



St Francis Hospice Dublin

JOB DESCRIPTION

EDUCATION ADMINISTRATOR

PERMANENT 25.5 HOURS

0.73 (WTE)

Reference Number 2023 - 055

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TABLE OF CONTENTS

	Section	Page
1.	JOB PURPOSE	3
2.	ACCOUNTABILITY	3
3.	KEY DIMENSIONS	3
4.	OPERATING ENVIRONMENT	3
5.	SALARY SCALE & ANNUAL LEAVE	3
6	THE PERSON: QUALIFICATIONS, EXPERIENCE, KNOWLEDGE & COMPETENCIES	4
7	OUTLINE OF JOB DUTIES & RESPONSIBILITIES	5-8

1. JOB PURPOSE

The purpose of this post is to provide administrative support within the Education Department of St Francis Hospice Dublin

2. ACCOUNTABILITY

The position reports to and is accountable to the Head of Education or other designated persons in all matters relating to the job

3. KEY DIMENSIONS

Direct reporting to the Head of Education

Key internal relationships that will influence the success of the role: Education and Nursing Practice Development Team; Multidisciplinary Team Members

Key external relationships that will influence the success of the role: Learning participants and other bodies as appropriate external to the organisation participating in Palliative Care Education

4. OPERATING ENVIRONMENT

Contractual Hours: 25.5 hours per week

Hours of work: The normal working hours are spread over 5 days Monday to Friday between 8.30 am to 2.00 pm. Details of starting and finishing times, which may vary in accordance with Hospice needs will be notified by your line manager There may be times when you will be required to work outside of the core working hours

Location: This position is based in SFHD; however, SFHD operates across two sites: Raheny & Blanchardstown. The post holder will be working in both locations In the interest of the departmental needs, patient care and changing needs, candidates are required to be flexible and are obliged to carry out duties in any department or location of the Hospice or associated locations when required to do so by the Director of Education

As St Francis Hospice Dublin is an expanding service the demands for services can change and it will be necessary to meet these changes through the organisation. In such circumstances it may be necessary to review the work location for this post and, on behalf of the Board of Directors, the Leadership Team reserves the right to change the terms and conditions as necessary. However, notification will be given of any such changes

Garda Vetting: The successful candidate will be required to satisfactorily complete the Garda Vetting process prior to a formal job offer being made.

5. SALARY SCALES & ANNUAL LEAVE

Salary Scale: Department of Health & Children Consolidated Salary Scale (1st October 2023) - Grade IV (Clerical)

Annual Leave: 26 days per annum (pro-rata)

6. THE PERSON: QUALIFICATIONS, EXPERIENCE, KNOWLEDGE & COMPETENCIES

	Essential	Desirable
Qualifications	Educated to degree level or equivalent experience gained in a relevant working environment, or in the process of completing relevant third level course of study. Minimum Education: Leaving Certificate	Minimum Education: Leaving Certificate
Experience	Relevant experience in an Administration position Some project management experience evidenced by an ability to manage own work and deliveries and an awareness of risk management Experience and proficient in the use of Microsoft Office (Word, Power Point, Excel) Experience of working in a customer service environment	Evidence of supporting organisational development / initiatives in an Administrative capacity
Other	<ul style="list-style-type: none"> • Access to appropriate transport to fulfil the requirements of the role • Full driving license • Candidates must demonstrate evidence of continuing professional development 	

CORE COMPETENCIES

- Excellent people skills with an excellent ability to communicate effectively
- Strong ability to work on his/her own and also as part of a team
- Significant ability to build effective working relationships and to foster partnerships within the Hospice to enhance education capacity
- Strong ability to engage in project management so as to devise and meet clearly defined outcomes in meeting Departmental / Organisational needs
- Excellent time management, problem solving, planning and organisational skills
- Effectively plans and schedules one's own work so that resources are used appropriately

7. OUTLINE OF JOB DUTIES AND RESPONSIBILITIES

The role of the Education Administrator includes, but is not limited to:

Support to the Development and Delivery of Education Initiatives

- Participating in the planning and administration of education programmes
- Assist with the preparation and proofreading of presentation materials for courses and conferences
- Provide input and administrative support to SFHD Learning Management System, to include the handling all course enrolments, learner communications, content upload/maintenance and ongoing monitoring of platform analytics
- Ensuring appropriate accreditation is achieved from professional bodies for courses
- Provide support in the management and maintenance of all content hosted on Vimeo and SFHD's video hosting website
- Have an awareness of current E-learning trends by researching and recommending E-Learning tools as a contributing member of the Education team
- Preparing and maintaining a repository of instructional materials for relevant technology being utilised by the Education department
- Ensuring effective advertising of courses and events in a cost effective manner using the SFHD web site, social media, a web-based email package to create and distribute monthly newsletter updates, and other avenues that may be available
- Provide support in creating, revising, and advising on PowerPoint presentations and other materials for use in educational settings, using multimedia tools as appropriate
- Responsible for the co-ordination of the Secondary Schools Initiatives This will include: planning, advertising, liaising with schools, liaising with and supervising the Education Ambassador Volunteer, monitoring feedback from students, and identifying potential improvements to the programme
- In consultation with and with the support of the Education Team, responsible for the co-ordination of all organisational aspects of national study days / conference / master classes (e.g. Paediatric Palliative Study Day; Palliative Care for person with Intellectual Disability) including:
 - Preparing an event brochure for print and electronic distribution
 - Advertising the event in a cost effective manner using the SFHD web site, social media, e-mail newsletters, and other avenues that may be available
 - Managing the call for papers and posters process, from advertising through selection, invitation and execution
 - Liaising with presenters, chairpersons and guest speakers from invitation through planning, execution, payment and evaluation
 - Sourcing and inviting sponsors and managing all aspects of their involvement
 - Ensuring appropriate accreditation is achieved from professional bodies
 - Identifying staffing needs for the event and sourcing staff and volunteers to fill those roles
 - Compiling and analysing results of delegate evaluations and sending relevant feedback to presenters
 - Reporting on the event to the Leadership Team and funders as required, including a full financial statement of income and expenditure

