

EAST LANCASHIRE HOSPICE

Registered Charity No: 1075653

Job Title:	Supportive Care Coordinator
Accountable to:	Head of Community Supportive Care

POST SUMMARY

Responsible for the efficient and effective coordination of responsive and individualised supportive palliative care for patients and those important to them.

KEY PERFORMANCE AREAS

- Develop a detailed understanding of East Lancashire Hospice Community Model, knowing the different options and levels of provision available to provide supportive palliative care in our community including that delivered by other organisations in order to maximise available support for patients and their families
- Utilise outstanding organisational skills to develop, implement and maintain robust systems and processes necessary for the effective coordination of supportive palliative care.
- Respond creatively and pro-actively to requests for supportive palliative care following assessment by qualified members of the clinical team, recognising the individual's preferences and choices, including their preferred place of care
- Demonstrate excellent communication skills to engage with patients and their families, both face to face and by telephone, to plan a suitable package of supportive palliative care in line with the initial clinical assessment and the person's changing needs and circumstances
- Contribute to patient review meetings feeding back on the supportive palliative care provided and its reported impact
- Maintain the provision of supportive palliative care to a caseload of patients and those important to them, liaising with named work to coordinate support visits, conduct scheduled reviews and provide crisis intervention
- Produce rosters for supportive care staff and volunteers and organise allocation of support visits taking into account the needs of patients and their families, location, continuity of care and skill mix
- Establish and maintain effective communication with hospice supportive care staff and volunteers to highlight any changes in needs, circumstances or risks and adjust the provision of support accordingly
- Provide timely feedback on any changes noted or communicated in a person's condition or circumstances taking account of the potential need for adjustments in service provision
- Utilise electronic clinical records systems including EMIS and PAS, to record support provided, progress and produce reports on contacts, impact and outcomes to demonstrate the effectiveness of supportive palliative care provision
- Conduct dynamic environmental risk assessment where there is an urgent need for unplanned responsive intervention for example to support early discharge
- Answer calls via the ELH response line, recognising when escalation of the call to a qualified member of the team is required
- Contribute to the recruitment, induction, training and support of volunteers providing supportive palliative care in the community
- Contribute to audit and monitoring of the provision of supportive care obtaining feedback from patients and their families, staff and volunteers identifying good practice, areas for improvement and potential solutions to problems in order to improve service provision
- Promote the work of the community team and wider hospice services throughout our community

PROFESSIONAL RESPONSIBILITIES

- Demonstrate well-developed and effective communication, negotiation and persuasion skills using empathy, tact, sensitivity and discretion when working with palliative patients, professionals and partner organisations, both within the hospice and our local community.
- Demonstrate a professional manner in all interactions, respecting people's individual needs, beliefs and wishes and work at all times to promote independence, autonomy, choice and quality of life for people and those that matter to them, acknowledging individual patient and family strengths and coping strategies.
- Provide a highly visible presence and promote engagement within the team to drive high quality patient focused interventions and support.
- Recognise own limitations and respond appropriately ensuring robust lines of responsibility and accountability are maintained to reduce risk to self and others.
- Positively engage in events which promote the use of hospice services and those which celebrate achievements of service users, staff and volunteers
- Work in accordance with ELH policy and procedures and professional/departmental codes of conduct.
- 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 our vision which is to help everyone who comes into contact with the hospice to make the most of life. We do this by committing to our values: to care, listen, respect and work together to support people to live well until they die and support those affected by death.
- 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 education and training of others as appropriate to the role.
- Participate in the hospice appraisal system and access training opportunities to improve own knowledge and skills
- Identify own learning and take responsibility for enhancing own personal and professional development accessing available resources and opportunities relevant to the role
- Develop own understanding of safeguarding processes, working with the wider team to protect individuals who are vulnerable.

MANAGING SERVICES

- Engage collaboratively with team members in order that staff rotas, education activities and annual leave can be planned efficiently ensuring baseline cover is maintained.
- Support the application of a robust system for departmental lone working escalating concerns in keeping with ELH policy
- Apply existing processes for dealing with concerns and complements escalating these in a timely manner to line manager
- Attend organisational and external meetings as deemed appropriate by line manager in order to influence awareness and use of hospice services and actively promote and signpost to East Lancs Hospice Services and those of the wider community to ensure individuals and their families are aware of the choices available to them
- Contribute to the planning of service developments and support of staff through the introduction of new initiatives.
- Ensure own practice and the organisation and delivery of own area of responsibility is consistent with hospice policies and procedures.
- 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 thus supporting the department to remain within allocated budget

MANAGING PEOPLE

- Working with team members, utilise leadership skills and provide the direction necessary for continuity of service provision and the delivery of high standards of support for those receiving hospice support.

