



Jersey Hospice Care

JOB DESCRIPTION

Job Title:	Clinical Services Support Officer
Reports to:	Director of Palliative Care Services
Department:	Clinical Management Team
Hours:	37.5 hours but part time hours considered
Working Pattern:	Monday to Friday-to cover working hours as agreed between 9:00 and 17:00, although flexibility is required to meet the needs of the role and Jersey Hospice Care.
Contract Type:	Permanent

General

Jersey Hospice Care is an independent charity which provides palliative care services within the community and the hospital, as well as through the King Centre and In-Patient Unit facilities. All services benefit from a well-resourced multi-professional team with to the patient or their family.

Job Summary

Jersey Hospice Care is seeking a Clinical Services Support Officer to work alongside the Director of Palliative Care Services and the Clinical Management team. The role will provide the opportunity to collaborate with Clinical Employees, Management, and other stakeholders. Candidates with administrative experience and a positive outlook on change are well suited for the position. This position might be ideal for you if you thrive in a multifaceted and varied work environment and possess strong interpersonal skills. Knowledge of a healthcare environment that utilises the IT platforms of EMIS and Maxims would be beneficial.

Job Context

The postholder will be based at Clarkson House or Jersey General Hospital depending on demand and required to work core office hours (9am-5pm) with flexibility around working pattern to suit the needs of the business. The working pattern will be agreed between post holder and line manager.

Nature and Scope of Role

The Clinical Services Support Officer provides administrative and operational support to clinical teams, ensuring the efficient functioning of business processes within Jersey Hospice Care. This role involves managing schedules, coordinating meetings, supporting data reporting, assisting with compliance and regulatory requirements, and improving the workflow of clinical services by offering support in various clinical and administrative tasks to ensure optimal service delivery.

The accountabilities of the role will include but are not limited to supporting the Director of Palliative Care services and the Clinical Management team with the following areas:

1. Administrative Support

In addition, the post holder is required to operate in adherence to Jersey Hospice Care Culture Pathway, Vision, Mission, Values and Behaviours.

1. Administrative Support

- Provide support to Director of Palliative Care Service, Consultant and Clinical teams across the two main sites.
- Facilitate phone calls in to the service and urgent clinical request. Co-ordinating and assisting in the process of triaging referrals and compiling the active patient list, capturing discharges and deaths within their remit for discussions in MDT whilst ensuring a record of completed discharge summary documentation.
- Responsible for the consultant and clinical team's diary management ensuring that meetings are scheduled within their clinical confines and that they are fully prepared and briefed in time.
- To act as first contact for written, email and telephone communication for the clinical teams ensuring that information is shared appropriately.
- Manage and update records, ensuring accurate and timely documentation in line with data protection.
- Prepare reports, collate data, prepare presentations and other documents for clinical staff, managers and stakeholders.
- Arrange meetings, prepare agendas, take minutes and follow up any outstanding actions for the Director of Palliative Care Service, Consultant and clinical team.
- Undertake the confidential audio/copy typing of general correspondence, clinic letters, and legal/medical reports and ensure their efficient and correct distribution.
- Respond to practical queries using initiative and judgement to prioritise tasks and duties, providing a customer focused service to all.

GENERAL DUTIES

In addition to the key job responsibilities detailed in this job description all employees at Jersey Hospice Care are expected to comply with the general duties detailed below:

Infection Prevention and Control - Maintain a clean, safe environment, ensuring adherence to Jersey Hospice Care's standards of cleanliness, hygiene and infection prevention and control.

Safeguarding - Jersey Hospice Care is committed to safeguarding and promoting the welfare of adults, children, and young persons. All employees are therefore expected to behave in such a way that supports this commitment.

Foundation Level Safeguarding Training will be provided to all non-clinical employees, and all clinical employees will be required to attend Safeguarding training in line with the Intercollegiate Document recommendations (RCN, 2018).

Information Governance - Jersey Hospice Care has undertaken to ensure that it meets its obligations to comply with the Data Protection (Jersey) Law 2018 and other guidance and standards of confidentiality and information security.

