

# JOB DESCRIPTION



<b>Job title:</b>	Bank Clinical Coordinator
<b>Department:</b>	Clinical Admin
<b>Responsible to:</b>	Clinical Admin Team Lead
<b>Grade:</b>	C1

## Job Purpose

To provide a responsive telephone service to patients, relatives and healthcare professionals contacting St. Michael's Hospice. You will be expected to establish the reason and potential urgency of the call and assess which Healthcare Professional the call is most appropriate to be handled by and you will coordinate the allocation of the call reason to the correct healthcare professional or team, responding appropriately.

To provide high quality administrative support, systems and processes that enable the smooth day to day operational running of Clinical functions of the Hospice. 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.

The role requires you to work across clinical service bases including, IPU, 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 required to be skilled and competent to work in all areas of the Clinical Services.

## Main Duties and Responsibilities

- Provide an excellent standard of customer care – when dealing with enquiries, answering queries, calls, and the ability to identify when to escalate to other healthcare professionals.
- To deal appropriately and sensitively with professionals, visitors, patients, clients, carers, and family enquiries, of potentially distressing nature, always adhering to hospice policies on confidentiality.
- Understand own level of competency when dealing with sensitive patient or carer conversations and information giving, referring to healthcare professional when required.
- Liaise with external transport providers to organise the booking of patient transport and inform relevant health care professionals to ensure seamless transfer of the patient.
- To actively support the clinical team in facilitating the discharge / transitional arrangements including sending CHC Fast Track applications for processing. When requested by the clinical team linking with internal and external services where necessary.
- Coordinate patient and family requests for celebratory occasions on the Inpatient Unit, where appropriate.
- Respond to initial patient/family requests as appropriate, escalating to senior or clinical staff where this is outside the scope of your role.
- To actively participate in the management of Lone Workers, in line with the Lone Worker policy.
- Proficient in SMH Reception operating processes and procedures as listed in the job role main duties and responsibilities.

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- Be familiar and follow the agreed invoicing and accounting processes when requesting purchase orders and requests for goods/supplies.
- To be multi-skilled in all clinical admin tasks, across H@H, PFST, Therapy, and IPU.
- To be able to work independently as well as part of the wider Admin Team.

## **Information and Data Management**

- To be responsible for ensuring Personal Identifiable Information is communicated in accordance with the GDPR and Caldicott principles.
- To manage and coordinate all incoming communications, including written correspondence and any delegated communications to and for the team, ensuring processes and systems are in place to manage communications safely and securely.
- To have a knowledge of clinical terminology and service information so prompt appropriate signposting to the most appropriate service/staff member.
- Ensure the agreed patient information pathway including the service admission / discharge and bereavement packs are prepared and distributed accordingly.
- To produce and distribute the Medical Examiner records and reports.
- Ensure the required CQC notifications are reported promptly via the CQC portal system.
- Be familiar and confident in the navigation and management of data within EPR, regularly inputting and producing reports.
- To set up new electronic patient records (EPR) and review new and existing patient records on EPR and understand how to process and secure patient paper records, including archiving processes.
- To be familiar with basic computer skills and will be required to become proficient in the use of electronic patient records.
- To manage the recording of data on to SMH record databases, such as e.g., the incident database, complaints record.

## **Administrative Support**

- To assist the clinical team members with the administration for outpatient clinics, booking appointments and rooms, preparing letters, processing discharge summaries, ensuring these are all completed in a timely manner.
- To coordinate and manage the day-to-day administrative tasks required as part of St. Michael's Bereavement Services.
- Provide administrative support as appropriate with any relevant national/local research initiatives in which St. Michael's Hospice may be involved.
- Support the Clinical Teams and Education Lead in the coordination of meetings and promotion of staff training sessions.
- To provide administrative support to the team: e.g., typing letters, filing, archiving of records.
- To support the Clinical Management Team when required with staffing roster systems, completing off duty and rostering planning tasks.
- Coordinate ordering of badges, uniform, and stationery across all clinical departments in conjunction with clinical leads.
- Coordinate and produce the Weekly Whereabouts and On-Call rotas and distribute in line with agreed schedule.
- Produce high-quality documents from handwritten notes and/or audio using MS software products.
- Be familiar and confident in the use of Excel.
- To provide cover for the Clinical Coordinator – H@H, PFST, LWS and Therapy for periods of sickness and holiday.
- To provide cover for the Hospice reception as required.
- Contribute and support adherence to the agreed corporate administration standards, and electronic files management systems.

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## Professional Development

- To maintain up-to-date mandatory training and regularly attend supervision, if required.

## General Responsibilities

- To be an active member of St. Michael's Hospice wider administration team, contributing to all administration support
- To be able to work autonomously as well as part of the wider Admin Team
- 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.
- 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.

<b>Reviewed by:</b>	Heather Bowles Quality and Governance Lead	<b>Date:</b>	March 2026
<b>Signed by employee:</b>		<b>Date:</b>	