

ST RICHARD'S HOSPICE

JOB DESCRIPTION

Job Title: PA to the Clinical Directors
Responsible to: Associate Director Care Quality
Accountable to: Care Director

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.

Caring

Caring is at the heart of everything we do.
We are inclusive and treat everyone as an individual who we respect and value.
We take time to listen and respond to the needs of each person.

Compassionate

We work with empathy, sensitivity and understanding.
We are considerate, kind and fair.
We support and empower individual choice.

Committed

We are dedicated, reliable and hard working.
We continuously strive to deliver high-quality services.
We support each other and work together for the benefit of our patients and loved ones.

Professional

We aspire to be the best in everything we do.
We are innovative and develop our skills through continuous learning and evaluation.
We take responsibility for our actions and are accountable.

Job Summary:

The post holder will ensure that there is provision of comprehensive professional secretarial and administrative service to the Clinical Directors (the Care Director, two Clinical Directors for the medical team and Associate Director of Care Quality). The role will include supporting the Caldicott Guardian and Caldicott function and co-ordination and minute taking of meetings of relevant governance meetings.

To carry out their duties to a high professional standard, the Personal Assistant will be expected to utilise a range of technical skills and will be highly organised with excellent communication skills, both written and verbal. The post holder will be required to exercise independent judgements and initiative and will be expected to work with minimum supervision.

The post-holder will have previous secretarial and administrative experience and possess excellent word processing skills, with an extensive working knowledge of Microsoft Office programs.

The post holder will be required to use their initiative, creativity and experience to develop solutions to support the Clinical Directors to be more effective and efficient in their daily duties

Main Duties and Responsibilities: -

- To provide complex diary management and to ensure that diaries for the Clinical Directors are managed with effective use of time.
- To participate in meetings when requested, taking full responsibility for the identification of agenda items with the Chair and subsequent drafting of agenda, collating and distribution of papers, including following up of actions when required post the meetings.
- To produce an accurate set of draft minutes for approval.
- To ensure rooms and catering are booked, as appropriate.
- To arrange meetings and circulate to relevant staff in a timely manner.
- To receive and provide information in a strictly confidential and professional manner, monitoring action to ensure satisfactory outcomes and escalating as appropriate. This will include responding appropriately to patients, relatives and professionals.
- To provide support to the Caldicott Guardian and to maintain a log of Caldicott issues and clinical information/subject access requests.
- To produce letters, complex reports, minutes, action notes etc. as required, to include audio typing via digital dictation systems.
- To compile the weekend on call rota for the medical team and provide weekly updates of staffing to relevant clinical staff.
- To compile and maintain the consultant on call rota and ensure the electronic patient record system is kept up to date.
- To ensure adequate provision of office items required by the Medical team, including forms and prescription pads and maintain records as appropriate; continuously reviewing and developing processes to ensure the safe distribution of prescription pads according to the legal requirements.
- To support the Clinical Directors in responding to letters of complaint as required.
- To respond appropriately to distressing and emotional calls from members of the public and ensure an accurate record of information/details taken to enable complaints and/or records requests to be dealt with in a timely manner.
- To maintain an effective and up to date electronic filing system for clinical quality and governance documents and implement any other systems to enhance effectiveness and efficiency as appropriate.
- To maintain complete confidentiality in all areas of work both within the hospice and within the public domain.
- To ensure the security of information is in line with the principles of the NHS Information Governance toolkit.
- Support the Associate Director of Care Quality and Clinical Directors with all aspects of the clinical governance processes including reviews and updates to clinical policies, maintaining the policy log document; coordinating the clinical

audit programme; maintenance of the Clinical Risk Register; maintaining a log of NICE guidance reviews; arranging clinical reference group meetings; organising mortality review meetings and maintaining the action log.

- To maintain clinical records systems including tracking, storage, archiving, retrieval and security of the records.
- To prioritise own workload and support the administration team and clinical heads of department with prioritising administrative projects and tasks to ensure deadlines are met.

