensive administrative duties as well as customer service experience.

We are looking for someone with excellent IT and telephone skills who can also be the first point of contact for patients, carers, Hospice supporters and business visitors to the Hospice. This is a permanent position, working 18 hours per week.

At Pendleside Hospice, you will find a fantastic team spirit and a commitment to developing you and your skills so that you can choose a long-term career with us.

If you would like any further information with regards to this role, please feel free to have an informal discussion with me, Rebecca O'Neill, via telephone on 01282 440 149 or alternatively email rebecca.oneill@pendleside.org.uk.

Thank you,

Rebecca O'Neill
Peoples and Relations Manager

About Us

Our Mission

Pendleside Hospice exists to enhance the quality of life for people living in our community with advancing long term and life limiting illnesses, through to end of life and in bereavement.

Our Vision

Every adult with advancing long term and life limiting illnesses, and those most important to them, within our community, will receive timely and equitable access to high quality services, delivered by appropriately trained staff and volunteers.

Philosophy of Care

Pendleside endeavours to promote and enhance quality of life for people with advancing long term and life limiting illnesses and those important to them. It does this by delivering specialist and holistic palliative and end of life care, which addresses each person's individually assessed physical, psychological, social and spiritual needs.

Our care is planned and continually monitored to ensure appropriateness as needs may change. Effective communication with the people we serve is fundamental to our relationship with them. Their confidentiality, privacy, dignity and choice are respected at all times.

Our multi-disciplinary approach facilitates integrated support in our inpatient, outpatient, day service, community and family support services.

Care is underpinned by relevant research, best practice guidance and professional codes of practice.

Our Aim

To provide the highest quality services possible to our local community, which are easily accessible to all who need them.

We achieve this through the five pillars of Pendleside:

- **Proud to be Pendleside:** our people identify Pendleside as a good place to work/volunteer and we are the health care organisation of choice to work/volunteer for
- **Community collaboration:** to build a compassionate community involving, influencing and working in partnership with all stakeholders to enhance palliative and end of life care
- **Care delivery:** to reach out to as many people as possible who need our care
- **Governance:** the Hospice meets its regulatory requirements and manages risk effectively
- **Sustainability:** services are sustainable in the changing external environment

Our Values

Our values underpin everything that we do:

Care

We ensure a professional standard of high quality care provision delivered with kindness, dignity and respect.

Compassion

We ensure that a compassionate and a non-judgemental approach remains central to the delivery of our services.

Support

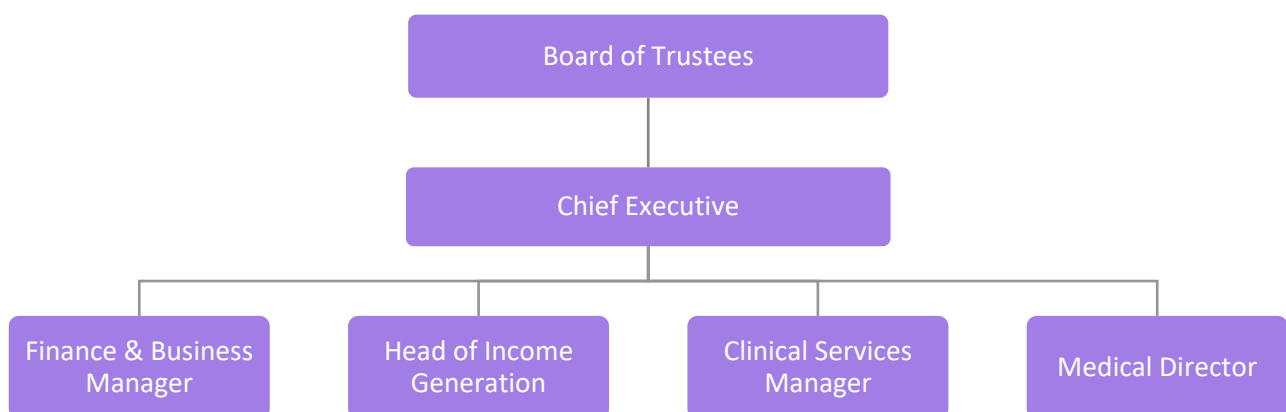
We ensure that people are listened to, their contribution valued and that necessary support is provided according to each individual need.

