

# EAST LANCASHIRE HOSPICE

Registered Charity No: 1075653

**Job Title:** Support & Wellbeing Programme Coordinator

**Accountable to:** Clinical Lead Support & Wellbeing

## KEY PERFORMANCE AREAS

- Work under the direction of the Clinical Lead and as an integral member of the Support and Wellbeing (SWB) team to ensure robust communication and marketing of service provision for patients, their families, internal and external partners and stakeholders
- Provide direction, support and guidance to staff and volunteers involved in the administrative work for programmes/activities
- Maintain the activity calendar to prevent duplication and ensure the timely distribution of programmes/activities
- Produce and/or co-ordinate the availability of fliers and related marketing material for the health and wellbeing programmes delivered within support and wellbeing
- Maintain a system for the distribution/rotation of programme information throughout the hospice
- Liaise with each programme/activity facilitator regarding resources and room preparation required for each activity, ensuring plans are in place for these
- Contribute to the maintenance of stock control systems for programmes and activities under the direction of the Clinical Lead
- Contribute to the coordination of systems that ensure timely access to support and wellbeing services including for example the booking of appointments/transport
- Engage with clinical lead(s) and staff from non-clinical departments to raise awareness of support and wellbeing programmes, activities and events/activities provided by external speakers/partners
- Attend delegated meetings and forums on behalf of the service to raise awareness of service provision and its benefits for patients, those that matter to them, staff and volunteers
- Contribute to general administration duties including the use of office equipment to maintain the smooth and efficient running of the service

## PROFESSIONAL RESPONSIBILITIES

- Maintain appropriate and respectful professional relationships with colleagues and other staff
- Exercise good personal time management, punctuality, appearance and consistent reliable attendance
- Act as an ambassador for the East Lancashire Hospice promoting at all times the hospice mission, values, and acting in a way to uphold public confidence
- Conduct duties with regard to the hospice's stated values that:
  - Patients are individuals and have a right to respect, privacy, dignity and choice
  - Staff and volunteers are vital to the hospice's success, and it is their contribution which provides the hospice with its quality service and reputation
  - Our services should be focused on meeting our patients' requirements
  - Value for money is achieved making the most effective use of available resources
- Ensure that personal actions and conduct apply with hospice policies and procedures
- Ensure effective use of hospice resources

## PERSONAL DEVELOPMENT

- Access mandatory training appropriate to the role
- Participate in the hospice appraisal system and access training opportunities to improve own knowledge and skills
- Participate in the education and training of others as appropriate to the role including for example students, new starters and volunteers

## **MANAGING SERVICES**

- Ensure a safe environment by ensuring the reporting of hazards and incidents, completion of relevant risk assessments, investigation of incidents and implementation of risk reduction measures
- Ensure effective use of all resources within allocated budget
- Participate in team meetings and attend organisational and external meetings as appropriate
- Apply existing processes for dealing with concerns and complements escalating these in a timely manner to line manager
- Apply lone working processes escalating concerns in keeping with ELH policy
- Positively engage in events which promote the use of hospice services and those which celebrate achievements of service users, staff and volunteers

## **MANAGING PEOPLE**

- Provide direction, support and guidance to staff and volunteers involved in the administrative work for programmes/activities
- Contribute to the recruitment of volunteers and induction of new staff and volunteers in accordance with hospice policy and procedures to ensure they have the appropriate information and training to carry out their role
- Contribute to staff development to enhance service delivery

## **STATUTORY DUTIES**

- Ensure the security of information accessed in the course of your duties ensuring compliance with the Data Protection Act, Caldicott principles and information governance best practice guidance
- Report any hazards or incidents in accordance with the Health Safety and Risk Management Policy and procedures
- Comply with the East Lancashire Hospice 'no smoking' policy in all hospice premises and grounds
- Be responsible for maintaining own vaccinations including Hepatitis B immunity (as applicable)
- Ensure that infection control measures are followed in relation to your role
- Work at all times to safeguard the rights of individuals promoting their wellbeing and protecting those at risk from harm, acting on any concerns related to safeguarding children and adults at risk in line with policy and local guidance
- Work at all times to respect people's individuality, rights and diversity to ensure equality

## **WORKING HOURS**

The post holder will work .....hours flexibly. These will be worked according to a rota of up to any 5 days of a 7 day working week.