General responsibilities of all Clinical Staff:

Confidentiality

All employees must maintain confidentiality of information relating to;

- Personal information about our patients, their families and carers.
- Personal information about individuals who are supporters or otherwise involved in the activities organised by St Richard's Hospice.
- Information about the internal business of St Richard's Hospice.
- Personal information about colleagues working for St Richard's Hospice.

Employees must only use the information that they have been authorised to use and for the purposes that have been authorised.

Information Governance

All staff are required to comply with all relevant legislation. Staff should be aware that they may be held personally accountable for any breaches of information security for which they may be held responsible.

All staff who process and have access to St Richard's documents and records are responsible for ensuring that they act in accordance with the relevant policies, standards guidance and procedures. They also have responsibility to complete any required training or provide evidence of training.

Training and Development

All staff must ensure they are up to date with the required statutory and mandatory learning for their role. Employees should regularly review their learning record on iConnect, identify when an update is required, and agree with their line manager when this will be undertaken.

All staff have a responsibility to participate in Individual Performance Reviews (IPR). IPR is a means of two-way communication which helps to ensure that the service

provided by the Hospice maintains a high-quality standard, whilst helping staff to be properly equipped for their present or future roles within the Hospice.

Safeguarding

All staff are responsible to work to encourage a culture which embraces safeguarding the welfare of children, young people and vulnerable adults for whom they are responsible for or may come into contact with in the job role.

Infection control

All staff who are in direct contact with patients/clients have a responsibility to observe the precautions outlined in the Infection Control policy, to prevent further spread of infection thereby protecting patients and staff.

Equality Diversity and Inclusion

Staff at all levels have responsibility to comply with the Equality, Diversity and Inclusion Policy and treat others with respect and dignity. The personal commitment of everyone to the policy and the application of its principles are essential to eliminate discrimination and provide equality and equity throughout the organisation.

Health and Safety

St Richard's Hospice is committed to ensuring, so far as is reasonably practicable, the health safety and welfare of staff, volunteers and patients, together with those that may be affected by our activities.

All staff have a responsibility to promote a positive Health and Safety culture within the organisation and seek guidance from the line manager if unsure about any issues relating to health and safety.

Job Description

This job description is not exhaustive, and duties may be reviewed from time to time and revised and updated in consultation with you.

In addition to the above, all staff must undertake to familiarise themselves with and comply with all St Richard's policies relevant to their role.

Signed.....Date.....

ST RICHARD'S HOSPICE

PERSON SPECIFICATION

Job title: PA to the Clinical Directors

Responsible to: Associate Director Care Quality

Accountable to: Care Director

	Essential	Desirable
Education, Qualifications and Training	<p>A good level of Maths, English and general education (at least GCSE Grade 4 or above maths - or equivalent)</p> <p>A relevant business or administrative qualification or able to demonstrate equivalent knowledge</p>	Medical secretarial or general secretarial training/qualification.
Experience	<p>Demonstrable Secretarial and administrative experience within a busy office environment</p> <p>Diary management experience</p> <p>Experience of minute taking</p>	<p>Previously experienced working in a PA role at senior level</p> <p>Previously worked in a health care organisation</p>
Skills and Abilities	<p>Good Microsoft Office skills including Excel, Outlook and Microsoft Teams.</p> <p>Extensive time management and organisational skills</p> <p>Initiative to work independently but also as part of a team</p> <p>Able to identify priorities within a demanding, and often reactive, workload and sustain consistent quality performance when under pressure</p>	



	<p>Excellent communication skills (both oral and written)</p> <p>A genuine commitment to assisting with delivering a professional service</p> <p>Able to independently manage the processes in relation to audit and clinical governance.</p>	
<p>Personal Qualities and Aptitudes</p>	<p>Confident in own abilities and able to work independently</p> <p>Self-motivated</p> <p>Flexible, adaptable and positive attitude to work</p> <p>Comfortable with a fast-paced working environment</p> <p>Desire to expand knowledge, experience and skills and develop better technical ability (with training, direction and appropriate supervision)</p> <p>Analytical and problem-solving skills</p>	