

# PERSON SPECIFICATION



**Job title:** Clinical Coordinator - IPU

**Department:** Clinical Admin

**Responsible to:** Clinical Admin Lead

**Grade:** C1

## Job Purpose

To provide and implement high quality administrative support, systems and processes that enable the smooth day to day operational running of the Inpatient Unit. To be the first point of contact for patients, carers and health care professionals responding as appropriate and allocating the actions to the relevant individual or team.

To work as part of the SMH multidisciplinary clinical teams to support and develop a high-quality administrative Team that enables the smooth day to day operational running of the Hospice Clinical Services including the daily support for the Inpatient Unit.

The role requires you to work across clinical service bases including, Community Hospice at Home service, Medical Team, Therapy Team, Living Well Service, Patient and Family Support, and Bereavement Services and main SMH Reception..

You will be rostered to cover absence as required by the clinical services; this will be expected as a normal part of the job role. Therefore, you will be required to be skilled and competent to work in all areas of the Clinical Services.

Requirements	Essential	Desirable	Evidence
<b>Education/ Qualifications</b>	Good general education (GSCE or equivalent) including English and Mathematics.	NVQ level 3 (or equivalent) in Business & Administration.	CV / Application Form Certificates
<b>Previous Experience</b>	Secretarial or office administration, diary management and customer service.  Experience of dealing with sensitive or difficult situations.  Written communication: Producing letters, emails, reports, minutes, and all	Experience of working in a health setting.  Experience of working in a Ward environment.  Experience of working in a palliative care setting.	CV / Application Form Interview References

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	<p>documentation to a high standard.</p> <p>Oral communication: communicating face to face and on the telephone with people from all levels of seniority and backgrounds in a professional manner.</p>		
<b>Skills, Knowledge, Abilities</b>	<p>Intermediate to advanced IT skills in Microsoft Office products, with ability to learn new IT software quickly such as clinical databases</p> <p>Be able to remain calm in unpredictable situations and to be able to decide the most appropriate response to each call and allocate to relevant person/team</p> <p>Understands the importance of confidentiality and data protection</p> <p>Ability to work under pressure, to work on own initiative and to manage own workload</p> <p>Ability to multi-task whilst working in a busy environment and prioritise a demanding workload</p> <p>Good planning organisational skills and able to cope with frequent interruptions</p> <p>Excellent written and oral communication skills</p> <p>Minute taking or note taking skills</p> <p>Good time management and proven ability to work to deadlines</p>	<p>Clinical software or database skills</p> <p>Ability to be innovative and find solutions.</p> <p>Knowledge of hospice work</p>	<p>CV / Application Form Interview References</p>

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	Able to work under supervision or independently.		
<b>Attitude, Aptitudes &amp; Personal Characteristics</b>	Empathetic and patient focussed. Calm and level-headed. Compassionate. Punctual and reliable. Flexible, resourceful and adaptable. Motivated to learn, undertake training, and develop skills. Personable and positive. Trustworthy and virtuous. Proactive.	Ability to inspire and motivate others, fostering a positive and supportive working environment.  Personal resilience and the ability to cope with the emotional challenges inherent in hospice care.	Interview References
<b>Other requirements (e.g., on-call/driving licence/shifts)</b>	Provide cross cover and work in all areas of the clinical admin service.  Ability to work different shifts to provide cover to support all clinical admin services.  Ability to work bank holidays.		

Reviewed by:	Karen Drake, Clinical Director	Date:	09-2024
Signed by employee:		Date:	