Our People

Pendleside is governed by a Trustee Board that takes overall responsibility for its work, and managed by a Senior Management Team.

The Board of Trustees is made up of volunteers with particular skills and expertise in a variety of fields and led by a Chairman.

The Senior Management Team is led by the Chief Executive and has four other members with specific responsibilities including this role.



Pendleside currently has 130 employees across the organisation, which equates to approximately 90 whole time equivalent (WTE). In addition, we have several staff work under a practising privileges agreement and the Hospice has a Bank of Registered Nurses and Healthcare Assistants.

Volunteers are an integral part of the Hospice Team with over 600 active volunteers, each one playing an invaluable role within either the Hospice and/or our local community.

Our Services

Pendleside cares for over 1500 people each year, across a number of services, including:

- Inpatient Unit
- Hospice at Home
- Health, Wellbeing and Rehabilitation
- Outpatients
- Family & Bereavement Support
- Spiritual Care and Psychological Support
- Complementary Therapy
- Meals on Wheels

Clinical services are available to adults, 18 years and over. In exceptional circumstances patients between the age of 17 and 18 will be allowed to access Hospice services. This will be assessed on an individual basis and only agreed when access to external children's services is not appropriate.

The Family Support and Bereavement service provide support to children, adolescents and adults.

Services are supported by Pendleside's Catering and Domestic, Maintenance, Finance and Administration, Fundraising and Retail teams.

Description of Hospice Services

- **Inpatient Unit** – Pendleside Hospice has a 10-bed inpatient unit for the short-term assessment of patients for symptom management, end of life care and rehabilitative for those with palliative care needs. The IPU provides care for patients residing in Burnley, Pendle and Rossendale.
- **Hospice at Home** – The service is one of the largest Hospice at Home services in the NW region, with a caseload of c. 120 patients and approx. 600 referrals per year. The team consists of specially trained Registered nurses and Health Care Assistants who provide palliative and end of life care to patients residing in Burnley and Pendle localities. Services include specialist Nursing assessment, emotional support, respite care, night sits and extended service (24hr care for patients in the last days of life who's preferred place of care is home). The H@H service is also the single point of access for the co-ordination of District Nurse fast track applications and co-ordination of Marie Curie and domiciliary care night sits.
- **Health, Wellbeing and Rehabilitation** – The multidisciplinary team provides support to patients with palliative and rehabilitative needs. Services are offered either within the community, as an outpatient or by attending group sessions within the Day Services unit. Groups include Living with Dementia, Breathlessness, Fatigue Management, Exercise sessions, creative therapies, peer support, specialist palliative sessions. Complementary Therapy treatments are also available for patients and their carers.

- **Family Support & Bereavement** – The Family Support team provide pre and post bereavement counselling to adults and Children residing in the Burnley and Pendle localities. Sessions are either individual or through specialist groups.
- **Consultant-led Medical Outpatient Clinics** – these are currently delivered twice a week by Palliative Care Consultants employed by East Lancashire Hospitals Trust

Job Description

Job Title: Hospice Administrator

Reports To: People and Relations Manager

Main Responsibilities:

- To provide a comprehensive administrative, clerical and audio/general typing duties
- To provide relief cover for other Hospice Administrators
- The operation and supervision of Hospice reception, including the work of volunteer receptionists (in and out of normal office hours),
- The provision of a first class “front of house” customer service to all Hospice visitors and telephone callers, whatever their reason may be for visiting or calling the Hospice

Core Tasks:

