

JOB DESCRIPTION



Job title:	Clinical Admin Lead
Department:	Clinical Admin
Responsible to:	Patient and Family Support Lead
Grade:	C2

Job Purpose

The Clinical Administration Lead is responsible for ensuring the smooth operation of clinical services at St. Michael's Hospice by providing high-level administrative support to the Clinical Director, Medical Director, and the Clinical Management Team (CMT). This role includes managing the clinical administration team and receptionists, enhancing administrative processes to support efficient service delivery.

Main Duties and Responsibilities

Administration Support

- Provide comprehensive administrative support to the Clinical Director, Medical Director, and the CMT, including diary management, correspondence, and document management.
- Serve as the initial point of contact for enquiries directed to the Clinical Director and Medical Director, ensuring high standards of customer care.
- Prepare and manage key meetings and events, including drafting agendas, producing minutes, tracking action points, and handling venue logistics.
- Administer clinical meetings such as the Clinical Governance Committee and SMH Medicine Management Group, ensuring timely invitations, agendas, and minutes.
- Be proficient in all aspects of the Clinical Coordinator roles, enabling the provision of adequate cover during periods of sickness, holidays, or whenever required to meet service needs, including weekends, bank holidays when needed.
- Flexibility to work between 8am and 6pm to provide cover in the community hub as required to cover holiday and sickness.

Coordination and Management

- Support nominated leads (e.g., Governance Lead, Safeguarding Lead, Education Lead, Freedom to Speak Up Guardian, Clinical or Medical Director) in coordinating sensitive matters related to patient safeguarding, accidents, incidents, and complaints.
- Oversee the administration of the SMH accident and incident reporting process and database.
- Ensure effective management of the administrative aspects of the SMH complaints process, including responding to initial patient and family requests, concerns, or complaints, and reporting to senior staff as appropriate.
- Supervise the clinical administration team in managing all patient clinical records systems.
- Arrange and coordinate best-interest meetings involving families and professionals, ensuring all relevant parties are fully informed and engaged in the process.
- Work independently while being able to seek advice or support when needed.
- Be a key provision to the CMT, supporting the delivery of organisational objectives and performance indicators.

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- Collate relevant information, draft responses, and prepare correspondence on a wide range of routine and non-routine issues, both internally and externally.
- Collect raw data from internal and external sources regularly and produce it in appropriate formats (e.g., spreadsheets, reports).
- Ensure that all staff in the clinical administration are multi-skilled and trained in all key clinical administration tasks, so they can provide effective cover for holidays, sickness, or other needs as they arise.

Clinical Administration Leadership

- Directly line manage all clinical administration staff and receptionists at St. Michael's Hospice.
- Review, develop, and implement improvements in clinical administration processes.
- Lead initiatives to modernise clinical administration service delivery
- Manage recruitment and selection of clinical administration staff and receptionists, ensuring roles are designed to meet service needs and budgetary constraints.
- Provide induction and regular training for staff on IT systems and ensure compliance with data quality standards and policies.
- Monitor staff performance, address issues in accordance with SMH policies, and handle behaviour and performance issues, including formal disciplinary investigations if necessary
- Conduct annual appraisals and manage staff absences, grievance and disciplinaries appropriately with the support of HR.
- Manage staff leave to ensure continuity of service delivery and ensuring cross cover is provided within the team.
- Maintain appropriate stock levels to support clinical administration functions..

Regulatory Compliance

- Oversee the prompt reporting of required CQC notifications via the CQC portal system

Professional Development

- Actively engage in Continued Professional Development (CPD) and attend necessary training to achieve personal development goals.
- Participate in annual appraisals and regular performance reviews to ensure ongoing professional development.
- Complete all required statutory and mandatory training.

General Responsibilities

- Work to maintain the values, vision and aims of St. Michael's Hospice.
- Additional Duties – In discussion with the line manager to undertake work, as and when required, in support of St. Michael's Hospice as an organisation.
- Public Relations – To represent St. Michael's Hospice in the community and public domain, including social media, appropriately.
- Undertake all statutory and mandatory training, as required.
- To be conversant with and adhere to all St. Michael's Hospice Policies and Procedures.

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- Be responsible for upholding and promoting St. Michael's Hospice safeguarding policies, ensuring the safety and well-being of all individuals, and promptly reporting any concerns or incidents in accordance with established procedures.
- This is an outline job description and may be subject to change, according to the needs of the service, in consultation with the post holder.
- Take responsibility for own personal safety and of others whilst at work. You will take appropriate action or report any concerns to address any health and safety issues that you or members of your team may be aware of.
- This job description is an outline of the role and responsibilities. From time to time, due to the needs of the service, we may ask you to flexibly undertake other duties that are consistent with your role and banding, including project work, internal job rotation and absence cover.

Reviewed by:	Chris Bagan, PFST Lead	Date:	11-2025
Signed by employee:		Date:	