**Primrose Hospice & Family Support Centre**

**Job Description**

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| **Job Title:**  | **Team Administrator Family Support**  |
| **Reports to:**  | **Head of Family Support** |
| **Hours:**  | **18.75 hours per week** |
| **Salary:** | **£23,875 FTE / £11,938 Actual (effective April 2025)** |
| **Location:**  | **Coppice Centre, Primrose Hospice** |

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| **Purpose of the Post** |
| To provide additional administrative support to all areas of the Family Support Service Team and assist the Family Support Administrator in her daily duties. |

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| **Main Operational Duties & Responsibilities** |
| The Team Administrator will:* Provide cover for other administrators in line with their job descriptions, during periods of absence
* Undertake typing of letters and patient notes
* Be a point of contact via the telephone for queries, using initiative, and judgment on necessary action to be taken, and dealing sensitively with distressed/emotional callers
* Process incoming and outgoing mail for Team
* Prioritise post for urgent action
* Competent use of relevant computer systems for entering and retrieving client information and for day-to-day processes
* Available for minute taking and meetings as and when required
* Coordinate room use within the Centre
* Manage time effectively to ensure that work is prioritised and completed within required timescales
* Work flexibly in order to cover planned administrators’ holidays and unplanned leave of absence
* Communicate with colleagues, co-workers, managers, consultants, psychologists, patients, and relatives on a daily basis via oral, electronic, and written resources
* Liaise in a professional manner with patients, relatives/carer’s, colleagues, clinicians, GP’s, and other professionals.
* Liaise with Family Support Administrator and other Hospice administration staff to share best practice ideas
* Type confidential, sensitive letters to a high degree of accuracy and ensure prompt distribution to relevant parties
* Assist in the development of systems, policies, and procedures relevant to the provision of pre and post bereavement care to hospice clients
* Exercise tact, diplomacy and sympathy when dealing with patients and their relatives
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| **Key Working Relationships** |
| * Line Manager
* Departmental colleagues
* All other staff
* Volunteers
* Service users
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| **Working Conditions / Environment** |
| * The post holder is responsible for their ownprofessional actions. They areresponsible for the management of their own diary and workload and will be expected to be able to use their initiative
* Workload is allocated from the Family Support Administrator or Head of Family Support and monitored and evaluated via the supervision process
* Work will at times be self-checking, with the post holder responsible for maintaining professional standards, supported by their line manager
* The role involves mainly computer work
* There may be the flexibility of some out of hours work required, but this would always be in a planned manner with a TOIL system operating
* There will be contact with individuals and families who are experiencing considerable emotional distress
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| **General** |
| **Job Description Limitations**The post holder is expected to undertake any other duty within their ability and within reason, as may be required from time to time, at the direction of the line manager. This Job Description is not intended to be restrictive and should be taken as the current representation of the nature of the duties involved in the job and has to be flexible to cope with the changing needs of the job and the Hospice.**Training & Review**All employees will undertake and comply with mandatory training requirements, ensuring training is up to date at all times. Staff will attend and contribute to regular 121’s with their line manager and comply with the appraisal process.**Assistance**The Hospice has the advantage of being supported by a number of volunteers. If a volunteer is assigned to assist at any time, the post holder will still retain responsibility for the requirements of this job in terms of accuracy, efficiency and standards of completion. The post holder will also ensure good communication and be mindful of their responsibility towards that volunteer in terms of Health and Safety.**Confidentiality**Employees must be aware of the confidential nature of the Hospice environment. Any matters of a confidential nature, relating to patients, carers, relatives, other service users, staff or volunteers must not be divulged to any unauthorised person.**Data Protection**The post holder must make themselves aware of the requirements of the Data Protection Act and General Data Protection Regulation and follow local codes of practice to ensure appropriate action is taken to safeguard confidential information.**Health and Safety**Employees are required to take reasonable care for their own health and safety and that of others who may be affected by their acts or omissions. Employees must ensure that statutory regulations, policies, codes of practice, safety and good house-keeping rules are adhered to, attending training sessions as required.**Hospice’s Core Purpose**It is expected that staff will be committed to the core purpose of the Hospice and will act as an ambassador for the Hospice, actively promoting it throughout their role. It is also hoped that as the Hospice is heavily reliant on charitable donations staff will support promotional activities where possible showing support to colleagues in the spirit of team working.**Other**All employees are expected to:* work within Hospice’s policies and procedures
* take responsibility for the quality of their work
* observe a duty of care in relation to equipment and resources used in the course of their work
* participate in and contribute to staff meetings
* behave in a professional manner, reflecting and maintaining Primrose’s core values
* demonstrate a commitment to their own development, taking advantage of educational and training opportunities and developing their own competence
* support and encourage harmonious internal and external working relationships.
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| **Job Holder’s Name:** |  |
| **Job Holder’s Signature:** |  |
| **Line Manager’s Name:** |  |
| **Line Manager’s Signature:** |  |
| **Date Agreed:** |  |

Primrose Hospice & Family Support Centre is committed to an equal opportunities approach in everything we do.

This means that we seek to ensure anyone connected with Primrose Hospice, from patients and families through to donors, supporters, volunteers and staff are treated fairly, appropriately and with dignity and respect.