- Support the recruitment, induction and supervision of non-registered staff and volunteers in accordance with hospice policy to ensure they have the appropriate information and training to carry out their role
- Support the attendance management process as delegated and in keeping with hospice policy
- Contribute to the annual PDR process to support staff development and thus enhance service provision
- Contribute to the induction of new staff and the development of existing staff/volunteers to ensure they have the appropriate information and training to carry out their role.
- Support achievement of departmental requirements for mandatory/essential training and staff/team development.

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

WORKING HOURS

The post holder will work their hours flexibly to meet service needs 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.

ACCEPTANCE OF JOB DESCRIPTION

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

NAME:

SIGNED:

DATE:

EAST LANCASHIRE HOSPICE
Person Specification – Supportive Care Coordinator

Date	Post: Supportive Care Coordinator	Recruiting Manager: Carol Swindells		
	Criteria	Essential	Desirable	Tested By
		Tick as appropriate		Application, Interview, Test
Experience	E1 Practical experience supporting/caring for individuals with life limiting illness, disability and palliative/end of life care needs		✓E1	Application/Interview
	E2 Substantial experience of effectively administering, coordinating and reviewing service provision to ensure assessed needs are met	✓E2		Application
	E3 Experienced in the planning and review of supportive packages of care	✓E3		Interview
	E4 Experience of working with and supporting volunteers		✓E4	Interview
	E5 Experience working with clinical practitioners in a range of settings	✓E5		Interview
	E6 Experience in the voluntary sector, NHS, public sector or social care with a proven record of driving robust systems for the benefit of patients/service users and those that matter to them		✓E6	Application
Qualifications	Q1 Educated to a minimum of GCSE/equivalent level in English and Maths	✓Q1		All: Application
	Q2 Minimum of NVQ Level 3(or equivalent) in Health and Social Care or equivalent experience or qualification	✓Q2		
	Q3 Business Administration or equivalent qualification/ experience		✓Q3	
	Q4 ECDL or equivalent certificates/experience using Microsoft / office packages	✓Q4		
Knowledge	K1 Understanding and sensitive to the needs of individuals requiring palliative and end of life care	✓K1		Interview

	<p>K2 Knowledge of hospice services and its contribution to quality of life</p> <p>K3 Understanding of requirements for confidentiality and security of information</p> <p>K4 Practical use of computer systems and Microsoft packages</p>	<p>✓K2</p> <p>✓K3</p> <p>✓K3</p>	<p>Application</p> <p>Interview</p>
Skills	<p>S1 Well developed written, oral, and interpersonal communication skills</p> <p>S2 Creative problem solving skills and ability to manage ambiguity</p> <p>S3 Ability to effectively time manage using prioritisation/ delegation skills.</p> <p>S4 Excellent organisational skills and displays significant attention to detail</p> <p>S5 Leadership skills/qualities</p> <p>S6 Proficient with the keyboard and Microsoft office applications</p> <p>S7 Well developed approach to customer care with the ability to deal with conflict situations</p> <p>S8 Good basic housekeeping skills</p> <p>S9 Car driver with full UK license and access to a vehicle for work purposes</p>	<p>✓S1</p> <p>✓S2</p> <p>✓S3</p> <p>✓S4</p> <p>✓S5</p> <p>✓S6</p> <p>✓S7</p> <p>✓S8</p> <p>✓S9</p>	<p>Interview/Test</p> <p>Application</p>
Personal Attributes	<p>PA1 Courteous and respectful of others with the ability to interact and engage with patients and family and the wider multidisciplinary team using patience and empathy</p> <p>PA2 Self-motivated, confident and decisive with the ability to work alone and manage own time without direct supervision</p> <p>PA3 Able to recognise own limitations and pro-actively seek guidance and/or support where necessary</p>	<p>✓PA1</p> <p>✓PA2</p> <p>✓PA3</p>	<p>All: Interview</p>

	PA4 Able to work as part of a rota over 7 days and be flexible to meet changing service need	✓PA4		
	PA5 Adaptable, motivated and able to engage with and drive change and new ways of working	✓PA5		
	PA6 Good sense of humour and a genuine and non-judgemental approach to others	✓PA5		