



*St. Francis Hospice Dublin*

## **JOB DESCRIPTION**

**MEDICAL SECRETARY – CLINICAL ADMINISTRATION TEAM**

**RAHENY / BLANCHARDSTOWN**

**GRADE IV**

**PERMANENT**

**20.5 HOURS PER WEEK**

**Job Reference: 2024 - 010  
Issue Date: April 2024**

## TABLE OF CONTENTS

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

## 1. JOB PURPOSE

The person appointed to this position will work as part of the overall Clinical Administration Team and will report to the Hospice Administrative Services Manager. The Clinical Administration team provides administration support to the following areas namely: Community Palliative Care Team, Inpatient Unit, Medical Administration, Outpatient and Day Service, Reception and Social Work.

## 2. ACCOUNTABILITY

The position reports to and is accountable to the Hospice Administrative Services Manager or designated person in relation to her/his role as Medical Secretary in all matters relating to the job.

## 3. KEY DIMENSIONS

Direct reporting to the Hospice Administrative Services Manager or designated person.

Key internal relationships that will influence the success of the role: Medical Administrators, Medical Consultants, Doctors, Nurses, Allied Health Care professionals, Community Palliative Care Team, Outpatient & Day Service Team, Volunteers, Medical Secretaries, Ward Clerk and Clerical Officers.

Key external relationships that will influence the success of the role: Primary Care Teams, Acute Hospitals, PAS support Team.

## 4. OPERATING ENVIRONMENT

**Contractual Hours: 20.5 per week.**

**Hours of work:** These hours will be worked over 7 days. Flexibility will be required depending on the needs of the service. Details of starting and finishing times, which may vary in accordance with Hospice needs will be notified by your line manager. There will be times when you will be required to work outside of the normal office hours.

**Location:** This position is based across two sites: Raheny & Blanchardstown. In the interest of 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 Hospice Administrative Services Manager.

The post holder maybe be moved to any other position within clerical, administration or secretarial in the Hospice at any time during their employment on a temporary or permanent basis.

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 & PENSION SCHEME**

**Salary Scale:** Department of Health - Consolidated Salary Scale (1<sup>st</sup> January 2024) – 0558 – Clerical Grade IV

33,422.00	35,512.00	36,351.00	38,471.00	40,413.00	42,112.00	43,756.00	45,975.00	47,587.00	49,210.00	50,714.00	33,422.00
-----------	-----------	-----------	-----------	-----------	-----------	-----------	-----------	-----------	-----------	-----------	-----------

**Annual Leave:** 26 days per annum. (Pro Rata)

**Pension Scheme:**

Your post, position, or office is pensionable for the purpose of the Single Public Service Pension Scheme (the “SPSPS”)

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

	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Be educated to leaving certificate Standard or equivalent.</li> <li>• To have undertaken an Office Administration/Secretarial Course or other relevant course.</li> </ul>	<ul style="list-style-type: none"> <li>• Qualification at Level 6 -NFQ or its equivalent in a relevant discipline.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Have a minimum of two years clerical/secretarial/administration experience.</li> <li>• Be fully competent in MS Office suite and other relevant packages.</li> <li>• Previous experience in Information Systems e.g. Patient Management systems</li> </ul>	<ul style="list-style-type: none"> <li>• Experience working in a hospital/Hospice/Health Care setting</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Flexible working approach – must be available to work across two sites (Raheny &amp; Blanchardstown) within various clinical areas, as the Organisation requires.</li> <li>• Full driving license</li> </ul>	

### CORE COMPETENCIES

- Demonstrate an understanding of the application of the values and ethos of SFHD.
- Demonstrate effective communication (verbal & written) and interpersonal skills including the ability to collaborate with colleagues, volunteers, families, carers etc.
- Ability to develop positive working relationships internally and externally.
- Have proven planning and organisational skills together with the ability to perform duties of the role in a sensitive and caring manner.
- Have the ability to work on own initiative, meet deadlines, prioritise and manage a number of issues simultaneously and demonstrate attention to detail.
- Be able to identify potential difficulties and formulate solutions.
- Demonstrate a commitment to continuing professional development.

## **7. OUTLINE OF JOB DUTIES AND RESPONSIBILITIES**

The role of **Medical Secretary – Clinical Admin** includes but is not limited to:

PROVIDING COVER TO ALL AREAS OF CLINICAL ADMINISTRATION. SOME OF THE TASKS INVOLVED ARE LISTED BELOW, THIS IS NOT AN EXHAUSTIVE LIST.

Within all areas the successful candidate will be dealing with patients and families both on the telephone and in person, arranging appointments, taking messages, creating records, updating files and healthcare records, updating the Patient Administration System.

- **Community Palliative Care Team**
  - Processing referrals to the team
  - Providing administrative support to the multi-disciplinary team.
  - Dealing with calls from patients and families.
  - Filing in Healthcare Records.
- **Outpatient and Day Service Team**
  - Arranging appointments for patients to attend the multi-disciplinary team.
  - Providing support to the multidisciplinary team.
  - Arranging transport for patients when required.
- **In Patient Unit**
  - Processing referrals to the Inpatient Unit
  - Managing the patient healthcare record.
  - Providing support to the multidisciplinary team.
- **Social Work**
  - Providing support to the Social Work and Bereavement Team
  - Managing appointments for the Team.
  - Organising Bereavement Information Evenings and Services of Remembrance and issuing invitations to same.
- **Clinical Administration and Medical Records**
  - Supporting the role of the clinical administration team in Medical Records, Data Collection and Reporting.
- **Reception**
  - Meeting and greeting patients, families, visitors and donors to come to St. Francis Hospice.
  - Answering all calls to the hospice in a professional way and directing calls to relevant departments.
  - Processing donations.
  - Supporting other departments in evenings and at weekends.
- The successful candidate must be flexible and available to work across our two Hospices in Raheny and Blanchardstown and across clinical areas within St. Francis Hospice Services.

- Working closely with the Hospice Administrative Services Manager and the Medical Administrators to support the work of the clinical administration staff in St. Francis Hospice.
- Providing a professional, values-based service to patients and clients of St. Francis Hospice at all times.
- Ensuring confidentiality with healthcare records and patient information and ensuring that healthcare records are kept up to date with correspondence and notes.
- Attendance and minute taking at Departmental team meetings.
- Minutes taking at different committees as per management request.
- Involvement in project work / tasks as determined by the Hospice Administrative Services Manager, Medical Director and/or Hospice Leadership Team.
- To carry out any other reasonable duties, appropriate to the office, that may be required by the Hospice Leadership Team.

**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 Hospice Administrative Services Manager and other designated officer in all matters relating to the job.

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.

<b>Signature of Job Holder:</b>	<b>Signature of Line Manager or Designated Officer:</b>
<b>Job Title:</b>	<b>Job Title:</b>
<b>Date:</b>	<b>Date:</b>