

## JOB DESCRIPTION

<b>Job Title:</b>	<b>SPACE and Community PA</b>
<b>Team/Directorate:</b>	<b>Strategy and Partnerships</b>
<b>Salary range/pay band:</b>	<b>£31,000-£33,000pa</b>
<b>Reports to:</b>	<b>Head of Care Systems</b>
<b>Direct reports:</b>	<b>Referrals Co-ordinator</b>
<b>Hours:</b>	<b>37.5</b>
<b>Location:</b>	<b>Christopher's, Guilford</b>

### Part 1: Job Profile

#### a) Main purpose of job

This role will work with the Medical Director, Consultants, Clinical Fellows, the Nurse Consultant and the SPACE and Community Team providing a medical secretary role and organising and administering the SPAN network meetings. They will manage the Referrals Co-ordinator.

Due to the nature of this role, it will be office based. Any working from home will be under exceptional circumstances only and by arrangement with the line manager.

### Part 2: Main duties and key responsibilities

#### a) Use headings from the scope

Providing administrative assistance to all members of the Space service and Community Team.

Drawing up induction plans for new starters.

Arrange, attend and contribute to relevant team meetings, which may include travel across sites.

Take and transcribe minutes and assist in the preparation of presentations.

Assure data collection and activity recording is completed. Produce statistical reports on a routine and an ad hoc basis.

Updating child and family electronic records as required.

Lead on the auditing and service evaluation process for your teams

Formatting and circulating symptom management plans, emergency care plans, ambulance directives and letters to families and professionals.

Acting as the communication point between SSCH and RMH or other contracted provider in relation to appointments for and referrals to the Medical Director

Support your teams in collating user and professional feedback.

Undertake diary management for the teams

Take calls from families and navigate responsive contact from the clinical team

Understand and follow referral and discharge pathways for your teams

Ensure and support the generation of correspondence following clinics, visits and discharges.

Facilitate and coordinate the hospice outpatient clinics within agreed timeframes. Ensure all necessary patient notes are available for clinic appointments.

Manage a busy group email according to an agreed process.

Administering twice yearly Transition groups.

Administering the SPAN network

Administer Medicines Management Group

Run and analyse reports from the Care Database

Manage the Referrals Co-ordinator

Ensure you are familiar with the practices of other team members so that you can assist in the event of absence, thereby maintaining adequate cover within the team.

Sharing the cover of switchboard and reception duties in the absence of reception volunteers via a Silent on call rota.

#### **b) Other duties**

- The post holder must be able and willing to get to and work in both hospices in Hampton and Guildford
- The post holder will need to travel extensively throughout their area and less frequently in other parts of Surrey/West London
- The post holder should be prepared to attend SSCH meetings in different parts of the country. Some meetings may be during evenings or weekends.
- The post holder will be required to apply for a Disclosure and Barring Service check

#### **c) Mandatory Criteria**

**1. Other duties** The post holder will be working in a developing environment and they will therefore be expected to undertake other appropriate duties as required for the effective operation of Shooting Star Children's Hospices.

#### **2. Professional Codes of Conduct**

The post holder will be required to respect professional codes of conduct and practice relevant to their role, as appropriate

#### **3. Health and Safety**

Be responsible for health and safety in the area under their control and ensure that they are familiar with Shooting Star Children's Hospices policy on health and safety at work.

#### **4. Mandatory Training**

**The post holder will attend all mandatory training relevant to their role**

#### **5. Our values and behaviours**

Shooting Star Children's Hospices is a leading children's hospice charity for babies, children and young people with life-limiting conditions, and their families. We require that all of our staff share our common values and display behaviors that will enable us to achieve our goals.

**Professionalism** – *we will safeguard our families, each other and our organisation by working to ethical and professional standards at all times.*

**Respect** – *We will treat each other with the utmost respect.*

**Integrity** – *We will be open, honest and transparent in all that we do.*

**Diversity** – *We will respect individuality and ensure inclusion and fairness to all.*

**Excellence** – *We will strive for excellence in all that we do.*



### **Part 3: Person specification: Qualifications, experience and skill levels**

#### **a) Qualifications**

GCSE Maths and English at C grade or above (E)

Recognised medical secretary qualification (D)

#### **b) Experience**

Minimum of 2 years' experience working as a medical secretary for multiple senior clinicians in a healthcare setting.(E)

Experience of managing people (E)

#### **c) Knowledge and Skills**

- Excellent oral and written communication skills, with the ability to communicate effectively yet sympathetically with the parents/carers of life limited children and other professionals.
- The ability to work under pressure and manage a changing workload. Prioritise competing tasks effectively.
- Experience of working with Microsoft365 applications including Word, and Outlook as well as database packages, websites and social media platforms.
- Advanced Excel skills (E)
- Copy/audio typing, with the ability to produce accurate and well presented medical letters, documents and reports.
- An understanding of national guidance in relation to record keeping and management of health care records.
- Minute taking

### **What we offer**

#### **Pension scheme**

- NHS Pension Scheme (eligible employees)
- Stakeholder pension scheme
- Employee contribution 3.5%
- Shooting Star Children's Hospices contribution 4.5%
- Additional contributions – we will pay 1% above the contribution up to a limit of 7%

#### **Annual leave**

- 35 days including Bank Holidays rising with length of service
- 2 weeks paid sabbatical leave after 5, 10 and 15 years' service

#### **Contractual benefits**

- Generous sick pay scheme
- Enhanced maternity, adoption, and paternity leave pay
- Flexible working arrangements
- Death in service benefits
- Reimbursed professional membership fees
- Eye care
- Employee referral scheme
- Blue Light discount card

### **Health and wellbeing**

- Employee Assistance Programme
- Occupational Health
- Mindfulness sessions
- Cycle to work scheme
- Mental Health First Aiders
- Nutritionally balanced meals at Christopher's (free employees)

## **Equality, diversity and inclusion**

Shooting Star Children's Hospice is committed to inclusion and diversity in everything we do. We know that getting things right is critical for us to live our organisation's values: Professionalism, Respect, Integrity, Diversity and Excellence.

We are always trying to improve our way of working to be more inclusive and equal. Our vision is for Shooting Star Children's Hospice to be a place where people of all backgrounds, groups and communities feel welcomed to work and volunteer.