



Job description	
Post:	Medical Office Coordinator
Department:	Medical
Reports to:	Medical Office Manager
The post holder is responsible for providing administrative support to the Medical team under the direction of the Medical Office Manager.	
Signature:	Date:

Our values and behaviours

Our Values are summarised by the acronym **I CARE**. They support our vision, mission and culture, reflecting who we are together and as individuals.

I CARE	
Integrity	<ul style="list-style-type: none"> We are honest and open We are trustworthy and authentic in our dealings with others We always try to do the right thing
Compassion	<ul style="list-style-type: none"> We are kind, supportive and caring We have empathy and listen to those around us We are warm and positive in our interactions
Accountability	<ul style="list-style-type: none"> We work together to make the Hospice's vision a reality We take responsibility for our work, performance and behavior We acknowledge and learn from our mistakes
Respect	<ul style="list-style-type: none"> We are inclusive, we value difference and work together effectively We are sensitive to the thoughts, feelings and opinions of others We treat everybody with dignity
Excellence	<ul style="list-style-type: none"> We aim to be our best We are forward-thinking and open to change We share our skills, expertise and learning, striving for excellence together

Key responsibilities

1. Administration

- 1.1 Provide administrative support to the medical team and support the Medical Office Manager in the efficient running of the Medical Office
- 1.2 Support the recording and tracking current activities within the Medical Department, to include staff cover, annual and study leave, rotas, visitors.
- 1.3 Support medical staff planning and co-ordination of medical staff cover, including coordination / updating of urgent changes to cover.
- 1.4 Support the production and coordination of rotas for: medical out of hours on-call, weekly schedule, consultants' fixed sessions, journal club, bereaved relatives evenings.
- 1.5 Support the tracking and management of annual and study leave requests for all staff in the medical department.
- 1.6 Support the completion and submission of the Medical Department manpower return.
- 1.7 Maintain electronic filing system, monitoring accuracy and ensuring information is up to date and maintained appropriately; update the medical department Sharepoint site as required.
- 1.8 Support the Medical Office Manager in the management of the Medical Director's diary, scheduling meetings as required, trouble-shooting logistical issues.
- 1.9 Assist in the drafting and distribution of supporting papers for Medical Director and medical team.

2. Meeting Co-ordination

- 2.1 Support the organisation of cross-organisational meetings where the medical team are actively involved e.g. Hospice Schwartz rounds, Clinical Ethics committee.
- 2.2 Assist with the co-ordination and facilitation of the programme and remote access for the weekly internal CPD programme and journal club across 3 hospice sites (PAH, WSBH and St Raphael's Hospice).

3. Research

- 3.1 Source information, as requested, from multiple sources including the internet
- 3.2 Read, interpret and summarise reports/documents
- 3.3 Assist in the preparation of presentations and reports, ensuring that these are compiled in a timely fashion
- 3.4 Independently draft reports/documents and correspondence
- 3.5 Proof read reports and correspondence

4. Coordination and processing of ad hoc visitors, students and overseas medical placements

4. Support the planning and co-ordination of medical department visitor numbers and dates.
- 4.1 Support the liaison with Hospital Training Programme Directors, overseas University, incoming placement doctors as required.
- 4.2 Support the liaison for Medical Department visitors with both Education and People Services departments.
- 4.3 Support the organisation of induction programmes, designing and compiling on-boarding folders in collaboration with relevant stakeholders.
- 4.4 Assist in the facilitation of learning opportunities for trainees e.g. with local GP Practices, Hospitals, other Clinical Departments and the Children's Hospice.
- 4.5 Meet / greet students / visitors, leading Hospice tours as required.

5. Management of changeover, induction and co-ordination of Medical Establishment; Consultants, Specialty Registrars (StRs) and other Junior Doctor Posts

- 5.1 Assist with the co-ordination and communication with outgoing and incoming doctors on critical information, eg. start dates, annual leave and on-call arrangements.
- 5.2 Assist with the liaison with People Services – helping with the confirmation of arrangements and that pre-employment checks are met in compliance with Responsible Officer requirements.
- 5.3 Act as a contact for trainees, supervisors and Deanery (or equivalent) and for communication with Lead Employers as required.
- 5.4. Support with the management of invoicing to medical department or medical salaries and expenses.

6. Other Responsibilities

- 6.1 Undertake any other such duties or general tasks and hours of work as may reasonably be required, working in other locations within the Hospice organisation as required.
- 6.2 Lead by example, exemplifying the Hospice values and behaviours – Integrity, Compassion, Accountability, Respect and Excellence.

A job description is not a rigid or inflexible document but acts to provide guidelines to the duties expected while in post.

This job description will be reviewed and amended in the light of changing professional demands.



Personal specification

Post: Medical Office Coordinator

Department: Medical

Qualifications and Training

- Good standard of general education – HNC, A Level, HND or NVQ3 or equivalent or significant work experience in similar roles

Work background and experience

- Proven work experience in an administrative role or as a personal/executive assistant
- Proven work experience of providing support across a team / department
- Experience of working in a healthcare setting

Particular skills and aptitudes

- Strong verbal and written communication skills
- Writing and research skills
- Good organisational skills
- Microsoft Office, and general IT skills
- Competent keyboard skills
- Good prioritisation skills
- Good multi-tasking skills

Personal qualities and other requirements

- Tact, diplomacy and the ability to maintain confidentiality at all times
- Attention to detail, organised and methodical, thorough
- Adaptable and flexible
- Ability to work both alone and as part of a team, naturally collaborative
- Calm, pro-active approach to work challenges
- Self-confident, with an ability to work and communicate effectively with people of different backgrounds
- Self-motivated
- Awareness of, and commitment to the Mission, Vision and Values of the Hospice