

DEMELZA HOSPICE CARE FOR CHILDREN

JOB DESCRIPTION

JOB TITLE – Care Administration Apprentice

REPORTS TO – Services Administrator (Kent)
(Centralised Apprentice Support from Deputy Director of People Services)

PURPOSE OF ROLE

To provide general administration support across the Care department, supporting all sites where required.

KEY RESPONSIBILITIES

- To provide general administration support to the care function.
- To assist with taking telephone calls and disseminating the information to the correct individual.
- To type up letters and meeting notes, appropriately recording and communicating with other departments.
- To help maintain an accurate care database and paper records, updating information and running reports as required.
- To contact external professionals and or agencies to gather or clarify medical information.
- To assist with stock ordering and stock taking for clinical supplies.
- Creating and updating care spreadsheets as required
- To assist with care post, ensuring that post reaches the most relevant individual in the team.
- To undertake scanning of children and young people's records.
- To help with care events as required, including mail outs to families, collating responses and organising activities.
- To support the Referral and Service Engagement Manager and Deputy Director of Service Development with general administration, scanning and filing.

Revision: 05	Page No: 1 of 2	Approval Date: JUNE 2016
Ref No: HR-Form-1.1b	Responsible Manager: Director of People and Resources	Review Date: JUNE 2017
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PERSON SPECIFICATION

Essential

- Ability to demonstrate very high standards of written and verbal communication
- A confident telephone manner
- A thorough understanding of confidentiality and boundaries
- A good team player
- To be highly organised and able to design new or better processes or systems of work
- To be able to work under pressure to tight deadlines
- Ability to re-prioritise a changing workload

Desirable

- Experience of working within an office environment
- Previous experience of undertaking administrative duties

The tasks listed in this job description are not designed to be exhaustive and may vary from time to time according to the needs of the organisation. This document will be reviewed in consultation with the post holder as the role and services provided by the organisation develop.

Demelza is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment.

Employees are required to attend mandatory training as required by their role. Employees are expected to make reasonable efforts to attend and engage in development training as part of their role within Demelza. Training may be delivered through a variety of on site and off site methods.

All employees are required to participate in staff performance reviews and supervision, and to make all reasonable efforts to attend training and staff development as identified and agreed.

Employees must take the initiative to actively seek out training updates required for their role and for mandatory training, within training expiry time frames. Employees can find their current training records on the HR Database.

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Revision: 05	Page No: 2 of 2	Approval Date: JUNE 2016
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