- Process registration of delegates, including all correspondence with delegates
- Process payments
- Invoice outstanding payments
- Process financial outgoings and ensure prompt payment of invoices
- Prepare delegate reports, financial statements, delegate name badges
- Prepare venue before conference
- Greet and register delegates
- Provide information to delegates
- Supervise staff and volunteers at information desk

Clinical Placements

- Liaise with students and colleges regarding clinical placement applications and associated documentation requirements
- Maintaining clinical placement application files (electronic and paper copies) in line with GDPR
- Liaise with relevant discipline Line Managers regarding clinical placement arrangements
- Compiling annual report on student placements (eg hours, disciplines, courses)

Education General

- Ensuring the provision of appropriate administrative support to the Education Department
- Internal and external correspondence, including responding to telephone, email and written enquiries
- Order stationery supplies and materials
- Maintain a log of all mandatory training completed by each department staff member
- Act as personal assistant to Head of Education, Lecturers/Tutors and Nurse Practice Development
- Provide administrative assistance at all departmental meetings both virtual and face to face
- Overseeing the management of Education Centres at both Hospice sites including responsibility for instructions relating to IT and AV equipment
- Zoom Licence administrator for the Education Department including management of the Zoom licence outlook calendar
- Participating on committees or working groups as requested

Education Database/Financial

- Leading the organisation and maintenance of effective systems of data management, in line with GDPR and other relevant legislation, including:
 - Ensuring that accurate records are kept on the education database in relation to mailing lists, registrations, incoming and outgoing payments, in-service training and clinical placements

- Ensuring safe deposit and receipting of incoming monies in line with SFHD procedures
- Providing reports to the Director of Education, Leadership Team, and department heads, as requested, regarding educational activities
- Developing the Education database as required by changes to legislation or work practices within the Education Department
- Develop the Education database (Microsoft Access) as required, including the creation and design of new tables, forms, queries and reports
- Maintain an accurate database in relation to mailing lists, course registrations, and in-service training
- Participate in workshops relating to the implementation of the Hospice HR Information System
- Maintain accurate records in relation to mandatory training requirements and attendance for all staff
- Administrate and manage the chosen e-payment site for Course fees
- Invoice outstanding payments
- Process payments to external agencies in conjunction with the Accounts Department
- Engage in funding applications for education initiatives for SFHD and national education programmes

Organisational Policies

- Coordinating, with the Quality and Risk Manager, the timely creation and updating of policy documents as required, within the parameters of the HSE (2016) National Guidelines, including:
- Work with Project Quality and Risk Officer to coordinate the timely creation and updating of policy documents as required
- Maintain central files (electronic and paper copies) for hospice policy documents
- Format and proofread all policy documents
- Ensure electronic Policy folder for staff to access is kept up to date
- Maintain archival records of policies as per relevant legislation
- Formatting and proofreading all policy documents

Educational Material

- Maintain central electronic files for hospice publications such as information booklets, leaflets and brochures as required by service needs
- Prepare and distribute the weekly Diary in the absence of the Communications & Marketing Manager
- Ensuring the Education section of the SFHD web site, and other sections, as required in the absence of the Communications & Marketing Manager, are kept up to date
- Providing support and advice to all staff members of SFHD regarding proofreading, formatting, or desktop publishing of documents and presentations relevant to their work in SFHD as required
- Make recommendations for improving the standards, practices and processes in the Education department and /or SFHD
- To attend mandatory training and developmental programmes, events, seminars and courses as deemed appropriate by the Director of Education

General

- Comply with the Mission Statement, Ethos and Values of St Francis Hospice Dublin
- Ensuring compliance with Health and Safety procedures in relation to all Hospice activities
- Contribute to and comply fully with the St Francis Hospice Dublin Safety Statement including safe working practice as laid down by the Safety, Health and Welfare at work Act 2005 and any other relevant legislation
- Comply with the St Francis Hospice Dublin policies relating to confidentiality and ensure confidentiality in all matters of information obtained during the course of employment
- Adhere to the Policies & Procedures of St Francis Hospice Dublin at all times
- Actively engage in continuous personal development and learning
- Present and act in a professional manner at all the times

Carrying out any other reasonable duties, appropriate to the office that may be required from time to time by the Director of Education

The successful candidate will be required to update their knowledge and skills to fit the changing requirements of the post. Therefore, this Job Description is an outline of the current broad areas of responsibility and accountability and should not be regarded as a comprehensive listing. It will be reviewed and updated in line with future needs.

The successful candidate will be required to maintain, enhance and develop their knowledge, skills and attitudes necessary to respond to a changing situation.

Signature of Job Holder:	Signature of Line Manager or Designated Officer:
Job Title:	Job Title:
Date:	Date: