

# Community Administrative Assistant (H2H)

## Working with us is awesome!

We see first-hand the importance of focusing on the life in our days not the days in our life. As such we recognise that to be happy in life you need to feel supported, content, motivated, passionate and have fun in the work you do. So, with that in mind, we have flexible working arrangements to support the other things going on in your life. You will have a minimum of 35 days leave, including bank holidays, and an additional day off for your birthday (all leave is pro rata for part time staff). We have a broad range of special leave support ranging from adoption to pawternity leave (no that's not a spelling mistake; you have leave when getting a new pet!). We pride ourselves on our fair and transparent pay. In addition, we provide a contributory pension scheme as well as enhanced sick pay. Your wellbeing is essential. We provide an extensive wellbeing programme which includes a free employee assistance programme and a health cash plan. Your opinion also matters so we regularly ask for your input and feedback on how we can improve and on key organisational initiatives. We are here for the whole community and we value the diversity everyone brings to our team. We want you to grow, so we will support you with your learning and development throughout your career with us. As a charity, we are all about pre-loved and sustainable retail and, at all our sites, we care about the impact we are having on our environment. The key thing though on why working with us is awesome is simple: you will make a difference to peoples' lives. You will enable care and support to be given to people when they are feeling at their most scared and vulnerable.

## Our Mission is Simple

To provide outstanding care and support to the community of North Devon who are impacted by a life limiting illness.

## Community Department Vision

As a team, our outstanding, person-centred palliative care, positively impacts on the physical, social, emotional and spiritual wellbeing of our patients and their relatives and carers.

### It is important to us that all our colleagues:

- Act as an ambassador for the hospice
- Show deep motivation to make a real difference to our patients and their families
- Are kind
- Are honest, open and operate with integrity
- Are personally accountable and take responsibility for their own actions, decisions, performance and professional development
- Approach their role with fun, positivity and a growth mindset – and want to learn
- Are not scared to try new things and know that to succeed, sometimes they will have to overcome obstacles to achieve the best outcome for the hospice
- Are proactive in seeking out the information they need to do their job and in sharing information with their colleagues to enable them to do their jobs
- Listen and communicate effectively, calmly and constructively, adapting their approach to the needs and concerns of others
- Are collegiate and act as 'One Team', working in collaboration with their colleagues within and outside of their team
- Understand the impact of their emotions on themselves and others
- Show empathy when noticing unsettling emotions in others
- Speak up when they have worries or concerns and take appropriate action if their values are compromised
- Are open about when they have made a mistake and are proactive in resolving it
- Value and respect others and promote equity, diversity and inclusion

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## To succeed in this role, you will have:

- A good standard of education including Maths and English at GCSE Level 4 or above, NVQ3 or equivalent
- Excellent administrative and organisational skills and the ability to work in a methodical way
- A high level of computer literacy and be skilled in the use of Microsoft Office applications
- Excellent communication and interpersonal skills with the ability to give clear and concise instructions to others and take clear and accurate messages
- Excellent keyboard skills and accurate data entry, with a high level of attention to detail
- The ability to handle sensitive and confidential information and maintain confidentiality at all times
- Experience of providing administrative support to a busy team
- Experience of collecting, collating and reporting data
- Experience of developing and maintaining administrative systems
- Emotional resilience, with a calm and unflappable personality
- A compassionate approach to people at a difficult time in their life
- The ability to manage and prioritise own workload
- The ability to work flexibly to meet needs of the wider service
- The ability to work on own initiative as well as part of a team
- The ability to draft and prepare correspondence on behalf of managers
- Experience of note or minute taking
- The ability to deal with people at all levels with tact, discretion and diplomacy

## In this role you will be responsible for:

- Providing comprehensive and efficient administrative support to our Community Service with a primary focus on Hospice to Home (H2H).
- Following and delivering on a key work plan specific to your area of practice
- Working as part of the wider clinical administrative team to support a whole-team approach and undertaking tasks as required to meet the needs of the service. E.g. minuting MDT meetings, covering reception and other admin tasks in periods of absence.
- Acting as a central point of contact for the community team, other Healthcare Professionals, patients, and carers known to H2H
- Processing all referrals to H2H in a timely manner, working closely with the Team Lead and RN on duty to understand capacity to facilitate caseload allocation
- Proactively supporting the Team Lead with rostering, coordinating and recording of shifts, annual leave, sick leave, study leave etc.
- Supporting the induction of new staff
- Supporting education and community admin team with allocating student placements between H2H and CNS
- Supporting the Registered Nurse on duty with key communication activity related to service delivery including, Marie Curie, Pathfinders, RIC and the Continuing Healthcare (CHC) Team as required.
- Supporting communication within your team and across teams, responding to requests for information and equipment in a timely manner
- Managing telephone enquiries in a calm and easily understood manner, being as informative and as reassuring as possible and sign posting where necessary. Answering the CNS Duty phone if all other staff busy.
- Monitoring and maintaining stocks of team leaflets, literature and equipment. Completing NHS ordering.
- Preparing and distributing a variety of correspondence within the hospice and to partner organisations as required.
- Maintaining and producing data and information for required departmental activity reports, audits, KPI data and quality accounts as required

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- Assisting with administrative tasks related to CHC billing, in coordination with the Finance Team.
- Supporting the collection and collation of service user feedback gained through a variety of sources including our out-sourced feedback tool

## **Your competency framework – you will:**

### ***Strategic Thinking and Setting Direction***

- Act as a positive role model for change and innovation in a way that inspires and reassures staff, patients and the public
- Show openness to new information and views from different standpoints and modify own thinking
- Gather feedback from patients, service users and colleagues that help you to do things better, more efficiently and improve services

### ***Sharing the Vision and Delivering the Service***

- Support others to provide good patient care and high quality services
- Demonstrate a culture of high achievement, showing pride in the quality of our services and taking action where improvements are needed
- Participate in and contribute to organisational decision-making processes
- Use feedback on things that are working well and things we could improve to do your job more effectively

### ***Leading People***

- Help create the conditions that help the team provide mutual care and support and create pride in achievement
- Be able to receive and act upon challenge and feedback and take action to improve own performance
- Challenge colleagues in a constructive and appropriate way

### ***In addition, we will ask you to:***

- Promote diversity and inclusion in all that you do
- Complete statutory training in accordance with hospice requirements
- Participate in personal development and review processes
- Adhere to all organisational policies and procedures
- Actively participate in the hospice risk management process in order to help safeguard the welfare of patients, visitors and staff and to take responsibility for reporting risks and managing risks as appropriate
- Follow good infection control practice at all times and maintain an up-to-date knowledge of the infection control policies, procedures, and guidance relevant to your area of work

### ***The small print:***

- This job description may be reviewed in consultation with you and in light of any changing service requirements
- The job description is not exhaustive; other duties commensurate with the post may be required from time to time