



Sheffield's Hospice

JOB DESCRIPTION

Post Title: Clinical Systems Administrator

Responsible: Integrated Clinical System Support Manager

Accountable to: Director of People and Culture

Overall Purpose of the Role

To be part of the Integrated Clinical Systems Support Team that is responsible for:-

- Maintaining all clinical IT processes relating to quality assurance and clinical IT service development
- To accurately input data and utilise IT systems to their full potential in order to provide support to all clinical IT systems and clinical teams as necessary
- To aid communication between professional teams, other departments and external agencies
- To prepare, co-ordinate and provide administrative support required for the multidisciplinary team meetings ensuring the accurate and timely availability of the required case notes, reports, and all other associated documentation
- To generate reports in a timely manner from the different IT clinical systems
- Create relationships and good communication within the team and across St Luke's
- Developing training materials and plans for clinical IT processes
- Training St Luke's staff on clinical IT systems

Key Responsibilities

Administrative processes

- Work closely with the Integrated Clinical Systems Support Manager and clinicians to ensure accurate and timely flow of clinical information and develop clinical reports as requested
- To train as required other members of the Integrated Clinical Systems team on clinical processes and to function effectively as a participative member of the team

- To ensure all members of the multidisciplinary teams or their deputy are advised of any changes to meetings and ensure all associated documentation is prepared and distributed in a timely manner before and after the meeting
- To assist the Integrated Clinical Systems Support Manager to manage the systems according to guidelines, monitoring milestones and submitting the required reports in the given format and required times
- To adhere to all relevant policies and procedures and at all times maintaining patient confidentiality.
- Ensure all referrals to all areas of St Luke's are processed in a timely manner.
- Maintain the medical records room and ensure medical record archiving is carried out annually by liaising with the offsite archiving company for the storage and retrieval of notes as and when required
- Ensure patient notes are kept tidy, up to date, and passed to the relevant department in a timely manner

Administration support to St Luke's Clinical Teams

- In the absence of the Community Team Assistant act as the first point of contact for internal and external enquiries both over the telephone and in person to the Community and Active Intervention Nursing teams, determining urgency, and liaising with the Clinician / Delegating Nurse as necessary.
- Support nursing teams to transfer information from systems for the production of standard documents and make appointments under the supervision of the delegating nurse as necessary
- Support the Active Intervention Nursing Team in ensuring the required case notes, reports, and all other associated documentation is provided in a timely manner
- Be aware of all aspects of the work of the Community Nursing team and Active Intervention Centre Team in order to be able to respond to queries and work pro-actively.
- Maintain up to date records of patient activity regarding admissions/discharges etc. by running reports from Lorenzo and inform departments as appropriate.
- Ensure necessary documentation for current patients/ discharged or deceased patients is completed.

Information Systems

- Respond to requests for production of clinical reports as directed by the Integrated Clinical Systems Support Manager
- Ensure that data quality of IT systems is managed and monitored and any data quality discrepancies reported to the Integrated Clinical Systems Support Manager
- Assist the Integrated Clinical Systems Support Manager in developing clinical systems. This will involve organising and attending various meetings

- Assist the Integrated Clinical Systems Support Manager in the administration and training of the Eshift system and/or other clinical IT systems.

Secretarial

- Work closely with the Integrated Clinical Systems Support Manager on various administrative duties such as planning external meetings / Multi Professional Case conferences.
- To provide the Bereavement, Community and Active Intervention Nursing Teams with general administrative duties including retrieval of medical notes, filing, photocopying, shredding etc. whilst paying particular attention to confidentiality at all times.
- Undertake ad hoc administrative duties for the Integrated Clinical Systems Support Manager

General

All St Luke's employees are required to:

- Abide by the Health & Safety at Work Act.
- Attend mandatory training annually.
- Respect confidentiality applying to all St Luke's areas.
- Work within St Luke's policies and procedures.
- Comply with St Luke's no smoking policy.
- Participate in and contribute to team meetings.
- Co-operate and liaise with departmental colleagues.

All St Luke's employees are expected to:

- Demonstrate a commitment to their own development, to take advantage of education and training opportunities and develop their own competence.
- Support and encourage harmonious internal and external working relationships.
- Make a positive contribution to fundraising and raising the profile of St Luke's

Our Values

The Board and Executive agreed St Luke's organisational values in 2015 ensuring they reflect our culture and what we want to achieve together. We have four simple values which set out how we work together to achieve success at St Luke's.

No matter what area of St Luke's we work in and no matter who we work for, we are committed to the following ways of working:

- Compassionate
- Dignified
- Inspired
- Pioneering

Values are really important throughout every team here at St Luke's, we are all responsible for ensuring our values are displayed and to ensure they form a core part of everything that we do at

St Luke's. They influence our behaviours, our language, the way we interact with each other as employees and also as human beings. In bringing our values to life, we have created a booklet entitled 'The Little Pink Book' which supports all of us at St Luke's in helping us to put our values into action through our behaviours every day.

We expect staff to familiarise themselves with our values and the expected behavior's, and to ask if they feel these conflict in any way with their roles. These values and behavior's will be used as a reference in our day-to-day working lives, and how we respect St Luke's and those associated with it.

This Job Description is not exhaustive. It will be subject to periodic review and may be amended following discussion between the post-holder and employer.

Date agreed: January 2020

Review date: January 2021