



St. Francis Hospice

## **JOB DESCRIPTION**

**MEDICAL SECRETARY**

**OPDS – SPECIALIST PALLIATIVE – OUTPATIENT AND DAY SERVICE**

**GRADE IV**

**PERMANENT CONTRACT**

**24 HOURS PER WEEK**

**JOB REFERENCE: 2026 – 024**

**ISSUE DATE: MARCH 2026**

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## **1. JOB PURPOSE**

The person appointed will work as part of the Team that provide secretarial and administrative support to the Specialist Palliative Outpatient and Day Service.

The person appointed will also work as part of the Clinical Administration Team and will provide support to other areas as directed by the Patient Services Manager.

The post holder may be moved to any other position within clerical / administration throughout the Hospice / Hospices at any time during their employment on a temporary or permanent basis.

## **2. ACCOUNTABILITY**

The position reports to and is accountable to the Patient Services Manager or other designated officer in all matters relating to the job.

## **3. KEY DIMENSIONS**

Direct reporting to the Patient Services Manager.

Key internal relationships that will influence the success of the role: Outpatient and Day Service Team (Complementary Therapy, Chaplaincy, Lymphoedema, Medical, Nursing, Occupational Therapy, Physiotherapy and Social Work), Clinical Administration Team, Volunteers, General Services.

Key external relationships that will influence the success of the role: Patients, patients' family members, hospitals, general practitioners, other health and social care practitioners and equipment suppliers.

#### **4. OPERATING ENVIRONMENT**

**Contractual Hours:** 24 hours per week.

**Hours of work:**

Week 1      Tuesday and Wednesday - 12 - 530  
                  Thursday and Friday - 10- 530

Week 2      Monday and Tuesday - 10-530  
                  Wednesday and Thursday - 12-530

Details of working days, starting and finishing times may vary in accordance with Hospice needs and will be notified by the line manager. There will be times when there will be a requirement to work outside of these hours, for example to cover various leave types, this will be planned with you in conjunction with line manager.

**Location:** This position is primarily based at SFH Raheny but on occasion you may be required to work in SFH 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 Patient Services Manager.

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> February 2026)  
- Clerical Grade IV (based on 35 hours per week)

36,109	38,241	39,097	41,260	43,240	44,973	46,651	48,914	50,560	52,235	<b>53,829</b>	<b>55,463</b>	<b>LSIs</b>
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**Annual Leave:** 26 days per annum (Pro rata)

### **Pension Scheme:**

The 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

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>To be educated to Leaving Certificate standard or equivalent.</li> <li>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 four years' experience in an Administration role in a healthcare setting.</li> <li>To be fully competent in MS Office and other relevant packages.</li> <li>Experience in Patient/Client Administration Systems.</li> <li>Have experience in an outpatient/GP /Clinical setting.</li> </ul>	<ul style="list-style-type: none"> <li>To have worked as part of a clinical multi-disciplinary team.</li> <li>To have worked in a setting where Volunteers play a key role.</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <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, other professionals etc.
- Ability to develop positive working relationships internally and externally.
- Have proven 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 the Specialist Palliative Outpatient and Day Service Secretary includes but is not limited to:**

- Working as part of the multi-disciplinary Outpatient and Day Service Team and the Clinical Administration Team to provide a patient-centred service within the values of St. Francis Hospice.
- Providing administration support to all clinical staff within the Outpatient and Day Service. Typing all correspondence, reports, and presentations relevant to the service. Filing of notes in the patient healthcare record and on PAS. Communicating with other healthcare providers in relation to test results for patients.
- Processing of all new referrals to the Service, ensuring that all patient details are correct.
- Co-ordination and scheduling of all appointments to the Service.
- Attendance at the multi-disciplinary scheduling meeting for patient appointments.
- Management of ongoing appointments for patients and ensuring that all arrangements are made to ensure that each patient receives the services they require.
- Meeting patients attending appointments and managing their smooth transition from one appointment to another.
- Responding to public/patient enquiries, accurately recording and communicating the messages and ensuring the smooth running of this key element of the service.
- Management of all Patient Healthcare Records within the Department ensuring that they are kept in the correct order and are in line with data on the Patient Administration System. This includes the management of the Healthcare Records of deceased patients and following relevant procedures in this regard.
- Ensuring confidentiality with all Healthcare Records and keeping records up to date with clinical notes, correspondence and results.

- Contributing to the development of the PAS System and processes.
- Management of room allocation for the Service, as required.
- Updating the Patient Administration System of all episodes of care.
- Organising transport, when required, for patients attending the services.
- Liaising with the volunteers in the Service and keeping a record of their leave and absence for forwarding to the Volunteers Department.
- Liaising with the Patient Services Manager and the Volunteer Department regarding the recruitment of Volunteers.
- Attendance and minute taking at meetings as required by the Outpatient and Day Services and Management. The post holder may act as secretary/note takers in Committees and/or working groups.
- Management of Transport requirements for St. Francis Hospice.
- Preparation and submission of Statistical Reports as required.
- Liaising with other external health care organisations where necessary.
- Maintaining stationery supplies for the service.
- To take part as required in teaching, training of staff/students.
- Making recommendations for improving the standard and efficiency of the secretarial/administrative services in the Outpatient and Day Services department and in the organisation.
- Participate in mandatory training programmes e.g. Fire Safety, Manual Handling etc.
- Participation in continuous improvement initiatives to ensure the Outpatient services and/or organisational practices, procedures, policies are in line with best practice e.g. GDPR

### **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 Patient Services Manager or 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>