

Job Description

Job Title:	Team Support Assistant (Medical Team) Clinical Services Coordination Team
Location:	Rowcroft Hospice, Community and Hospice at Home Teams (with cover for Inpatient Unit as needed)
Reporting to:	Quality and Patient Safety Lead (interim)
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 to the Medical Team, and also the Community and Hospice at Home teams, and cover for the Inpatient Unit as needed as part of our 7-day service cover. 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.

Our Values: Honesty & Integrity Generosity of Spirit Respect Team Player

Key Responsibilities:

1. Be the first point of contact for healthcare professionals, patients and carers, responding promptly and sensitively while providing administrative support to the Medical Team, Community and Hospice at Home services, including facilitating referrals.
2. Provide administrative support across the Medical Team, Community, Hospice at Home and IPU, including SystmOne discharges and deaths, meeting organisation, timesheets, mileage claims and minute taking.



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3. Prepare, scan and process hospice and hospital notes, maintaining accurate electronic databases and paper filing systems.
4. Support patient experience feedback and quality improvement initiatives across services.
5. Maintain effective communication between internal departments and liaise with external partners
6. When supporting IPU:
 - Welcome and assist visitors, patients and healthcare professionals, including CQC inspection visitors, and direct them appropriately.
 - Manage shared inboxes, room bookings and general enquiries, and distribute correspondence promptly.
 - Act as a central communication point for patients, staff, volunteers and external agencies, managing incoming calls and relaying patient information from SystmOne as appropriate.
 - Maintain visitor and volunteer sign-in records.
 - Arrange patient transport and manage incoming mail, parcels and deliveries.
 - Use hospital PAS systems to request and trace notes, print wristbands and access hospital appointments.
 - Process supplies orders and donations in line with hospice policies.
7. IT Support (including SystmOne):
 - Provide Level 1 Clinical IT superuser support for SystmOne, the rostering system and Vantage, signposting and escalating issues as required.
 - Reset SystmOne passwords as required, and basic training for new starters.
8. 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. Play an active part in team meetings. Help to create an environment that is continually critically questioning practice and promoting learning.
9. 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.

This list can never be exhaustive, and is subject to change in line with the evolving needs of the organisation, but covers most of the work you'll be doing - always with talent, initiative and a commitment to great customer service.



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:

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



PERSON SPECIFICATION

Team Support Assistant (Medical Team)

Attribute	Essential Requirements	Desirable Requirements
Qualifications and Training	• Good standard of general education, including Maths and English. • Evidence of ongoing professional development. • Proficiency in using and managing databases.	• Administration qualification.
Knowledge and Skills	• Excellent verbal, written and interpersonal communication skills. • High level of accuracy, attention to detail and professional presentation, including under pressure. • Ability to prioritise and manage a complex workload, including high volumes of telephone calls, while maintaining confidentiality and discretion. • Strong organisational and time management skills, with the ability to work independently. • Knowledge of database management, basic statistics and project management principles.	• Knowledge of medical terminology. • Understanding of hospice care, palliative care, and the wider healthcare community.
Experience	• Experience of working effectively within an administration team.	• Experience of using a patient care records system. • Previous experience in a healthcare setting. • Experience of taking minutes. • Previous work with volunteers.



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Personal Requirements	• Committed to ongoing learning and professional development. • Discreet, sensitive and able to maintain confidentiality. • Able to cope calmly and professionally with distressing situations and work effectively under pressure. • Self-motivated, organised and able to prioritise effectively. • Leadership through creative problem solving, a positive can-do attitude and a willingness and desire to ensure all who come into contact with Rowcroft Hospice have the best possible experience. • Proven ability to be part of a committed and hardworking team in line with the ethics and values of Rowcroft Hospice, acting in the best interests of Rowcroft at all times.	• 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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