JOB DESCRIPTION: **COMMUNITY CARE COORDINATOR**
REPORTS TO: **COMMUNITY CARE COORDINATOR TEAM LEAD**
BASED AT: **ST ELIZABETH HOSPICE**

JOB SUMMARY

St Elizabeth Hospice provides planned, reactive and coordinated care to patients requiring palliative and end of life care. The community care coordinators, cover 7 days per week, providing support to our integrated community service including the palliative care coordination hub.

SAFEGUARDING RESPONSIBILITIES

- Demonstrate a commitment to keeping adults and young people safe
- Report any disclosure made to you to the appropriate person
- Report any safeguarding concerns in the workplace to the appropriate person
- Maintain an awareness of the Hospice's policies in relation to safeguarding

KEY ACCOUNTABILITIES

- To be the first point of contact for callers to the OneCall 24/7 advice line, taking the initial calls and ascertaining the most appropriate direction for the call, dealing with any that do not require clinical input, 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.
- 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.
- Working with clinicians to allocate new appointments, contacting patients and families to arrange same.
- To coordinate visits by the Community Healthcare Assistants, supporting patients on the Virtual Ward, 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.
- To provide administrative support for community, medical, therapy, emotional and wellbeing teams and the safeguarding lead.
- 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 maintain patient records, ensuring that all activities, are entered in a timely manner and are accurate.
- To ensure patients, families and healthcare professionals are informed of changes and updates.
- Promote a safeguarding is everyone's business culture.
- Ensure adherence with relevant Infection Prevention and Control policies and procedures.
- To be involved in appropriate education opportunities relevant to the Hospice.
- To prepare for and attend the weekly community IDT meeting.
- To attend relevant meetings as required.
- To be able to deal with sensitive information at times of stress.

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

GENERAL

Where you are a member of a professional body you are required to conform to the professional standards set by that body. You are required to ensure your registration is current and practice continuous professional development.

Because of the special nature of the Hospice and its work, the post holder 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 DIRECTOR OF CARE IN CONJUNCTION WITH THE POST HOLDER



PERSON SPECIFICATION
Community Care Coordinator

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