



CARE ADMINISTRATOR – NON CLINICAL

SALARY	£27,129 - £28,649 (with reference to Afc – pending pay review)
LOCATION	Barnet (North London)
HOURS	37.5 hours per week (full time)
CONTRACT	Contract type – full-time
REPORTING TO	Care Administration Manager

CLOSING DATE THURSDAY 25TH APRIL 2024
INTERVIEW DATE Wednesday 1st May 2024

ABOUT NOAH'S ARK CHILDREN'S HOSPICE

Designed by families, for families, The Ark was opened in September 2019 by the Mayor of London. The grounds offer wheelchair accessible outdoor experiences, including a Woodland Walk through a 7-acre nature reserve, a hydrotherapy pool and overnight suites for families to be close to their loved ones.

At The Ark we are able to provide Specialist Care and Nursing for babies, children and young people, supporting their full clinical, emotional, social and practical needs. We have created a space where children who are seriously unwell are accepted as they are, safe to play, explore, express themselves and build confidence.

Rated as 'Outstanding' by the Care Quality Commission, the charity has had a sustained period of growth over the last two years and we are looking for high quality employees to come and be a part of that success.



Our expert staff and trained volunteers provide clinical, emotional and practical support for families across North and Central London and Herts Valley. We carefully adapt our support for every child and offer it wherever it is required - whether in their home, their community or at our state-of-the-art children's hospice building, The Ark, in Barnet.

We are dedicated to providing quality services and equal opportunities for all and guarantee interviews for all disabled candidates who meet the minimum criteria of the role.

JOB DESCRIPTION

Noah's Ark have been on a major upward trajectory in recent years, with more children being supported and more major hospitals being partnered with. We've transformed from being an enthusiastic start-up delivering care in the community, to delivering major impact both in the community and at our stunning state-of-the-art hospice building, The Ark, set on a 7.5 acre nature reserve. It's a place of laughter and real connection, with an atmosphere that's both supportive and inclusive and our culture is fast paced and innovative.

With the number of referrals to Noah's Ark increasing, and the services we offer continually growing, we are in the exciting position of expanding our Care Administration Team. The successful candidate will work closely within the Care team (clinical and holistic) to provide professional and effective support by providing administrative, database, reporting and logistical support.

ABOUT YOU

We are looking for an enthusiastic and flexible administrator to join our small Care Administration team, playing a key supportive role in the Care team by providing effective and wide ranging administrative tasks and reporting & data services.

The ideal candidate will be a dedicated, organised and reliable individual with at least intermediate proficiency in using Microsoft Excel and experience of using databases due to the involved data and reporting element of this role. You will show determination to succeed and have a solutions-focused outlook. You will be passionate about information management, producing accurate and insightful reports for internal and external stakeholders. You will have a keen eye for detail, able to juggle tasks, communicate clearly, with a desire to make a positive difference to the charity.

The postholder will provide comprehensive and confidential administrative support, contributing to the efficient and effective operation of the Care Team (clinical and holistic). You will have a flexible, proactive and adaptable approach to the requirements of this role and to developing administrative and reporting needs as the services expand.

KEY TASKS & RESPONSIBILITIES OF THE ROLE

Interrogate database and using your intermediate knowledge of Microsoft Excel to produce and distribute accurate reports, presenting information in an easy to understand way for colleagues.
Produce and maintain spreadsheets, e.g. Out of Hours rota, timesheets

Ensure compliance with Data Protection and GDPR legislation and best practice, including completing spot checks and audits.

Ensure the provision of high quality administrative support across the Care Team, with particular attention to Holistic Services, including responding to colleagues' enquiries, telephone calls, organising and filing paperwork, documents and computer based information.

Set up digital profiles and accounts for new starters on databases (Crosscare, Radar, Skills for Health), apps on phones and outlook calendars, and provide training on the above systems to new colleagues across the charity.



Take responsibility for finalising the agenda for regular Pathway MDT meetings; producing minutes and updating actions onto the Crosscare database and processing admin duties.
Attend regular Referral Panels, producing minutes and actioning any items as required.
Process new referrals and maintain accuracy of patient data.

Attend and take minutes for meetings regularly or ad hoc.

Book training courses for individuals or groups, such as regular First Aid Training or individual CPD courses.

Coordinate mass mail-outs to families as required.

Provide support to colleagues around the use of our Care databases, especially Crosscare and Radar.

Prepare reports for the Family Link Team ahead of assessment and review appointments.

Offer ad hoc support to members of the team who need help with Excel / PowerPoint / databases / creating letter templates.

Frequently audit and review processes and evaluate how to make administrative tasks more straightforward for the holistic team and the wider staff, including photo audits, permissions and consents.

Ensure all Care help-sheets and handbooks are kept up to date.

Any other duties as are within the scope, spirit and purpose of the role

TRAINING

Employees are required to attend and complete mandatory and other training as required by their role and within training expiry time frames.

Employees must take the initiative to actively seek out training updates required for their role.

As appropriate to take part in supporting the development and training of colleagues, families and others.

