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| **Job Details**  Job Title: Clinical Coordinator (Palliative care Advice Centre – East (PACE))  Reports to: PACE Clinical Lead |

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| **Job Purpose**   |  | | --- | | * Providing administrative support in the Palliative care Advice Centre at the hospice (although there will be a rotational element to the post including to the Inpatient unit and Hospice @home) * Providing secretarial support for the senior medical team and Community Consultant. | |

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| **Duties**   * To provide a comprehensive administrative support service to members of the hospice clinical team. This will include processing and managing new referrals, discharges and correspondence and entering data onto EMIS within specified timescales. This list is not exhaustive. * Ensure all administrative tasks are followed in an accurate and compliant manner following agreed protocols. * To support other administration teams as needed e.g. during periods of absence/ holidays. * To prioritise work ensuring that correspondence regarding patients is dealt with appropriately and in accordance with service quality standards and time limits. * To receive incoming telephone calls, determining the urgency of the call and use own initiative to deal with it. * To have knowledge of local services that are available for patients and their carers/families within East Cheshire. * To develop and promote efficiencies in administration processes to the wider clinical teams. * To attend, co-ordinate and minute MDT Meetings as required. * To support and guide any departmental volunteers and seek advice regarding their practice where required. * Communicating/liaising with all staff within partner organisations, health care professionals and East Cheshire Hospice staff, maintaining good communication/ referral processes with other health care professionals. * The confidentiality of information about patients must be upheld at all times as the post involves access to vulnerable adults. A satisfactory Disclosure and Barring (DBS) check is required. * Act as a ‘welcome’ to the Palliative care Advice Centre/Hospice @home/In-patient service for all service users. * Dealing with distressed patients, carers, relatives and the bereaved in an empathetic manner, in person and via telephone. * To provide clear and professional communication at all times. * Effectively signpost colleagues within the Hospice or external contacts to other agencies or sources of help as appropriate. * To continuously seek to maintain and improve own level of skills and undertake learning and development as appropriate. * To contribute to the development of the Palliative care Advice & Coordination service. * Minute taking for the wider team as well as own team, as and when required. * Dealing with a combination of both computerised and paper-based information systems, including fault finding on non-complex office equipment. * Researching information for clinical colleagues on assorted topics from the Internet or external agencies. * Helping clinical colleagues by taking on all the administrative duties of audits and surveys and then collating the results in an easy-to-read format. |

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| **Person specification:** | |
| **Essential** | **Desirable** |
| **EXPERIENCE**  Significant administration experience.  Experience of working in a secretarial role.  Experience of developing/improving administrative processes and/or systems. | Experience in a health care setting  Knowledge of Specialist Palliative Care services & the working practices of the wider hospice environment |
| **SKILLS & KNOWLEDGE**  Excellent communication, numeracy, literacy and IT skills.  The ability and desire to work independently and within a team.  Strong organisational and time management skills in a time-pressured environment  Able to demonstrate commitment towards various quality and care standards.  The ability to work effectively in emotionally and demanding situations.  The ability to use your own initiative.  Understand the importance of and adhere to Confidentiality & Information Governance    IT competence to support members of the team and other staff through new processes and systems.  Able to adapt to changing situations and demonstrate resilience when working under pressure. | Good word-processing ability & familiarity with Microsoft Office packages  Ability to use several databases i.e. EMIS, SMI, Teams, secretarial software |

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| **We are inclusive**  We believe that equality of opportunity and freedom from discrimination is a fundamental right for everyone, and that diversity within our organisation and our community is a strength to be valued, promoted and developed.  Being a part of and supporting such a diverse community, it is vital that our staff team represents the community in which we work. We welcome applications from people from all walks of life and backgrounds irrespective of people’s age, disability, sex, gender identity and gender expression, race or ethnicity, religion or belief, sexual orientation, or other personal circumstances.  We understand that people perform better when they can be themselves and that by creating an environment that includes everyone, our staff will perform to their full potential.  We do not discriminate against employees or job applicants and select the best person for each job based on relevant skills and experience.  **Control of Infection**  Prevention and management of infection is the responsibility of all members of staff and volunteers working at East Cheshire Hospice and forms an integral element of patient safety programmes. Where control of infection regimes are in force they are to be complied with at all times and staff are reminded of the importance of maintaining a high standard of personal and environmental hygiene and to follow local protocols.    **Safeguarding Statement**  At East Cheshire Hospice we are committed to creating and maintaining a safe and secure environment for all individuals. Safeguarding is a top priority for us, and we expect every staff member to share this responsibility and be aware of their role in protecting vulnerable individuals.  All employees must adhere to our safeguarding policies and procedures, which are designed to prevent harm, abuse, or neglect to individuals within our care and those who work for the organisation. We expect our staff to be vigilant, take immediate action when concerns arise, and report any safeguarding issues promptly to the designated Safeguarding lead.    **Commitment to Sustainability**  East Cheshire Hospice are committed to act responsibly, consider the wider implications of our actions, and strive to better our practices to minimise waste, energy and our carbon footprint whilst achieving the charity's service objectives and ensuring patient care is not adversely impacted.  **Confidentiality**  East Cheshire Hospice are committed to protecting the privacy and security of data. All ECH workforce must treat confidentiality and processing of data in accordance with UK GDPR and the Data Protection Act 2018.  In the course of your duties, you will have access to confidential material about patients, members of staff or other hospice business. On no account must information relating to identifiable patients be divulged to anyone other than authorised persons, for example, medical, nursing or other professional staff, as appropriate, who are concerned directly with the care, diagnosis and or/treatment of the patient. If you are in any doubt whatsoever as to the authority of a person or body asking for information of this nature, you must seek advice from your manager. Similarly, no information of a personal or confidential nature concerning individual members of staff should be divulged to anyone without the proper authority having first been given.  All ECH workforce are bound by East Cheshire Hospice's Data Protection & Confidentiality policy. |