- To be the first point of contact and provide customer assistance to patients, carers, Hospice supporters and business visitors to the Hospice
- Welcome all Hospice visitors politely and efficiently; employing a sympathetic and/or business-like approach as appropriate, ensuring that they sign-in as appropriate and are taken or directed to appropriate colleagues or departments
- Receive and deal with incoming telephone calls in a professional, welcoming manner or, alternatively, ensure that callers are efficiently put through to appropriate colleagues or departments
- Monitor the availability of clinical forms within clinical departments and replenish as necessary
- Record and progress service user referrals in the Hospice’s patient administration system; inputting relevant data and extracting reports as required
- Transcribe discharge letters, clinic letters and similar correspondence from digital dictation, and ensure it is sent to recipients within required timeframes
- Request hospital and other clinical records from internal and external sources as required, ensuring that all are appropriately tracked
- Coordinate meetings including the meeting room booking system and weekly Multi-Disciplinary Team (MDT) Meeting, ensuring that patient discussions arising are adequately recorded
- Contact ad hoc staff to cover holiday, sickness and other staff absences
- Assist in the preparation and dissemination of the medical on-call, weekend and bank holiday rotas
- Plan and organise the staffing rotas on a two weekly basis including reception volunteers and H@H Night sits, to ensure adequate cover throughout operating hours. Ensure handover takes place between incoming and outgoing volunteer receptionist
- Sort and distribute incoming mail in accordance with Hospice policy and procedure, frank and send outgoing mail as necessary, receive and sign for deliveries, and ensure that incoming faxes are forwarded to relevant colleagues or departments

- Order Hospice supplies on a weekly basis e.g. stationary, NHS supplies and maintain accurate records
- Coordinate the delivery, collection and processing of Hospice collection boxes
- Attend and contribute to team meetings
- Receive and record Hospice lottery subscriptions for the “Home Collection Round”
- Coordinate the operation of the reception shop, with particular regard to the sale of promotional goods, Hospice raffle tickets and related items
- Produce agendas for and take the minutes of various Hospice meetings on request; distributing relevant material to attendees before and after.

Management and Leadership:

- Work with colleagues and volunteers to ensure that Hospice policies, procedures, high levels of service and standards are maintained; with particular regard to those concerning financial controls, security (e.g. handling money, the receipt of donations and fire action), confidentiality, information governance, health and safety, and infection control
- Train and supervise reception volunteers in all aspects of their duties; with particular emphasis on those relating to financial transactions, security and the use of relevant Hospice equipment (e.g. telephone system, telephone technique, photocopier, franking machine, security intercom, end-of-day security checklist)
- To foster and maintain effective communication within their own team, across all departments and with external stakeholders.
- To ensure service sustainability through facilitating integrated team working across departments
- Accept accountability for own actions and areas of responsibility

Communication Skills:

- Work effectively with other members of the clinical administration team, receptionists and volunteers, ensuring operational priorities and deadlines are met
- To be the first point of contact and provide customer assistance to patients, carers, Hospice supporters and business visitors to the Hospice
- Produce service-related correspondence for all Hospice service areas
- Receive and deal with incoming telephone calls in a professional, welcoming manner or, alternatively, ensure that callers are efficiently put through to appropriate colleagues or departments
- Manage situations where people are distressed or angry in an effective, safe manner
- Work in accordance with Hospice policies to ensure that confidentiality is maintained at all times.

Personal and People Development:

- Undertake any training relevant to the role
- Complete mandatory training according to the Hospice training schedule
- Share knowledge and experience with other staff and volunteers to improve and enhance services provided. Encourage other staff to share good practice and knowledge
- Assist with the induction and training of new colleagues, volunteers and students on placement

Quality and Service Improvement:

- Promptly report any adverse incidents, accidents, near misses, and errors
- Maintain a working knowledge of safeguarding (children and adults)
- Support the Quality Assurance Manager in evidencing that services are safe, effective, responsive, well led and caring
- Participate in and undertake audits as required
- Work with management, trustees and other Hospice colleagues to ensure the professional and efficient operation of the Hospice

Health, Safety and Security:

- Identify risks as they arise, taking immediate remedial action as required and updating risk assessments regularly, with the support of appropriate colleagues.
- Recognise risk as covering all aspects of the Hospice, including patient welfare and care, facilities and estate and finances.
- Help to promote an environment that supports Health & Safety and infection prevention and control
- Control patient and visitor access to the Hospice building and clinical areas, ensuring security of the premises at all times

Governance:

- Ensure the effective utilisation of the Hospice's computer based patient record system
- Ensure that Hospice policies, procedures and standards are adhered to at all times with particular regard to those concerning confidentiality, information governance, health and safety and infection control

This document is intended to convey an outline of the post and the post-holders responsibilities. You may be asked to carry out other duties relevant to your job role. It will be reviewed on an annual basis.