All employees have an individual responsibility for creating accurate records of their work and for making entries into and managing all records effectively in line with policies and procedures and to ensure Jersey Hospice Care meets its legal, regulatory and accountability requirements.

Governance - Actively participate in governance activities to ensure that the highest standards of care and business conduct are achieved.

Health & Safety - Ensure a safe working environment and be aware of responsibilities under the Health and Safety at Work (Jersey) Law 1989, taking appropriate action in the event of an accident to patients, employees, self, or any other person in the work area.

To co-operate fully in discharging the policies and procedures with regard to health and safety matters.

Whilst the aim of Jersey Hospice Care is to promote a co-operative and constructive view of health and safety concerns in the organisation, all employees must be aware that a wilful or irresponsible disregard for safety matters may give rise to disciplinary proceedings.

Volunteers – All employees have an individual responsibility to recruit, train and support volunteers as appropriate, to achieve Jersey Hospice Care objectives, making best use of volunteers and to minimise costs.

OTHER INFORMATION

Data Protection - Applications made in respect of this position will remain confidential, those that are unsuccessful will be kept for a period of 12 months from date of receipt at which point they will be destroyed. The application of the successful candidate will be kept on their personnel file for three years post termination of employment. Further details can be found on the JHC website.

Equal opportunities statement - Jersey Hospice Care is committed to eliminating discrimination and encouraging diversity amongst our workforces. We demonstrate commitment to equality and fairness for all in our employment and do not discriminate on the grounds of gender, marital status, race, ethnic origin, colour, nationality, national origin, disability, sexual orientation, religion or age. We oppose all forms of unlawful and unfair discrimination.

Jersey Hospice Care operates a strict no smoking policy.

NB: Although this is a comprehensive job description, you may be required to undertake other duties assigned by Jersey Hospice Care in response to organisational or service demands.

Essential Criteria for selection Clinical Administrator		Desirable Criteria for selection
Qualifications and Training	<ul style="list-style-type: none"> GCSE/O Levels (or equivalent) in English and Maths or, ability to demonstrate excellent standard of literacy and numeracy. Proficiency in Microsoft Outlook, Word, Excel and Power Point, Internet & Publisher 	<ul style="list-style-type: none"> ECDL IT qualification Customer service qualification
Knowledge and Experience	<ul style="list-style-type: none"> Previous experience in a busy health care administrative role incorporating the need for accurate word processing, use of spreadsheets and databases as well as accurate record keeping. Previous experience in a role that required excellent communication with internal and external customers. A clear understanding of data protection and confidentiality is a key requirement of the role. Has strong organisational skills and ability to multi-task, work quickly and efficiently, changing priorities when needed to meet the needs of the department. Is able to work independently and to deadlines. 	<ul style="list-style-type: none"> Experience of working in customer service/support role including handling a wide range of enquiries particularly by telephone and email.
Technical abilities	<ul style="list-style-type: none"> Good IT skills in word processing, Excel, PowerPoint, and Outlook essential Competent in using Word to complete typed assessments. Experience of Microsoft 365 including Teams communication channel and TEAM Folders and Channels 	<ul style="list-style-type: none"> Knowledge and experience of EMIS and Maxims IT systems
Personal attributes	<ul style="list-style-type: none"> Is empathic but resilient to the emotions of others. Is calm, patient and mature in attitude. Is positive, flexible, self-motivating and has a can-do approach to work. Has ability to work under pressure alone or as part of a team. Is adaptable and able to act as a positive role model within the organisation and to external stakeholders as an ambassador for JHC. 	

