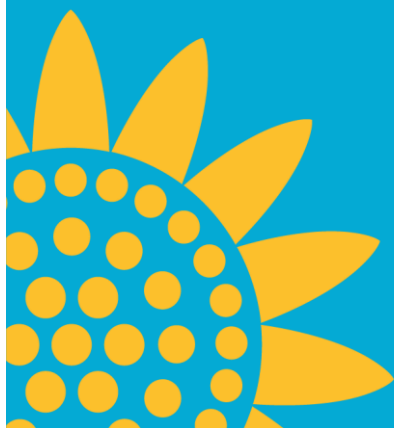




## Senior Palliative Care Administrator



### Job Summary

The Senior Palliative Care Administrator supports the Single Point of Coordination (SPOC) Co-ordinator(s) and Administration Manager to ensure smooth and efficient clinical administrative operations across multiple sites and services. They will signpost and educate health professionals across the York and surrounding area to ensure the Hospice's services are considered.

#### Main duties and responsibilities

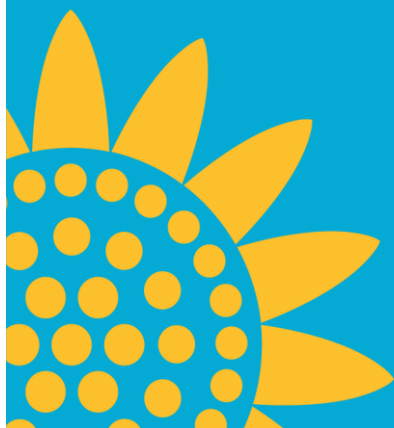
##### Professional

1. Communicate and collaborate effectively with colleagues, service-users, carers and health professionals at all levels, acting as a patient advocate within the scope of the role to ensure needs are heard and addressed, and care is coordinated seamlessly.
2. Work with Nimbus' Care Navigators to assess whether each service user would benefit from any of the Hospice's services, promoting a seamless care pathway. Co-ordinate any pathways as required working with a network of healthcare professionals.
3. Receive and manage complex or sensitive information, responding to distressing situations in a calm, sympathetic, and supportive manner. Recognise when cases are beyond the scope of personal expertise and escalate appropriately to SPOC Co-ordinators, or relevant healthcare professionals to ensure safe and effective patient care.
4. Liaise effectively across organisational boundaries, collaborating with staff, teams, and external partners to ensure patient welfare remains the central focus.
5. Share learnings from other healthcare providers with the rest of the SPOC team to ensure there is a collaborative approach to the best ways of working.
6. Keep abreast of Hospice activities by working with a number of internal key stakeholders to ensure accurate information is provided to service users.
7. Maintain high-quality data management by overseeing patient record systems across sites and, ensuring all information is accurate, up-to-date, and concisely recorded. Update and track databases to support effective team communication, continuity of care, and compliance with organisational standards and data protection protocols.
8. Ensure the secure handling, storage, and disposal of all records in line with Hospice policies and data protection protocols, upholding the highest standards of confidentiality, accuracy, and compliance.

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## Senior Palliative Care Administrator



9. Where required, plan, coordinate, and support meetings, ensuring all logistical arrangements are in place, including venue, equipment, and materials.
10. Attend meetings as required, providing administrative and governance support such as taking minutes, recording actions, and tracking follow-ups to ensure effective decision-making and accountability.
11. Provide cover for absent team members as directed by the Administration Manager, assist with workloads as necessary, and perform other duties as required, in line with the grade of the post and service demands.
12. Support the monitoring and validation of data related to key performance indicators and targets, ensuring thorough quality checks to meet performance standards and operational criteria.
13. Regularly review and update documentation to reflect changes in governance standards and practices and assist in preparing reports and audits to ensure transparency and accountability.

### Supervision

1. Provide training and development for staff and volunteers across multiple organisations. Offering support to new and/or less experienced staff as needed.

2. Provide guidance to internal teams and external services on hospice services, care pathways, and available support. Promote understanding of hospice practices and resources, fostering effective collaboration, informed referrals, and continuity of care across the wider healthcare system.

### Other

1. Attend all mandatory training or courses.
2. Attend any training or development required by the Hospice.
3. Read, understand and follow all Hospice policies and procedures.
4. Participate in the Annual Performance Review.
5. Positively promote, support and represent the Hospice especially within the community, and to maintain the philosophy, ethos and ambience.
6. Comply with and promote the Hospice's Equality, Diversity, Inclusion & Harassment policy.
7. Live and work in line with the Hospice's vision, mission and values.
8. Be aware of personal responsibilities and discharge these as defined by the Health & Safety at Work Act 1974.



