

**Job Description**

|                      |                                |
|----------------------|--------------------------------|
| <b>Job Title</b>     | PA to Medical Team             |
| <b>Salary Range</b>  | £18,293.58 (20 hours per week) |
| <b>Location</b>      | St Luke's Hospice HA3 0YG      |
| <b>Reporting to:</b> | Medical Director               |

**1. Job Purpose and scope**

To provide a high quality administrative and organisational support to assist the Medical Director, consultants and medical team to achieve the Hospice's overall strategic objectives and operational plans.

**2. Main Duties & Responsibilities**

**PA Support to the Medical Director**

- Maintain and manage the consultants' diaries
- Coordinate and manage the Medical Directors actions, working to deadlines
- Write minutes or action notes of meetings as required
- Ensure that effective and efficient systems and process are in place and accurately maintained to support the Medical team.
- Deal appropriately and sensitively with enquirers and visitors, including patients, relatives and carers, adhering to Hospice policy on confidentiality at all times
- Complete and return to LNWHUT consultant attendance sheets

**3. General Duties & Responsibilities**

- Book outpatient appointments and home visits for the consultants and complete the appropriate paperwork, communication to support appointments
- To liaise with community and admin staff to ensure all arrangements are clear and documentation available prior to any home visit.

- Supporting the Medical Director and Consultant team to manage rotas and record the annual leave, study leave and sickness absence of the Medical team
- Complete returns for junior doctors to lead employing organisations as needed
- Support members of the Medical team with diary management as required.
- Ensure that adequate supplies are maintained of stationary required by the medical team eg prescription pads, and that a system for governance of the FP10's is maintained.
- Be proficient and trained to the level of super user on the Electronic patient Record (currently iCare)
- Scan in patient letters received and update information on iCare
- Updating, maintaining and sharing the Medical on-call rota and processing invoices for external doctors on the rota.
- To provide the necessary administration support for all doctors
- To maintain an efficient notes, administrative and electronic filing system.
- To support correspondence – which may require dictations and/or audio type when needed.
- Store and distribute key documents (eg Medical Examiner Rota)
- To liaise with nursing, fundraising and finance departments as needed
- To arrange/support meetings as required by the medical team
- Setting up an Induction and logins to hospice emails for all new Doctors
- Providing ad hoc cover for clinical administrators

### **EQUAL OPPORTUNITIES**

Comply with and promote St. Luke's Hospice Equal Opportunity Policy and avoid any behavior which discriminates against colleagues, potential employees, patients/clients or their families on the grounds of sex, marital status, race, age, belief, color, nationality, ethnic or national origins, religion, disability, creed, class, gender or sexual orientation.

### **MISSION & CORE VALUES**

All Hospice staff are expected to work in line with St Luke's Mission & Core Values as these precepts act as a value base which directly influences how all work activities are undertaken. The ethos of the Hospice should be apparent in the behaviors and attitudes of all employees as the work they undertake, whether it is direct or indirect care is ultimately for the benefit of patients. The Mission and Core Values are an integral part of all job descriptions, the probationary period and performance and development reviews.

## **OTHER**

St Luke's Hospice is committed to Equal Opportunities for all present and potential members of staff and patients. Therefore St Luke's Hospice expects all employees and volunteers to understand, support, and apply this policy through their working practices

### **Person Specification**

| <b>Attribute</b>   | <b>Essential</b> | <b>Desirable</b> |
|--|------------------|------------------|
| Excellent communication skills (verbal, nonverbal & written)   | X                |                  |
| Good Computer literate skills  | X                |                  |
| Good organisational skills   | X                |                  |
| Ability to function as an effective team member and to work flexibly without specific set days during the working week to meet the needs of the Wellbeing Service. | X                |                  |
| Able to work across professional and organisational boundaries   | X                |                  |
| Ability to take the initiative; self-starter   | X                |                  |
| Willingness to learn and develop oneself and the service, curiosity  | X                |                  |
| Ability to accurately and efficiently input data into databases.   | X                |                  |
| Flexible approach to work, ability to create an effective 'brought forward' system and to meet deadlines   | X                |                  |
| Attention to detail  | X                |                  |
| Be able to physically set up rooms suitable for teaching and training sessions. (This will include moving furniture.)  | X                |                  |
| Experience of working with a number of conflicting priorities and deadlines  | X                |                  |
| Previous experience in a health or social care environment   |                  | X                |
| Experience of using training databases and systems   |                  | X                |