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| Position Title: | **Hospice Team Administrator** |
| Location: | Malvern |
| Department | Hospice |
| Reporting To: | Hospice Manager |
| Main Purpose of Position: | The Hospice Team Administrator plays a key role providing administrative support to the Hospice Team. |
| Number of Direct Reports | None |
| Decision Making Authority | As per Very Special Kids’ Delegation of Authority |
| Key Relationships | **Internal:**   * Hospice Team * Office Manager & Office Administrators * Family Support Team * Corporate and Fundraising Teams * Hospice Volunteers   **External:**   * Very Special Kids Families * Visiting Medical Officers and Hospital Medical Staff * Cleaning Contractors * Other Contractors and Tradespeople |
| Key Selection Criteria | **Qualifications/ Education Training and Work Experience**   * Certificate studies in Administration will be highly regarded * Intermediate to Advanced skills in Outlook, Word, Excel, Experience with client management systems including reporting, trouble shooting and training * Demonstrated hands on experience in office management * Healthcare, NFP or community setting background   **Knowledge and Skills**   * Demonstrated experience in composing letters, mail merge, formatting documents and forms * Records and file management, including electronic files * Management Reporting experience including statistical report preparation * Demonstrated detailed meeting minute taking skills * High level organisational skills * Excellent written and oral communication skills   **Personal Attributes**   * Ability to work independently and as part of a larger team * High attention to detail * Ability to prioritise workload, multi-task and demonstrated ability to meet deadlines * Self-motivated and uses initiative * Problem solving skills * Team player – responsive, flexible and approachable * Strong connection with the VSK values and genuine empathetic, compassionate regard for people * Emotional Maturity * Ability to work in a bustling open plan environment   **Values**  All employees are required to demonstrate the VSK Values:   * Respect - by recognising the individual, welcoming diversity and nurturing choice * Collaboration - by building connections, strengthening relationships and partnering * Community - by creating supportive relationships and a sense of belonging * Compassion - by being welcoming and showing warmth, hope and empathy * Learning - by enhancing and sharing our skills, experiences, knowledge and wisdom * Integrity - by acting ethically, honestly, fairly and with accountability |

**Key Areas of Responsibility**

**Families Key Performance Indicators**

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| Preadmission - Accurate preparation and sending of preadmission packs. | Each family has received their preadmission pack one month prior to admission preferably via email.  Record of preadmission pack saved. |
| Hospice Bookings - maintain Hospice booking spreadsheet and confirmations. | Booking spreadsheet updated with all booking information and statistics collated for periodical reports as required. Confirmation of booking scanned. |
| Ensure Hospice daybook is current with information from the Booking spreadsheet. | Booking information/admission times available for Hospice staff. |
| Ensure there is a stock of collated preadmission packs available in the Hospice:   1. New Family Preadmission Packs 2. Returning Family Preadmission Packs 3. On Arrival Packs 4. End of Life Packs | 10 of each pack in reserve at any one time |
| Hospice Admissions - Call/email families prior to confirm admission. | Contact made one week prior to admission. |
| Provide FSP and on-call Doctors with information regarding the children accessing the Hospice for respite (weekly) | VSK on call doctor and FSP are aware which child is accessing the Hospice. |
| Ensure all family correspondence is prioritised. | Feedback from families. Time and Date of contact made, and comments entered into GoldCare within 24 hours. |
| Client Records Management | Register new client in Goldcare  Records updated as the family progresses through referral process.  Admission & discharge information updated for the child in Goldcare.  Update all family records – change of addresses GoldCare.  Electronic and paper files current.  Archive Medical Records in line with VSK Archiving Policy and system and process implemented and communicated. |
| Coordinate Referral/Intake Process | Relevant documentation prepared and sent.  Referral processed ready for intake review.  Intake meeting agenda updated. |

**Family Accommodation Key Performance Indicators**

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| Manage bookings for Family Accommodation in Malvern including phone and email enquiries from families. | Enquiries responded to within 24 hours. |
| Liaise with Hospice Staff, Cleaners, linen cleaning contractor, and other stakeholders. | Booking Report for following week sent to the Cleaners and placed in the Accommodation Booking file each Friday.  Linen supply for the hospice is adequate.  Ensure that cleaning schedule is up to date and accessible.  Issues around cleanliness/family complaints are minimised. |
| An inventory is kept and completed of all Accommodation sheets, towels, cutlery etc. and any short stock levels replenished.  Arrange new purchases for Family Accommodation as required. | Accommodation supplies, fixtures and fittings maintained. |
| Maintain, review policies, forms and processes related to Family Accommodation. | Policies and processes in-line with VSK standards for all Accommodation. |
| Manage any incidents relating to the family accommodation building – reporting, investigation and resolution. | Incidents documented within 48 hours and reported and escalated to relevant stakeholders. |
| Collate and distribute feedback forms from families. | Feedback received in the accommodation feedback box shared with Hospice Management team and relevant staff. |