Job Specification

Attributes	Essential	Desirable	How assessed
Experience	<ul style="list-style-type: none"> • Previous administration or reception experience, preferably in a healthcare setting • Excellent IT and telephone skills • Understanding of medical terminology • Experience of patient confidentiality and data protection • Previous employment dealing with members of the public 	<ul style="list-style-type: none"> • Use of digital dictation • Experience in the use of EMIS electronic patient record • Audio typing experience • Taking and typing minutes from various meetings • Experience of working with volunteers 	<ul style="list-style-type: none"> • Application form • Interview
Education, Qualifications & Training	<ul style="list-style-type: none"> • A good level of general education including qualification to GCSE English and maths grade “C” or above. • Experience of using Microsoft office packages on a regular basis 	<ul style="list-style-type: none"> • ECDL, ITQ2 or equivalent • Business and Administration NVQ level 2/3 or equivalent • Experience of database systems 	<ul style="list-style-type: none"> • Application form • Interview
Practical & intellectual skills (including any specialist knowledge)	<ul style="list-style-type: none"> • Able to organise and prioritise own workload, respond quickly to changing priorities and ensure work is of the highest standard. • Ability to work in a busy environment and meet deadlines • Excellent communication skills both oral and written • Ability to understand, absorb and comply with detailed procedures • Good organisational skills • Good social skills with the ability to deal effectively with colleagues (permanent staff and volunteers) and potentially sensitively with the general public • Ability to complete administration duties 		<ul style="list-style-type: none"> • Application form • Interview
Disposition / attitude / adjustment	<ul style="list-style-type: none"> • Caring, respectful & compassionate attitude • Ability to work on own initiative, without close supervision, and as part of a team 		<ul style="list-style-type: none"> • Application form • Interview

	<ul style="list-style-type: none"> • Ability to develop effective working relationships and relate positively to colleagues, patients and members of the public • Ability to maintain confidentiality • Willingness to learn and undertake training • Flexible approach to work • Calm and professional manner 		
Health & Physical	<ul style="list-style-type: none"> • Ability to pass pre-employment medical screening • Good attendance record • Ability to carry out moving and handling tasks relevant to job role • Ability to work at the computer for the majority of each shift 		<ul style="list-style-type: none"> • Interview • References
Circumstances	<ul style="list-style-type: none"> • Monday to Friday working week • Willingness to work flexibly and do additional hours when necessary 		<ul style="list-style-type: none"> • Interview
Equal Opportunities	<ul style="list-style-type: none"> • To have an understanding of, and an ability to, promote and implement equal opportunities 		<ul style="list-style-type: none"> • Interview

Main Benefits and Terms & Conditions

Annual leave: the annual leave entitlement for a 37.5 hour a week post is 262.5 hours (27 days plus 8 public holidays), pro-rated according to number of hours worked

DBS: appointment is subject to an enhanced disclosure and barring check

Healthcare Scheme: all staff are eligible to access the Benenden Healthcare Scheme www.benenden.co.uk

Meals and drinks: all employees and volunteers at Pendleside Hospice can access subsidised meals if working over a mealtime and drinks

Notice period: 1 month

Parking: all employees and volunteers can park free at Pendleside Hospice

Pension: Pendleside Hospice has a stakeholder pension scheme; the Hospice will match contribute up to 5% of an employee's salary into the pension scheme. **Employees joining Pendleside Hospice from the NHS may continue with their NHS pension.**

Sick pay: if the employee is unable to attend work because of sickness or some other health-related incapacity, the Hospice will pay full salary net of any statutory sick pay entitlement, subject to the following conditions:

During probationary period (first 3-6 months)	No Hospice sick pay, but will receive Statutory Sick Pay (if appropriate)
From completion of probation up to 12 months service	Two months sick pay at half-pay
From 12 months service	A maximum of 13 weeks full sick pay followed by 13 weeks at half-pay

How to Apply

If you are interested in this position, please complete and submit the on line application form on the Pendleside Hospice website www.pendleside.org.uk/jobs, referring to the job description and person specification.

For further information please contact Rebecca O'Neill, Peoples Relations Manager

E: rebecca.o'neill@pendleside.org.uk **T:** 01282 440 149.