

**Queenscourt Hospice
Role Description**

Post: Supportive and Specialist Palliative Care Co-Ordinator

Reportable to: Specialist Clinical Lead Nurse

Accountable to: Director of Nursing Services

Role summary:

The post holder will work as part of a multi-professional team, mainly co-ordinating the administrative work of the Supportive and Specialist Palliative Care Services as well as working across all clinical admin services in Queenscourt Hospice. The main duties include a wide range of administrative and secretarial tasks such as diary and rota management, liaison with other services in all healthcare settings, searching clinical databases, recording referrals, scanning patient clinical records, making patient appointments, taking calls from patients and families and passing them on appropriately to team members, dealing with distressed and bereaved callers, and written and verbal correspondence with patients, relatives and health professionals. This post works across a 7 day week.

Main Duties and responsibilities

1. Provide central point of contact for and single point of access for the Supportive and Specialist Palliative Care Services
2. Maintain effective communication with clinical and medical team at all times using a variety of electronic, telephonic, and face to face means, being aware of where all staff of the team are at any time in the day
3. Receive referrals for all services and deal with them according to the urgency stated on the referral.
4. Record referrals, entering on SystemOne, making appointments, notifying clinicians and preparing for first contact.
5. Ensuring relevant letters, clinical notes, imaging etc. are obtained and scanned on to SystemOne, in a timely manner for the first clinical contact
6. Obtain, handle, store safely and return hospital records as needed.
7. Organise hospitality and a suitable venue and/or overnight accommodation if required. Make necessary transport arrangements (as appropriate) and, if required, ensure relevant personnel receive invitations.
8. Co-ordinate & facilitate the registration of patients on their GPs Gold Standards Register and facilitate recording that registration on electronic palliative care systems (SystemOne), hospital systems (Medway) and District Nurse systems (EMIS) (when possible).
9. Maintain SystemOne records of patients ensuring that MDT lists are kept and updated

10. Provide comprehensive and confidential administrative & secretarial support to the Supportive and Specialist Palliative Care Services, Palliative Medicine Consultants, MDT meetings and QCH clinical services
11. Liaise with all areas of specialist palliative care services to ensure smooth transitions between seamless services for patients.
12. Arrange meetings, visits, appointments and clinics for the team members, both internally and externally, recording attendance accurately.
13. Undertake all correspondence for the Supportive and Specialist Palliative Care Services and Consultants when required ensure that it is accurate, timely and professional
14. Ensure relevant papers and reports are available for meetings and circulate agendas and papers
15. Take, reproduce and distribute minutes as required
16. Input data and notes as requested
17. Receive and deal appropriately with messages and enquiries ensuring Queenscourt communication policies are adhered to and in particular when dealing with distressed and often bereaved relatives
18. Receive and make telephone calls to patients, their families and health professionals as required and requested, dealing with distressed callers with compassion and professionalism ensuring that they receive a prompt and suitable response.
19. Keep contemporaneous records of any interactions and enter onto SystemOne in a timely manner
20. Send condolence cards to bereaved relatives and make appointments with appropriate staff as requested
21. Liaise with all team members to ensure that work with patients and families, educational sessions and meetings are fully and accurately recorded in the appropriate places and databases and regularly validate the entered data .
22. Provide data for various reports as and when requested by senior staff
23. Maintain and update a database of contact details as a backup for electronic system failure
24. Order and maintain stock as requested both for Supportive and Specialist Palliative Care Services and for frontline teams.
25. Liaise with allocated volunteers as required and co-ordinate any work they do with or for the Supportive and Specialist Palliative Care Services or other linking services
26. Cover for other co-ordinators, clinical admin, PA and secretarial staff as required.
27. Demonstrate duties to new starters and as part of induction programmes
28. Be prepared to share weekend working when this is required.

Policies and Procedures

29. Understand and comply with the policies and practices of Queenscourt
30. To participate in an annual development and review process
31. To attend statutory training in accordance with Queenscourt requirements.

Health and Safety

32. The post holder must familiarise themselves with matters relating to health and safety management as they affect them personally and/or Queenscourt, reporting any potential risks to life or property immediately in accordance with the Queenscourt's Health and Safety policy and procedures. Staff must use all equipment provided to undertake their role safely.

Other

33. Maintain absolute confidentiality in all areas of work
34. Behave at all times with complete integrity, respect and professional dignity ensuring actions enhance the reputation of themselves and the charity
35. Any other duties commensurate with the grade and post.

NOTE:

This document does not attempt to describe all the tasks to be performed. It will be open to periodic review and as a minimum will take place annually as part of the appraisal process and as a result, alterations and additions may be made.

Person Specification – Supportive and Specialist Palliative Care Co-Ordinator

Attributes Required (based on job requirements)	Essential	Desirable	How tested
Qualifications	<ul style="list-style-type: none"> Educated to Level 3 in relevant qualification or equivalent experience Must be educated to at least level 2 (GCSE or Equivalent) in numeracy and literacy ECDL (Level 2) or equivalent IT qualification or evidence of extensive IT experience as part of an administrative role Advanced keyboard skills 	<ul style="list-style-type: none"> Shorthand qualification Business Administration or similar qualification RSA III or equivalent Advanced ECDL 	Application Form Certificates
Experience	<ul style="list-style-type: none"> Experience of working at a similar level in a similar role Experience of minute taking Experience of working in a healthcare setting Experience of liaising with distressed patient & families Experience of liaising with healthcare professionals Use of medical terminology 	<ul style="list-style-type: none"> Experience of shorthand Experience of working in a charitable organisation Experience of working with volunteers Community/hospital experience Use of patient databases Retrieval of patient data and information 	Application Form Interview References
Skills & knowledge	<ul style="list-style-type: none"> Proven admin/secretarial skills Excellent communication skills, both written and verbal Good level of IT Skills and knowledge of Microsoft Excel, Word and PowerPoint Excellent time management and ability to prioritise conflicting demands Knowledge or experience of using database systems in particular, patient record systems Able to work in an environment in which interruptions are the business 	<ul style="list-style-type: none"> Knowledge of Queenscourt Hospice or Hospice movement 	Application Form Interview References Test
Personal Qualities	Highly motivated; calm attitude; can demonstrate initiative; team player who can demonstrate a positive and flexible approach along with an understanding of the charitable ethos and of working with volunteers.		References Interview

Disclosure and Barring Service (DBS)	This post is subject to a disclosure and barring check
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