



## CARE ADMINISTRATOR (NON-CLINICAL)

<b>SALARY</b>	£24,378 - £25,426 Agenda for Change Band 2 ( Outer )
<b>LOCATION</b>	Barnet (North London) and hybrid working available
<b>HOURS</b>	37.5 hours per week (full time) Flexible and compressed hours will be considered
<b>CONTRACT</b>	Permanent
<b>REPORTING TO</b>	Care Administration Manager
<b>CLOSING DATE</b>	28th August 2022

### JOB DESCRIPTION

Noah's Ark Children's Hospice helps babies, children and young people who are seriously unwell, and their families, make the most of every day. The charity aspires to become a centre of clinical excellence for children with life-limiting or life-threatening conditions.

We've been on a major upward trajectory in recent years, with more children being supported and more major hospitals being partnered with. We've transformed from being an enthusiastic start-up delivering care in the community, to delivering major impact both in the community and at our stunning state-of-the-art hospice building, The Ark, set on a 7.5 acre nature reserve. It's a place of laughter and real connection, with an atmosphere that's both supportive and inclusive and our culture is fast paced and innovative.

With the number of referrals to Noah's Ark increasing, and the services we offer continually growing, we are in the exciting position of expanding our Care Administration Team. The successful candidate will work closely within the Care team (clinical and holistic) to provide professional and effective support by providing administrative, database and logistical support.



## ABOUT YOU

We have an exciting opportunity for an enthusiastic and flexible administrator to join our small Care Administration team, playing a key supportive role in the Care team by providing effective and wide ranging administrative tasks and data services.

The ideal candidate will provide comprehensive and confidential administrative support, contributing to the efficient and effective operation of the Care Team (non-clinical and holistic). You will have a flexible, proactive and adaptable approach to the requirements of this role and to developing administrative and reporting needs as the services expand.

You will be a dedicated, organised and reliable individual. You will show determination to succeed and have a solutions-focused outlook. You will be passionate about information management, producing accurate and insightful reports for internal and external stakeholders. You will have a keen eye for detail, able to juggle tasks, communicate clearly, with a desire to make a positive difference to the charity.

## KEY TASKS & RESPONSIBILITIES OF THE ROLE

- Ensure the provision of high quality administrative support across the Care Team, with particular attention to Holistic Services, including responding to colleagues' enquiries, telephone calls, organising and filing paperwork, documents and computer based information.
- Set up digital profiles and accounts for new starters on databases (Crosscare, Radar, Skills for Health), apps on phones and outlook calendars, and provide training on the above systems to new colleagues across the charity.
- Take responsibility for finalising the agenda for regular Pathway MDT meetings; producing minutes and updating actions onto the Crosscare database and processing admin duties.
- Attend regular Referral Panels, producing minutes and actioning any items as required.
- Process new referrals and maintain accuracy of patient data.
- Attend and take minutes for meetings regularly or ad hoc.
- Book training courses for individuals or groups, such as regular First Aid Training or individual CPD courses.
- Coordinate mass mail-outs to families as required.
- Produce and distribute accurate reports, presenting information in an easy to understand way for colleagues.
- Produce and maintain spreadsheets, e.g. Out of Hours rota, timesheets
- Ensure compliance with Data Protection and GDPR legislation and best practice, including completing spot checks and audits.
- Support the Care Administration Manager in producing reports as requested.
- Provide support to colleagues around the use of our Care databases, especially Crosscare and Radar.
- Prepare reports for the Family Link Team ahead of assessment and review appointments.



- Offer ad hoc support to members of the team who need help with Excel / PowerPoint / databases / creating letter templates.
- Frequently audit and review processes and evaluate how to make administrative tasks more straightforward for the holistic team and the wider staff, including photo audits, permissions and consents.
- Ensure all Care help-sheets and handbooks are kept up to date.