	<ul style="list-style-type: none"> • Due to the sensitivity of the role, awareness of confidentiality and boundaries of sharing information. • Self-awareness of the impact of own bereavements when dealing with others. • Accuracy and attention to detail. • Forward planning and prioritising. • Can demonstrate effective verbal and written communication skills. 	
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JERSEY HOSPICE CARE BACKGROUND

Specialist Palliative Care Team – Our Specialist Palliative Care Team works in close partnership with healthcare professionals across the entire Island, ensuring that patients and their families receive expert guidance, compassionate support, and specialist input at every stage of palliative and end-of-life care. Whether care is delivered at home, in nursing or residential settings, or within the hospital, the team provides seamless, high-quality support wherever it’s needed most. With a strong multidisciplinary approach at its core, the team brings together a wide range of skills and perspectives to deliver complex symptom management and truly holistic care. Their shared purpose is simple yet powerful: to help every patient achieve the best possible quality of life, with dignity, comfort, and personalised support throughout their journey.

Living Well Team – Our Living Well Team works closely with our specialist colleagues to provide compassionate, generalist palliative care to islanders—supporting them as they navigate every aspect of their journey. Whether it’s managing symptoms, understanding finances, making important decisions, or simply coping with the everyday tasks we often take for granted, the team is there to guide, encourage, and empower. Care is delivered wherever it’s needed most: in the comfort of patients’ homes or in our welcoming King Centre clinics. Our nurses walk alongside patients and their families every step of the way, promoting independence, building confidence, and creating opportunities for people to live well—on their own terms, with dignity, choice, and support.

King Centre - The King Centre offers a vibrant range of wellbeing services designed to help people living with life-limiting illnesses continue to live as fully and confidently as possible. Taking a rehabilitative and empowering approach, the team walks alongside patients as they navigate their illness, helping them focus on what matters most to them.

Our dedicated King Centre Team provides a rich mix of day services—including day hospice support, physiotherapy, and complementary therapies. These sessions are delivered by skilled, compassionate practitioners through both individual and group activities, all tailored to each person’s unique goals, priorities, and needs. At the King Centre, every interaction is centred around helping patients regain a sense of strength, connection, independence, and possibility.

Out of hours telephone on call – operates 5pm- 9am Monday to Friday then 5pm Friday to 9am Monday morning. Is staffed by specialist nurses and staff grade doctors and provides on island telephone advice to health professionals.

In Patient Unit – The In-Patient Unit comprises of twelve single en-suite bedrooms and provides specialist 24-hour, individualised care with the aim of maintaining independence and dignity in a

caring and supportive environment. Care is delivered by experienced, specialist Registered Nurses and Health Care Assistants, working with other members of the multi-disciplinary team, to ensure a holistic approach to the care of patients and their families.

Bereavement & Emotional Support Service – The Bereavement & Emotional Support Service offers free, confidential counselling and support to anyone in the community who has suffered a loss, regardless of the nature of the bereavement. Both life limiting illness and grief following a loss can have a huge emotional impact. Our service is made up of a small team of qualified and experienced counsellors and trained volunteer bereavement support workers.

Education, Learning and Development Team - The Education, Learning and Development Team co-ordinate a broad range of academic and competency-based education programmes to support our employees irrespective of which department they work in to ensure competence and confidence in their roles. We also deliver external education across Jersey's health and social care community which focus on the principles and practice of palliative and end of life care. The overall aim is to achieve Island wide excellence in standards from a single point of education delivery.

Retail - There are three Jersey Hospice Care shops; a town shop in St Helier and a country shop in St Ouen and one in the East of the Island, they are operated by Jersey Hospice Care Retail Limited a wholly owned subsidiary trading company of Jersey Hospice Care. The shops are important sources of income, as well as providing a vital contact with the Island community.

Income Generation team - Are responsible for generating efficient, effective sustainable income for now and for the future. Notable key fundraising events are Million Pound Lottery, Dragon Boat Festival, 5000 Club and Christmas Tree collections.

Volunteers - Jersey Hospice Care depends on the generous support of a large body of volunteers who assist in a wide range of roles across all areas of the charity. These include helping in the shops, Day Hospice, In Patient Unit, Community Bereavement Service, fundraising and garden.

Support Services - The Support Services' employees are responsible for: People activities and support; administration tasks and projects; accounts management; reception; housekeeping; and our catering services. They provide support to Council, the Executive Team, and Senior Management, and are the first point of call for those ringing or calling at Jersey Hospice Care. They are vital to the smooth running of the charity.