**New Hospice Staff & Volunteers Key Performance Indicators**

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| Assist Clinical Nurse Educator with preparing orientation packs for use with New Hospice Staff and Volunteers. | 10 of each pack in reserve at any one time. |
| Coordinate the onboarding of new staff including issuing of ID cards, badges, updating Org Chart, adding staff to relevant listings, Offboarding completed for all exiting Hospice staff. | New staff set up on commencement.  Exiting staff offboarded as per checklist. |
| Contact Bridged to set up email access for new and existing staff. | New staff have access to emails and included in email groups. |

**Reporting & Meeting Participation Key Performance Indicators**

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| Monthly Statistical Reporting for Board and CEO distribution. | Accurate monthly statistical reporting delivered to Office Manager & Executive Support within requested timeframe. |
| Statistical reports for funding requests. | Accurate statistical reporting delivered to Fundraising Team. |
| End of Financial Year reporting requirements met. | As requested. |
| Maintain spreadsheets and extract reports. | As requested from Hospice Management team. |
| Hospice Team Meeting (every four to six weeks) – attended, assist in the preparation of meeting materials and agenda, set up, take the minutes and distribute the minutes. | Agenda sent out 1 week prior to the meeting.  Minutes accurately capture the meeting and sent to all staff within 3 days of the meeting. |
| Service Delivery Committee (monthly) – attend the meeting, prepare the reports and agenda, take the minutes and distribute the minutes. | Agenda sent out to participants 1 week prior to the meeting.  Minutes accurately capture the meeting and sent to participants within 4 days of the meeting. |
| Intake Meeting (every fortnight) – attended, assist in the preparation of meeting materials and agenda, set up, take the minutes and distribute the minutes. | Agenda sent out 24hrs prior to the meeting.  Minutes accurately capture the meeting and sent to all staff within 3 days of the meeting. |
| Ad Hoc meeting preparation, meeting support and minute taking. | As required. |

**IT Support Key Performance Indicators**

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| Participate in meetings with Bridged IT as required. | Meeting attendance and Hospice support needs met. |
| Basic trouble shooting and IT support for the Hospice Team including printer maintenance. | First point of contact for resolution of system and file queries from the Hospice team members. |
| Provide GoldCare support to the Hospice Team – train new and existing users of GoldCare. | Hospice Team aware of how to use and the requirements of GoldCare |

**Other Administration Key Performance Indicators**

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| Policies and procedures, and flow charts – reformat; enter in updated information as requested. | Materials updated accurately and completed within required timeframes. |
| Manage marketing materials for Hospice: Fact Sheets, forms, Booking Sheet, templates, stocktake of supplies. | Marketing Materials up to date.  Update forms in cabinets and display accordingly and up to date forms on VSK website. |
| Auditing – Update audit tools, collate information and ensure audit reports logged. | Auditing reporting requirements are met. |
| Monthly Satisfaction Surveys sent to families via survey monkey on discharge (receives one per year) and survey data sent to Office Manager & Executive Support on 6 monthly basis. | Hospice feedback needs represented in the Family Feedback survey.  Provide relevant information regarding information sent to families to Office Manager & Executive Support. |
| Back up Reception Cover provided to Administration Building. | Reception cover provided as required. |
| Work with other administration staff to ensure smooth operation of the organisation. | Participate in administration staff meetings, knowledge shared and staff supported. |
| Participate in staff meetings and staff development. | Staff meetings attended and all mandatory educational requirements completed in addition to own individual development plan. |
| Petty Cash Management | Petty cash managed in line with the VSK Petty Cash Policy & Procedure and reconciled monthly. |
| Transport Vehicle. | Book in for service, organising drivers on an ad hoc basis. |
| Sort and distribute incoming mail. | Mail tray cleared and distributed on a daily basis. |
| Stationary supplies maintained, organise ordering as required. | Stationary stocks maintained. |
| Supplies maintained, organise ordering as required. | Supplies maintained. |
| Maintain the maintenance register and action any maintenance issues that arise in the hospice. | Maintenance issues actioned within 48hrs of reporting. |

**Quality, Safety and Improvement**

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| VSK Employees have a responsibility and accountability to contribute to the organisation’s commitment to Quality, Safety and Improvement by:   * Acting in accordance and complying with all relevant Safety and Quality policies and procedures * Identifying risks, reporting and being actively involved in risk mitigation strategies * Participating in and actively contributing to quality improvement programs * Complying with the requirements of the National Safety & Quality Health Service Standards * Complying with all relevant clinical and/or competency standards * Complying with the principles of Patient and Family Centred Care that relate to this position |

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| Conditions of Service |  |
| Hours | 0.8 EFT. Position may require out of hours work on occasion. |
| Other | n/a |
| Salary Package | Competitive salary, plus superannuation and salary packaging. |
| Tenure | Permanent position after completion of six month probation period. |
| General | Employment with Very Special Kids will be subject to a satisfactory Police Check and a Working with Children Check. |

**Privacy Statement: Personal Information may be collected and stored for the purpose of recruitment and selection. The information will only be used and disclosed for the primary purpose of its collection. Some exceptions exist. These may be obtained from the Privacy Officer.**

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| Approvals |  |
| Created by: | Katrina Hall |
| Approved by: | Sue Kearney |
| Date of Last update: | 30 September 2020 |