## Senior Palliative Care Administrator

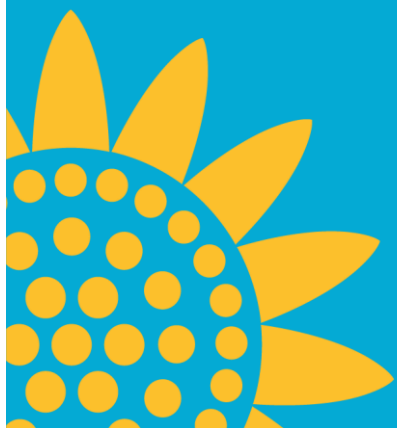
9. Maintain strict confidentiality in all matters relating to the Hospice, its business, patients, staff and ethos.

10. Undertake any other tasks, duties or responsibilities as requested by your Line Manager or other Senior Manager, including the Board of Trustees and Chief Executive.

*This Job Profile is an outline of responsibilities and will be subject to review with the postholder in light of the changing needs of the post and Hospice.*



## Senior Palliative Care Administrator

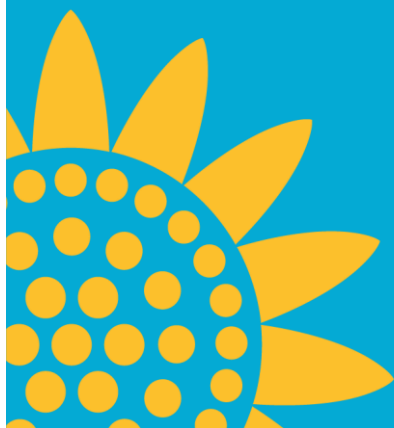


### Person Specification

| Requirement                    | Essential                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Desirable                                                                                                                                                                                                                                                                                |
|--------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Qualifications</b>          | <ul style="list-style-type: none"> <li>Functional Skills Level 2 in Maths and English or O Level/ GCSE in Maths and English at grade C or above</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                         | <ul style="list-style-type: none"> <li>Word-processing skills at Level 3 (OCR/RSA Level 3 or equivalent qualification(s) in relevant subjects e.g. NVQ Level 3 in Business</li> </ul>                                                                                                    |
| <b>Experience &amp; Skills</b> | <ul style="list-style-type: none"> <li>Previous experience of working in a busy office environment in an administrative function</li> <li>Note-taking skills</li> <li>Experience in managing and maintaining office systems</li> <li>Good organisational and planning skills</li> <li>Excellent keyboard skills</li> <li>Demonstrate problem solving skills using sound judgement and initiative</li> <li>Understanding of confidentiality</li> </ul>                                                                                                              | <ul style="list-style-type: none"> <li>Knowledge and understanding of medical and/or specialised terminology</li> <li>Previous experience in a healthcare setting</li> <li>Previous supervisory experience</li> <li>Experience of working with medical records filing systems</li> </ul> |
| <b>Communication</b>           | <ul style="list-style-type: none"> <li>Able to communicate effectively at all levels, both written and verbal</li> <li>Ability to communicate sensitively with patients, carers and staff about their health needs</li> <li>Ability to communicate at all levels within the Hospice</li> </ul>                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                          |
| <b>Personal</b>                | <ul style="list-style-type: none"> <li>Able to work under pressure and handle conflicting demands efficiently in a professional manner</li> <li>Self-motivated with the ability to motivate others</li> <li>Able to work on own initiative and work as part of a multi-disciplinary team</li> <li>Flexible and adaptable to meet the changing needs of the service</li> <li>Confident and professional</li> <li>Ability to deal with complaints or difficult / emotive situations, as they arise taking appropriate action and knowing when to escalate</li> </ul> |                                                                                                                                                                                                                                                                                          |



## Senior Palliative Care Administrator



|                           |                                                                                                                                                                                                                                                            |                                                                                                                 |
|---------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|
|                           | <ul style="list-style-type: none"><li>▪ Ability to prioritise and process information according to urgency</li><li>▪ Committed to continual quality and service improvement</li><li>▪ Self-aware and committed to continual personal development</li></ul> |                                                                                                                 |
| <b>IT</b>                 | <ul style="list-style-type: none"><li>▪ Good IT skills</li><li>▪ Knowledge of Microsoft applications (Word, Excel, PowerPoint, Outlook)</li><li>▪ Demonstrate knowledge of inputting and retrieving data accurately</li></ul>                              | <ul style="list-style-type: none"><li>▪ Previous experience of electronic patient information systems</li></ul> |
| <b>Other Requirements</b> | <ul style="list-style-type: none"><li>▪ Be prepared to assist with Hospice fundraising activities</li><li>▪ Undertake receptionist duties</li></ul>                                                                                                        | <ul style="list-style-type: none"><li>▪ Knowledge of services within York and the surrounding area</li></ul>    |

You must be able to demonstrate how you meet the essential or desirable requirements in your application form, supporting statement, documentation or evidence, interview presentation or during interview