

## **JOB DESCRIPTION**

<b>TITLE OF POST:</b>	Care Administrator / Receptionist
<b>ACCOUNTABLE TO:</b>	Head of Care
<b>JOB PURPOSE:</b>	To work as part of the admin team providing flexible administrative support across the organisation, and a friendly and welcoming reception service to all visitors, being the first point of contact ensuring a positive experience for all children, families, staff, and visitors.

### **MAIN DUTIES & RESPONSIBILITIES:**

- Provide administrative support to the Head of Care and the Care Team including medical staff
- Diary organisation of meetings, including multi-agency meetings
- Regular minute taking, collating and distributing minutes, action logs and meeting papers in accordance with agreed deadlines
- Provide and circulate required information to support timely process of invoices
- Accurately transcribe audio dictation
- Undertake administration to ensure smooth running of scheduled clinics
- Accurately maintain the Care Team database
- Action correspondence, both post and email
- Maintain electronic and paper filing systems
- Communicate empathetically and in a professional manner for all contacts made either face to face or over the telephone
- Collate requests made by families for respite stay
- Following completion of agreed respite stay, complete the required administrative process
- Collate all referrals and ensure all relevant documentation is available to ensure smooth running of the referral and assessment panel meeting
- Ensure the timely completion of the appropriate documentation/letters as instructed by the referral and assessment panel
- Participate in providing the timely circulation of newsletters and other mail outs
- Participate in providing reception cover for the hospice, which includes acting as the first point of contact for telephone calls into the main switchboard, greeting visitors and receipt of donations
- Provide holiday and sickness cover within the admin team as directed by the Head of Care
- Develop and maintain the ability to use a variety of computer systems
- Ensure all tasks are undertaken in priority order and escalate to the Head of Care in a timely manner any risks to delivering required work
- Any other duties within the scope and intent of the job role

### **GENERAL**

All Bluebell Wood employees are required to:

- Abide by the Health & Safety at Work Act
- Adhere to policy and procedures around safeguarding children and young adults
- Respect confidentiality applying to all Hospice areas
- Work within Hospice policies and procedures
- Demonstratable understanding and application of the provisions of GDPR
- Comply with the Hospice no smoking policy
- Participate in and contribute to team meetings
- Co-operate and liaise with colleagues

- Behave in a professional manner at all times
- Act as an ambassador for Bluebell Wood Children's Hospice, reflecting the objectives and values, and to always work in the best interests of the charity.

All Bluebell Wood employees are expected to:

- Demonstrate a commitment to their own development, to take advantage of education and training opportunities and develop their own competence
- Support and encourage harmonious internal and external working relationships
- Make a positive contribution to fundraising and raising the profile of the Hospice

This job description is not exhaustive. It will be subject to periodic review and may be amended following discussion between the post-holder and employer.

**Date of issue:** September 2024

**Review date:** September 2025

### PERSON SPECIFICATION

CRITERIA	STANDARD	Essential or Desirable	MEASURED BY
<b>Work Experience</b>	Previous experience in an administrative role within a team	E	A, I
	Significant experience of effectively minuting meetings	E	A, I
	Experience of face-to-face customer service	E	A, I
<b>Skills/Knowledge/ Abilities</b>	Ability to adapt and respond appropriately, in a supportive manner to visitors, colleagues and families	E	A, I
	Ability to work on own initiative, work to deadlines, and reprioritise where appropriate	E	A, I, T
	Ability to organise and plan own work whilst ensuring flexibility where required	E	A, I
	Ability to communicate clearly in writing and verbally with staff and external contacts at all levels	E	A, I
	Good accuracy and attention to detail	E	A, I
	Knowledge of the Data Protection Act and awareness of confidentiality	E	A, I
	Competently use Microsoft Office programmes including Word and Excel	E	A, I, T
	Some understanding of medical terminology	D	A, I
<b>Personal Qualities</b>	Cheerful and positive outlook and confident attitude	E	I
	Flexible approach to working arrangements	E	A, I
	A good communicator	E	I
<b>Other</b>	High level of flexibility and committed to team work	E	A, I
	Driving licence required	D	D
	Legally entitled to work in this country	E	D

\*Essential or Desirable

<b>A</b>	<b>Application</b>	<b>C</b>	<b>Certificate</b>	<b>I</b>	<b>Interview</b>
<b>D</b>	<b>Document check</b>	<b>P/T</b>	<b>Presentation/Task</b>		