

Job Description

Job Title:	Team Support Assistant (Inpatient Unit)
Hours:	Part time / Full Time - includes weekend working to cover 7-day IPU service
Location:	Rowcroft Hospice, Inpatient Unit
Reporting to:	Team Co-ordinator (Team Leader)
Job Purpose:	Our vision is to make every day the best it can be for all patients, and those closest to them, living with life-limiting illnesses in South Devon.

As a Team Support Assistant, you will be part of the **Clinical Services Coordination Team**, delivering high-quality administrative support and front of house services to Rowcroft Hospice and the Inpatient Unit (IPU), as part of a seven-day service.

You'll help foster a positive team culture, assist with clinical services, promote quality improvements, and support operational efficiency.

You'll be the first point of contact for patients, visitors, and healthcare professionals, providing a professional, friendly, and efficient service. Your role is key to ensuring smooth communication, effective coordination, and a high standard of administrative and reception support, always maintaining confidentiality.

Flexibility is essential, with support given to the Community and Hospice at Home during times of business need.

Our Values: [Honesty & Integrity](#), [Generosity of Spirit](#), [Respect](#), [Team Player](#)

Key Responsibilities:

1. Be the first point of call to welcome and assist visitors, patients, and healthcare professionals with professionalism, directing them appropriately, maintaining visitor and volunteer sign-in records. This could include support during a CQC inspection visit.
2. Be the central communication hub for patients, staff, volunteers, and external agencies, handing and directing incoming calls to appropriate teams, retrieving and relaying patient



information daily from SystmOne as appropriate, and maintaining internal phone lists as required.

3. Manage incoming and outgoing mail and parcel / deliveries as and when required.
4. Manage shared email inboxes and room bookings, responding to general hospice enquiries and forwarding correspondence promptly.
5. Complete supplies orders and process donations or sales items per hospice policies.
6. Maintain and facilitate communication between internal departments, acting as a link between Hospice at Home, Community, IPU, and other hospice departments.
7. Maintain and facilitate communication with external partners, including Funeral Directors in relation to deceased patients.
8. Provide day to day general IPU and reception administration support as required, including for admissions, discharges, deaths (including on SystmOne), arranging meetings and note taking, to support service continuity.
9. Prepare, scan, and process hospice and hospital notes, and maintain organised admissions packs, databases, and electronic and paper filing systems across IPU and Reception.
10. Provide administrative support as required to the IPU Manager and Deputies.
11. Arrange transport to support patient appointments, discharge and blood collections, and support equipment requests as required.
12. Utilise hospital PAS software for requesting and tracing hospital notes, printing wristbands, and accessing patients' hospital appointments.
13. Support cover for the medical secretary during annual leave (as agreed with the Team Coordinators).
14. Support the IPU management team with communication in relation to shift cover as required or payroll requirements.
15. To support Community and Hospice at Home teams as required based on service need to ensure continuity of service (including taking telephone calls, maintaining email inboxes, and processing referrals).



16. Volunteers Support:

- Maintain accurate volunteer records, serve as the first point of contact for new applicants, and support the recruitment, training, and induction of reception volunteers.
- Work with the Team Coordinator to manage staff and volunteer rotas, ensuring adequate cover is maintained.

17. IT Support (including SystmOne Medical Records System):

- Provide “Level 1” clinical IT superuser support to IPU team for the use of SystmOne, the rostering system and Vantage, where required, signposting as necessary and raising concerns to the Team Co-ordinators and the Quality & Patient Safety Lead when required.
- Reset passwords as required for IPU staff (for SystmOne) as required.

18. Take reasonable care for your own safety and the safety of others. Adhere to all Health & Safety requirements, including Covid-19 secure processes and procedures.

19. Promote a culture of continuous learning and development and wellbeing. Identify your own learning and development needs and ensure your mandatory and essential training is up to date. Help to create an environment that is continually critically questioning practice and promoting learning.

20. Play an active part in team meetings and ensure your mandatory and other relevant training is kept up to date.

This list can never be exhaustive but covers most of the work you’ll be doing. What it can’t replace is talent, initiative and a commitment to patient and family experience.

Infection Prevention

All Rowcroft Hospice employees in both clinical and non-clinical roles are required to adhere to the Infection Prevention and Control Policies and make every effort to maintain high standards of infection control at all times to reduce the burden of Healthcare Associated Infections including MRSA.

You agree to the following responsibilities:

- To decontaminate your hands prior to and after direct patient care or contact with the patient's surroundings.
- To take part in mandatory infection control training provided.



- To responsibly manage your own infections (other than common colds and illness) that may be transmittable to patients, including to contact Occupational Health for guidance.

Place of Work

This role has been identified as an on-site worker (works at a Rowcroft site for the majority of their working time). This will be fully discussed and agreed with the postholder to meet individual and business needs.



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Person Specification

Patient Care Support Assistant (IPU)

Attribute	Essential Requirements	Desirable Requirements
Qualifications and Training	<ul style="list-style-type: none"> • Good standard of general education, Maths and English specifically. • Evidence of continued professional development. • Proficiency in using and managing databases. 	<ul style="list-style-type: none"> • Administration qualification.
Knowledge and Skills	<ul style="list-style-type: none"> • Excellent verbal and written communication and interpersonal skills across a range of audiences. • High level of accuracy, attention to detail, and professional presentation under pressure. • Proven ability to prioritise a complex workload, including managing high levels of telephone calls, while maintaining discretion and confidentiality. • Knowledge and skills of database management, basic statistical techniques and project management principles. • Effective time management and organisational skills. • Ability to work independently with minimal supervision. 	<ul style="list-style-type: none"> • Knowledge of medical terminology. • Understanding of hospice care, palliative care, and the wider healthcare community.
Experience	<ul style="list-style-type: none"> • Experience of working as a key member within an administration team. 	<ul style="list-style-type: none"> • Experience of using a patient care records system. • Previous experience in a healthcare setting. • Experience of taking minutes. • Previous work with volunteers.
Personal Requirements	<ul style="list-style-type: none"> • Willingness to undertake further training and professional development. • Ability to maintain discretion, sensitivity, and confidentiality. • Ability to cope during distressing situations. • Team player who remains calm under pressure. • Self-motivated with strong organisational and prioritisation skills. • Proactive problem-solver with a positive, can-do attitude. 	<ul style="list-style-type: none"> • Strong understanding of the purpose, values and strategy of Rowcroft Hospice. • Willing and able to volunteer for at least one Rowcroft event each year.



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