MANDATORY CRITERIA

- Noah's Ark Children's Hospice is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment.
- All employees will demonstrate commitment to and actively promote Noah's Ark's commitment to value and respect diversity and inclusion in all aspects of their duties and working relationships.
- All employees are required to participate in staff performance reviews and supervision and to make all reasonable efforts to attend training and staff development as identified and agreed.
- You will be expected to comply with Health and Safety, Fire and Infection Control regulations and Hospice policies.
- Confidentiality: Protect patient data and follow our Confidentiality policies & procedures at all times, both during employment and after the termination of employment.
- Model the Charity's values of Kindness, Excellence and Courage.

The tasks listed in this job description are not designed to be exhaustive and may vary from time to time according to the needs of the organisation. This document will be reviewed in consultation with the post holder as the role and services provided by the organisation develop.

PERSON SPECIFICATION

Please ensure you address these requirements in your application form (under Supporting Statement). You will need to provide clear evidence that demonstrates how you meet each requirement based on your skill, knowledge and experience.

The evidence will be assessed by the following stages of the recruitment process. A= Application form
I = Interview, T = Interview task, PEC = Pre Employment Checks.

	ESSENTIAL	DESIRABLE
QUALIFICATIONS	Educated to GCSE level (grade C or above) or equivalent qualifications, including English and Mathematics (PEC)	Educated to degree level, or equivalent demonstrable experience or a relevant qualification (A)
SKILLS / KNOWLEDGE / EXPERIENCE	<ul style="list-style-type: none"> Administrative office experience with evidence of having supported a team (A) Experience of using client and/or information databases. (A) Intermediate level experience of using Microsoft Excel. (A & T) Experience of working with Microsoft Office applications including Outlook and MS Word, (A) Strong organisational and time management skills and the ability to work under pressure, juggle workload/multi-task, set priorities and meet deadlines (A & I) Excellent oral and written communication skills, with the ability to communicate effectively and sympathetically (A & I) Exceptional attention to detail with the ability to actively seek and find solutions to problems A, I, T) 	<ul style="list-style-type: none"> Experience of using a patient / clinical database (A) Experience of working in a palliative care service (A) Experience of minute taking (A)
BEHAVIOURAL / PERSONAL	Ability to work within a palliative care environment and empathise with the work undertaken by Noah's Ark Children's Hospice (A & I)	Be able to identify and use personal support systems and use supervision appropriately (I)

MISC	1. Enhanced DBS with Child & Adult Barring (PEC)	



CHARITY BENEFITS

ANNUAL LEAVE

25 days, rising by a day after each completed year up to 30 days. We offer the ability to buy or sell up to 5 days

SEASON TICKET LOAN

An interest-free loan is available to all staff to purchase their season ticket.

LEARNING AND DEVELOPMENT

Each employee receives suitable training and development opportunities

PENSION

Provided by Aviva, with employer contributions up to 6%. Nursing staff are offered the NHS pension.

FLEXIBLE WORKING

Flexible working opportunities are available to staff dependent on the charity's needs.

LIFE ASSURANCE

Staff will receive Life Assurance (Death in Service) provided by Canada Life Group Insurance. The benefit basis is 4x annual salary.

PAID MEMBERSHIP TO BLUE LIGHT CARD

Staff will receive a Blue Light card membership giving discounts to a number of well-known brands and stores.

BIKE2WORK AND ELECTRIC CAR SCHEME

Salary sacrifice scheme offering the opportunity to purchase a bike, electric car and accessories, with tax free payments spread over a period of time.

SUBSIDISED CAFÉ

Freshly prepared hot and cold meals provided at The Ark daily with food rated by the current staff as 'Excellent'.

STAFF REFERRAL SCHEME

Monetary incentive for staff when they successfully recommend a candidate for an open position.



HOW TO APPLY

The application form is available to be completed under the relevant vacancy at

<https://www.noahsarkhospice.org.uk/work-with-us>

If you would like to have a confidential discussion about this role, please email the HR Team at

hr@noahsarkhospice.org.uk or call 020 8449 8877.

**Please be aware that Noah's Ark has a PAT dog. Occasionally families may also bring their pets to The Ark.*

We can't wait to
hear from you!



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Barnet, London EN5 4NP
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noahsarkhospice.org.uk

Noah's Ark Hospice is a Company Limited
by Guarantee Registered in England
Company Registration No. 3901606
Registered Charity No. 1081156

OUR VALUES

Our values capture who we are, and what we expect from staff and volunteers. They are the 'Noah's Ark way', and are reflected in everything we do



KINDNESS

- We show compassion and empathy in all our interactions
- We put the child and family at the heart of all we do
- We are considerate: act thoughtfully and behave with integrity
- We go above and beyond
- We embrace diversity
- We create precious moments for children and their families
- We actively promote good mental health and look after our team
- We do not judge others for their differences



EXCELLENCE

- We are exacting and passionate about our mission
- Our expert and dedicated team is tenacious and solution focused
- We are pioneering, creative and adaptable
- We collaborate and build partnerships
- We listen and learn
- We are considered and reflective
- We plan and grow responsibly and responsibly
- We invest in our people



COURAGE

- We are strong and ambitious in all we do
- We challenge the status quo, making bold decisions and thinking big.
- We help families and each other build resilience and aim to empower
- We act with candour and integrity
- We reach out to people in very difficult circumstances
- We do not shy away from making hard decisions or from challenging situations
- We are not afraid to ask for help



REMOVE BEFORE POSTING: Author: HR Team
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