

Date: October 2022

Responsible to: Director Clinical Services
Reception & Clinical Admin Lead
Referral Triage RN

Functional Relationships: **Internal**
Senior Leadership Management Team
IT
Clinical team members
Support Services
Volunteers

External
Aged Residential Care Facilities
All Primary Health Services
General practices

PURPOSE

1. To take responsibility for providing administrative support for all clinical teams relating to the recording and management of patient information. This can include but is not limited to: paper and electronic based filing, photocopying or scanning of documents, data entry and reporting associated with all patient information, checking and following up of missing information to ensure accuracy and completeness. Assistance with Bereavement referral recording, reports and deactivation as required.
2. Ordering and arranging collection of short term loan equipment on ENABLE system and through central referrals to Whanganui Hospital loan store.
3. To assist with the administrative and organisational functions of the Arohanui Hospice Patient Day Service as required i.e. electronic medication management (MediMap)
4. To provide this work in accordance with the Arohanui Hospice Framework for Excellence – attached.

POSITION RESPONSIBILITIES

Patient Management System

- Be the organisation's Super users of the patient management system
- To ensure patient information is entered accurately and in a timely manner
- To provide support and training to users of the patient management systems and other systems utilised within Arohanui Hospice
- Work closely with the Business Systems and Reporting Manager to provide full dissemination of updates and new information in relation to electronic management systems.

Process

- Adherence to all agreed processes relating to a patients admission to service through to their discharge
- To assist with the administration of the referrals including liaison with external stakeholders as necessary
- Provide administrative services to this process, including letter writing (within referral brief), management of the patients file, telephone contact with referral agencies as appropriate, face to face contact as appropriate, liaison with interdisciplinary staff as necessary.
- Be responsible for the input and maintenance of patients on the Palliative Care Partnership.

Reporting

- To produce scheduled reports to meet organisations requirements internal and external
- To work closely with the Business System and Reporting Manager to identify new reporting requirements, running of appropriate reports and monitoring the accuracy and verification of patient information.

General Admin

- Provide support to the referral and triage RN in the co-ordination and processing of all new referrals and discharges from our service
- To provide support the referral and triage RN in the running of the Hospice Day Service
- To provide support to the Spiritual Care Co-ordinator in the management of bereavement referrals
- To undertake telephone and email management in clinical areas as necessary
- To provide support with the records associated with patient management
 - Incoming internal mail is checked twice daily and distributed promptly (yellow bag)
 - Clinical staff are supported with admission and discharge paperwork
 - Patient files are compiled and maintained. Filing is completed promptly
 - Production and distribution of letters, scanning and copying. Participation in clinical audits and quality improvements as appropriate

Knowledge of the Principles of the Treaty of Waitangi within the philosophy of palliative care and Arohanui Hospice

- Demonstrates with an understanding of the Treaty of Waitangi and its principles and encourages its recognition within the delivery of hospice services
- Integrates the principles of the Treaty of Waitangi into all practices and procedures where possible
- Is aware of cultural protocols and practices when working with Maori patients and their whanau

Health and Safety

- Actively contributes to a healthy environment
- Collaborates with colleagues, patients and family/whanau to ensure a safe environment for practice and care
- Take responsibility for the health and safety of yourself and others, in partnership with the organisation
- Ensure all hazards are identified and reported

PERSON SPECIFICATIONS

Essential

- Be a willing ‘champion user’ of all the electronic systems utilised within Arohanui Hospice with ability to support others as necessary
- Advanced user of MS Office software, not limited to MS Word and MS Excel
- Have excellent interpersonal skills with ability to liaise effectively with a range of internal and external stakeholders as necessary
- Is able to prioritise, multi task, identify and solve issues as appropriate
- Can work in a methodical and logical manner
- Is a process-champion who is able to explain, support and communicate new skills to others within the team and to challenge inefficient practices as appropriate
- Can work with minimum supervision as necessary
- Has an excellent telephone manner and good letter writing skills
- Is willing to work in accordance with all Arohanui Hospice policies, procedures and guidelines
- Hold a current unrestricted NZ drivers licence

Desirable

- Some knowledge or experience working within a medical setting is desired
- Have an understanding of Hospice Philosophy of care

Signatures

Supervisors Name

Signature

Date:

Position Holders Name

Signature

Date



**JOB DESCRIPTION
CLINICAL ADMINISTRATOR**