## **OTHER**

- Model the charity's values of Kindness, Excellence and Courage.
- Actively contribute towards quality assurance and practice development activities e.g. audit, benchmarking, service reviews.
- Effectively work within the legal, ethical and professional frameworks applicable to children's palliative care
- Act as an ambassador for the charity, maintaining positive and effective communication with other agencies involved with families receiving our services.
- Any other duties as are within the scope, spirit and purpose of the role.

**PERSON SPECIFICATION**

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>QUALIFICATIONS</b>	Educated to GCSE level (grade C or above) or equivalent qualifications, including English and Mathematics	Educated to degree level, or equivalent demonstrable experience or a relevant qualification
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>▪ Administrative office experience with evidence of having supported a team</li> <li>▪ Experience of using client and/or information databases</li> <li>• Experience of working with Microsoft Office applications including Word, Excel, Outlook, as well as database packages and websites</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of using a patient / clinical database</li> <li>• Experience of working in a clinical setting</li> <li>• Experience of working in a palliative care service</li> <li>• Experience of minute taking</li> <li>• Experience of working with volunteers (either professionally or personally)</li> </ul>
<b>APTITUDE, SKILLS &amp; KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>• Strong organisational skills and the ability to work under pressure, juggle workload/multi-task, set priorities and meet deadlines</li> <li>• Ability to work independently, and as part of a team.</li> <li>• Excellent oral and written communication skills, with the ability to communicate effectively and sympathetically with the parents/carers of life limited children and other professionals</li> <li>• Solution focussed with an ability to plan and manage own time and workload</li> <li>• Able to develop effective working relationships</li> <li>• Confident relating to and networking with other professionals</li> <li>• Excellent time management and organisational skills</li> <li>• Exceptional attention to detail with the ability to actively seek and find solutions to problems</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of the needs of life limited children and their families.</li> <li>• An understanding of national guidance in relation to record keeping and management of health care records</li> </ul>

	<ul style="list-style-type: none"> <li>• Be able to communicate reports and admin information in an inclusive and easy to understand manner</li> </ul>	
<b>BEHAVIOURAL / PERSONAL</b>	<ol style="list-style-type: none"> <li>1. Diplomacy and advocacy skills in relation to families, other external agencies and within Noah's Ark Children's Hospice.</li> <li>2. Ability to work within a palliative care environment.</li> <li>3. Positive attitude, proactive, enthusiastic, flexible, innovative and creative thinker.</li> <li>4. Enthusiastic approach to work with a genuine passion to see Noah's Ark Children's Hospice succeed in its objectives.</li> <li>5. Proven track record of reliability.</li> </ol>	<ol style="list-style-type: none"> <li>1. Ability to use common sense, good judgement and be initiative in potentially challenging situations</li> <li>2. Show empathy with the work undertaken by Noah's Ark Children's Hospice</li> <li>3. Respect for and understanding of the wide variety of roles within the multi-disciplinary team.</li> <li>4. Be able to identify and use personal support systems and use supervision appropriately</li> </ol>
<b>MISC</b>	<ol style="list-style-type: none"> <li>1. Commitment to safeguarding and the welfare of children and young people</li> <li>2. Ability to ensure that internal policies and procedures are complied with</li> <li>3. Enhanced Disclosure &amp; Barring Service (DBS) check</li> <li>4. Provide evidence of a right to work in the UK.</li> <li>5. Willing to undergo immunisations where applicable</li> </ol>	



## **CHARITY BENEFITS**

### **ANNUAL LEAVE**

25 days, rising by a day after each completed year up to 30 days. We also offer the ability to buy or sell up to 5 days annual leave each year.

### **SEASON TICKET LOAN**

An interest-free loan is available to all staff to purchase a season ticket.

### **LEARNING AND DEVELOPMENT**

Each employee receives suitable training and development opportunities

### **PENSION**

Provided by Aviva, with contributions from employer up to 6%.

### **FLEXIBLE WORKING**

Flexible working opportunities are available to staff dependent on the charity's needs.

### **LIFE ASSURANCE**

Staff will receive Life Assurance (Death in Service) provided by Canada Life Group Insurance. The benefit basis is 4x annual salary.

