



JOB DESCRIPTION

**Treetops Clinical Education Department
Clerical assistant**

Post Holder:

Area of Work: Treetops Clinical Education Department

Responsible to: Manager of Virtual Education Centre in PEOLC & Communication Skills

VISION, MISSION AND VALUES

Vision

That everyone living within the communities we serve has access to end of life care of the highest quality.

Mission

To make every day count through giving the highest quality support for patients and families living with life-limiting illness or affected by death and dying by:

Ensuring we have the skills and experience to deliver and promote excellence in end-of-life provision.

Working in partnership with other local end-of-life service providers to ensure the best possible patient experience is achieved.

Developing services to reflect the changing needs of the diverse community we serve.

Values

Respecting the unique worth of every person

We believe that every person is different but equal and that everyone's unique needs and contribution should be recognised and supported with kindness.

Exercising responsible stewardship

The commitment of our staff and volunteers to making the best use of all our resources, underpinned by a continuous culture of learning, growth and openness, enables us to deliver excellent services.

Working with hope

With empathy, our hope is to enable patients and families supported by Treetops to live well and die well.

Sustaining a culture of trust, warmth and safety

Everyone coming into contact with Treetops is treated with compassion, care and respect.

Department Objectives

Clinical Education at Treetops coordinates a suite of training courses and online resources, aimed at individuals and organisations who need to manage emotionally complex situations, end of life care and bereavement.

Clinical Education at Treetops aims to:

- Coordinates a suite of training and education courses aimed at individuals and organisations who need to manage emotionally complex situations, work with bereavement and deliver care and support at end of life
- To provide support, monitoring and ongoing development to the RealTalk training and intervention website / training events, processing and on-going support for all subscribers.
- To provide support, monitoring and on-going development for the Derbyshire Alliance End of Life Care websites and all subscribers to the platforms.
- Monitor the delivery of education and training to care homes with the aim to improve the assessment and management of symptoms that may have a physical, social, spiritual or psychological cause.
- To help staff, volunteers and wider consumers across health and social care to gain knowledge and skills relevant to their area of need.
- To support the wider strategic objective of workforce development across the care sectors.

Job Summary

To work as part of the Clinical Education team, supporting the delivery of course programmes and monitoring and maintenance of the two websites.

Role Within the Department

1. To assist in the co-ordination of all course diary planning, room booking and resources.

2. To assist in communications with attendees from advertising courses, to monitoring bookings, managing attendance lists, coordinating course feedback, booking refreshments and any other associated activities.
3. To assist in liaising with all staff teams delivering courses, ensuring they are fully briefed on forthcoming sessions and bookings.
4. To assist in ensuring paperwork and computer records are maintained in accordance with all relevant policies and procedures, and to work alongside the wider hospice team to ensure that statistical records are maintained.
5. Act as a first point of contact for all subscribers to the RealTalk website responding to queries and managing access requests.
6. Regularly accessing the RealTalk email address, processing applications, dealing with all queries relating to RealTalk in liaising with line manager as required.
7. Assist with maintaining RealTalk website, liaise with RealTalk website developers and maintain RealTalk database.
8. To monitor the resources on the Derbyshire Alliance End of Life Care toolkit identifying expiry dates / version control, uploading new resources alongside removing old resources.
9. Collate user activity reports from website data.
10. Work alongside the Derbyshire Alliance administrator/co-ordinator to support the development of the toolkit education portal uploading course information and managing online bookings
11. To act as an ambassador for Treetops Hospice, promoting its services in the community setting.

Other Tasks and Responsibilities

1. Perform general office duties as required.
2. Demonstrate a calm organised manner and manage own workload to ensure that a smooth and professional service is maintained.
3. Assist the Manager of Virtual Education Centre in PEOLC & Communication Skills in improving the efficiency and effectiveness of administrative systems
4. Participate in Treetops Hospice meetings as required.
5. To adhere to all Treetops Hospice policies and procedures.
6. To act as a link person to ensure compliance with organisational operational standards procedures such as health and safety, manual handling, fire procedures etc.