## **NOTES**

This job description reflects how the post currently meets the needs of the service. Since the hospice is constantly developing and changing its services to ensure it meets the needs of the community it serves, the role and responsibilities of the post holder may change accordingly.

This job description will be reviewed annually at the annual PDR and may change as is deemed necessary.

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## **ACCEPTANCE OF JOB DESCRIPTION**

I confirm I accept the duties contained in the above job description.

**NAME:** .....  
(PRINT)

**SIGNED:** ..... **DATE:** .....

**EAST LANCASHIRE HOSPICE**  
**Person Specification**

| Date<br>Nov 2019      | Post:<br><b>SWB Programme Coordinator</b>   | Recruiting manager<br><b>Carol Swindells</b> |           |                 |
|-----------------------|---|--|-----------|-----------------|
|                       | Criteria  | Essential                                    | Desirable | Tested By       |
| <b>Experience</b>     | E1 Experience using a range of Microsoft office applications  | ✓  |           | Interview, Test |
|                       | E2 Creative design for marketing purposes   |  | ✓         | Interview, Test |
|                       | E3 Experience working in an administrative role   |  | ✓         | Application     |
|                       | E4 Customer care/reception experience   | ✓  |           | Application     |
|                       | E5 Experience working volunteers/supervising others   |  | ✓         | Application     |
|                       | E6 Experience working in a healthcare environment and/or exposure to people with life limiting illness                  |  | ✓         | Application     |
| <b>Qualifications</b> | Q1 English and Maths at GCSE Grade C or equivalent  | ✓  |           | Application     |
|                       | Q2 Creative Design/Marketing or equivalent relevant to role   |  | ✓         | Application     |
|                       | Q3 Level 2 business administration or equivalent relevant to role   |  | ✓         | Application     |
| <b>Knowledge</b>      | K1 Of general office equipment for example photocopier and scanner  | ✓  |           | Interview       |
|                       | K2 Strategies for raising awareness of available services   |  | ✓         | Interview       |
|                       | K3 hospice services and the charity sector  |  | ✓         | Interview       |
| <b>Skills</b>         | S1 Well developed verbal communication/interpersonal skills demonstrating high standard of customer care                | ✓  |           | Interview       |
|                       | S2 Excellent written communication skills demonstrating high standard of English and document presentation and accuracy | ✓  |           | Interview/Test  |

|                            |   |   |  |                |
|----------------------------|---|---|--|----------------|
|                            | S3 Use of a range of office applications to a high standard   | ✓ |  | Interview/Test |
|                            | S4 Able to effectively accommodate competing demands and prioritise work  | ✓ |  | Interview      |
|                            | S7 High level of attention to detail and able to monitor/ review own work for accuracy                          | ✓ |  | Interview/Test |
|                            | S8 Negotiation and influencing skills   | ✓ |  | Interview      |
|                            | S9 Ability to build effective working relationships to organise, prioritise and coordinate wellbeing programmes | ✓ |  | Interview      |
|                            | S10 Car driver with access to a vehicle or the means to travel for work purposes                                | ✓ |  | Application    |
| <b>Personal Attributes</b> | PA1 Proactive, organised; able to use own initiative and work independently on identified duties                | ✓ |  | Interview      |
|                            | PA2 Able to plan, coordinate and manage time effectively  | ✓ |  | Interview      |
|                            | PA3 Able to provide and take honest, caring feedback to support improvement                                     | ✓ |  | Interview      |
|                            | PA4 Good sense of humour with a genuine and non-judgemental approach  | ✓ |  | Interview      |