

**JOB DESCRIPTION:**  
**REPORTS TO:**  
**ACCOUNTABLE TO:**  
**BASED AT:**

**CARE COORDINATOR**  
**HEAD OF OPERATIONS**  
**DIRECTOR OF CARE**  
**ST ELIZABETH HOSPICE**



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## **JOB SUMMARY**

St Elizabeth Hospice provides planned, reactive and coordinated care to patients requiring palliative and end of life care. The care coordinators, cover 7 days per week, providing support to our palliative care coordination hub, which includes the community, medical, therapy and emotional wellbeing teams.

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### **Key Relationships include:**

- Patients, families and informal carers
- Community, medical, therapy and emotional wellbeing teams
- Head of Nursing
- Suffolk Continuing Healthcare Team
- Primary Health Care teams including District Nurses, GP
- Hospice multi-disciplinary team
- Community volunteers
- Marie Curie
- Social Services
- Care Agencies
- Central equipment stores
- Local bereavement services
- Funeral directors
- Complex discharge coordinators at Ipswich Hospital
- Data collection personnel

## **RESPONSIBILITIES**

### **OneCall**

- To provide support to the OneCall advice line, taking the initial calls and ascertaining the most appropriate direction for the call, dealing with any that are appropriate to the role, liaising with internal and external services to meet the patient's individual care need.
- To respond to all calls in a professional, calm and empathetic manner.

### **Triage**

- To receive and process all new referrals, other than those for IPU, liaising with internal and external healthcare professionals and patients to ensure that all necessary information is obtained and added to the patient record.
- To make first contact for new referrals to check consent, sharing out, NOK and other demographics.
- To work with clinicians to allocate new appointments, contacting patients and families to arrange same.

### **Care/Virtual Ward**

- To signpost and provide information as and when required. To be a resource and knowledgeable of services and informed of capacity within care providers.

- To coordinate visits by our Community Healthcare Assistants, providing care for new patients and to manage existing patients.
- To understand and organise care packages for end of life patients e.g. number of carer visits in a day using the software provided.

### **Community Volunteers**

- To have an understanding of the community volunteer service, providing support in the absence of the lead coordinator for the service.

### **General**

- To have an understanding of OPA/CCU/IPU to be able to support when needed.
- To maintain patient records, ensuring that all activities e.g. telephone calls, are entered in a timely manner and are accurate.
- To ensure patients, families and healthcare professionals are informed of changes and updates.
- To be involved in appropriate education opportunities relevant to the Hospice.
- To prepare for and attend the weekly community MDT meeting.
- To attend relevant meetings as required.
- To be able to deal with sensitive information at times of stress.

### **PROFESSIONAL DEVELOPMENT**

- To devise with the line manager, a personal development plan in line with the Hospice objectives and personal needs.
- To maintain and increase personal professional skills.

### **PERSONNEL RESPONSIBILITIES**

- To recognise indications of staff stress and to facilitate staff support.
- To participate in the induction of new staff, as required.
- To participate in professional placements and lay person visits to the Hospice, as requested.
- To recognise the value of volunteer contribution and play an active part in their support and development where appropriate.

### **EDUCATIONAL RESPONSIBILITIES**

- To give feedback from attended education programmes/study days to the multi-disciplinary team.
- To support the development of other team members where required.

### **ORGANISATIONAL RESPONSIBILITIES**

- To work within the policies of the Hospice and act within Care Standards, and professional guidelines at all times. To maintain appropriate professional registrations.
- To uphold the hospice and individual teams values at all times.
- To ensure effective use of resources.
- To participate in relevant activities which promote the Hospice as requested.
- To respect at all times the confidentiality of information covering patients, staff and volunteers.
- To play an active part in the development and maintenance of good relationships with all those who have business with the Hospice.
- To promote the Hospice Philosophy of Care towards patients, relatives and visitors.

Because of the special nature of the Hospice and its work you may on occasion be asked to undertake other duties to help maintain our high standard of care.

THIS JOB DESCRIPTION IS NOT NECESSARILY EXHAUSTIVE AND MAY BE SUBJECT TO REVIEW BY THE HEAD OF OPERATIONS IN CONJUNCTION WITH THE POSTHOLDER

# O U R V A L U E S



[stelizabethhospice.org.uk](http://stelizabethhospice.org.uk)

**PERSON SPECIFICATION  
CARE COORDINATOR**

<b>Requirement</b>	<b>Essential/Desirable</b>
<b>Qualifications &amp; Training</b>	
Educated to GCSE standard or equivalent	Essential
NVQ Level 3 or above in Business Administration or equivalent previous experience	Essential
<b>Knowledge &amp; Experience</b>	
Experience of working in a busy administration role, working with minimal supervision	Essential
Experience of establishing work processes and procedures	Essential
Experience of working within a secure and confidential environment	Essential
Experience of working within a healthcare setting	Desirable
<b>Specific Skills</b>	
Excellent written and verbal skills	Essential
Effective communication, inter-personal and organisational skills, face to face, in writing and over the telephone	Essential
Advanced IT skills including Word, Excel, Outlook	Essential
Able to manage and prioritise own workload	Essential
Able to work accurately with excellent attention to detail.	Essential
<b>Personal Qualities</b>	
Demonstrable experience of team working	Essential
Ability to withstand sensitive and potentially stressful situations	Essential
Strong attention to detail and accuracy	Essential
A positive attitude	Essential
Able to demonstrate empathy	Essential