### **PAID MEMBERSHIP TO BLUE LIGHT CARD**

Staff will receive a Blue Light card membership giving discounts to a number of well-known brands and stores.

### **BIKE2WORK SCHEME**

Salary sacrifice scheme offering the opportunity to purchase a bike and accessories, with tax free payments spread over a period of time.

### **SUBSIDISED CAFÉ**

Freshly prepared hot and cold meals provided at The Ark daily at a subsidised rate.

### **STAFF REFERRAL SCHEME**

Monetary incentive for staff when they successfully recommend a candidate for an open position.

## HOW TO APPLY

Please send your completed application form to [recruitment@noahsarkhospice.org.uk](mailto:recruitment@noahsarkhospice.org.uk)

Please note, you will be required to provide evidence of a right to work in the UK and undergo DBS checks.

The application form is available to download under the relevant vacancy at

<https://www.noahsarkhospice.org.uk/work-with-us>

If you would like to have a confidential discussion about this role, please email the HR Team at

[hr@noahsarkhospice.org.uk](mailto:hr@noahsarkhospice.org.uk) or call 020 8449 8877.

*\*Please be aware that Noah's Ark has a resident dog and a PAT dog. Occasionally families may also bring their pets to The Ark.*

We can't wait to  
hear from you!



The Ark, Byng Road,  
Barnet, London EN5 4NP  
+44 (0) 20 8449 887  
[info@noahsarkhospice.org.uk](mailto:info@noahsarkhospice.org.uk)  
[noahsarkhospice.org.uk](http://noahsarkhospice.org.uk)

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Company Registration No. 3901606  
Registered Charity No. 1081156

## About Noah's Ark Children's Hospice

### ABOUT NOAH'S ARK CHILDREN'S HOSPICE

Noah's Ark Children's hospice helps babies, children and young people who have life-limiting or life-threatening conditions, and their families, make the most of every day. We are here to enable those we support to enjoy life as children, rather than as patients, as families, not just as carers.

Our expert staff and trained volunteers provide clinical, emotional and practical support for families across north and central London and Herts Valley. We carefully adapt our support for every child and offer it wherever it is required - whether in their home, their community or at our state-of-the-art children's hospice building, The Ark, in Barnet.

### THE ARK

Designed by families, for families, The Ark was opened in September 2019 by the Mayor of London. The Ark is a place of light and life, where you will find music, art, play and drama therapy; children blossoming in sensory and soft play rooms; and a fully accessible playground. The grounds offer wheelchair accessible outdoor experiences, including a Woodland Walk through a 7-acre nature reserve and a sensory walkway. At The Ark we are able to provide Specialist Care and Nursing for babies, children and young people, supporting their full clinical, emotional, social and practical needs. We have created a space where children who are seriously unwell are accepted as they are, safe to play, explore, express themselves and build confidence.



## OUR VALUES

Our values capture who we are, and what we expect from staff and volunteers. They are the 'Noah's Ark way', and are reflected in everything we do.



### KINDNESS

- We show compassion and empathy in all our interactions
- We put the child and family at the heart of all we do
- We are considerate: act thoughtfully and behave with integrity
- We go above and beyond
- We embrace diversity
- We create precious moments for children and their families
- We actively promote good mental health and look after our team
- We do not judge others for their differences



### EXCELLENCE

- We are exacting and passionate about our mission
- Our expert and dedicated team is tenacious and solution focused
- We are pioneering, creative and adaptable
- We collaborate and build partnerships
- We listen and learn
- We are considered and reflective
- We plan and grow responsively and responsibly
- We invest in our people



### COURAGE

- We are strong and ambitious in all we do
- We challenge the status quo, making bold resilience and aim to empower
- We help families and each other build resilience and aim to empower
- We act with candour and integrity
- We reach out to people in very difficult circumstances
- We do not shy away from making hard decisions or from challenging situations
- We are not afraid to ask for help