

Willen Hospice

Job Description

Job Title: Living Well Coordinator	Department: Therapeutic and Wellbeing Services
Reports To: Associate Director for Therapeutic and Wellbeing Services	Hours: 37.5 hours per week Job Band: C1
Main Purpose of the Job: <i>Basic reason for, and purpose, of the position</i> Responsibility for establishing and developing processes to enable the Therapeutic and Wellbeing service to run smoothly, including management of patient and client referrals directed to the Service. Work collaboratively to develop and support the management processes for holistic needs assessments, care planning and the organization and coordination of planned programs being delivered by the Living Well Centre. Work closely with the Community Cancer Care Team (CCC), managing referrals and overseeing the administrative requirements of the service, whilst monitoring activity to meet requirements outlined by the CCG service specification. Manage a small team, overseeing the day-to-day operations whilst managing and coordinating a group of volunteers.	
Key Accountabilities: <i>Key points that you will use to measure a person's success in this role</i> <ol style="list-style-type: none">1. Management of the T&W team including monthly 1:1 meetings, annual appraisals and management of annual leave requests using PERCI.2. Responsibility for the overall daily management of the Therapeutic and Wellbeing Service, including the coordination and processing of Holistic Needs Assessments and care planning.3. Oversee the management and co-ordination of referral processes for all patients and clients directed to the T&W service.4. Support the Living Well Administrator to manage the day-to-day operations and delivery of the Living Well programme, including the scheduling and co-ordination of appointments and correspondence for booking purposes.5. Manage the organisation of resources to deliver a holistic programme of activity in the Living Well Programme.6. Proficiently use SystemOne to manage referrals, register patients and add/update administrative communications.7. Manage and collate the required service data and prepare quarterly reporting on request.8. Work alongside the Community Cancer Care Team (CCC), managing referrals, including those sent from MKUH and registering them onto the CCC SystemOne Hub, allocating to caseloads.9. Work alongside the CCG and within the broader MDT to develop the IT & SystemOne interface alongside support/admin processes for the delivery of the CCC service; this will include extensive work and liaison with external healthcare providers, in particular Milton Keynes hospital.10. Working with Milton Keynes Hospital and CCG to determine IT and admin support process for CCC patients care pathways including on-going monitoring and reporting of service KPI's to commissioners.11. To perform the duties of Information Asset owner for the Living Well system(s). The duties are as described in the Information Asset Owner Responsibility appendix to the Information Management & Technology Policy. Provide an annual report to the CCG.	

12. In collaboration with the AD of T&WB introduce and develop T&W service feedback through 'I want Great Care'.
13. Attend appropriate meetings including responsibility for preparing the agenda and chairing bi-weekly T&W Referral Meetings. Attend quarterly committee meetings to support the development of IT within the wider hospice.
14. Support the management and coordination of the volunteers within the team.
15. Complete and review departmental Risk Assessments as required.
16. Undertake any ad-hoc projects or work streams as agreed with the AD of T&WB.

Code of Conduct for all Employees

1. To operate at all times within the Willen values.
2. To act in a way that promotes the wellbeing of staff, volunteers, patients and families.
3. To work constructively with colleagues and stakeholders at all times.
4. To act as an ambassador for Willen at all times
5. To maintain confidentiality at all times.
6. To participate in annual Appraisal and attend any training identified.
7. To attend all mandatory training, e.g. fire training, moving etc.
8. To abide by the Policies and Procedures of Willen Hospice.

Employee to sign and return a copy of the Job Description to the People Services Department in acceptance and understanding of the role requirements.

Employee's Name (Please print) and signature

Date of Issue:

Employee Specification Matching Form

Job Title: Living Well Service Co-coordinator	Department: Living Well Team in Therapeutic and Wellbeing Services
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Consider the type of person required to perform in the role overleaf. Please indicate those requirements that are essential and those that are preferred on the form below:

	Factor	Requirement
1	Communication & Relationship Skills	Excellent communication, both verbally and in writing, with all levels of staff, volunteers, external agencies and the wider MDT. Tact and empathetic in responding to and handling complex and sensitive situations.
2	Knowledge, Training & Experience	Ideally degree level or equivalent experience. Excellent strong administrative skills with proven experience of implementing new programs or processes. Sounds working knowledge of the NHS and ideally CCG. Excellent working knowledge of SystemOne. Knowledge or experience of working with people who have been affected by cancer or are palliative care patients.
3	Analytical & Judgmental Skills	Oversee the Living Well service which will include judgements involving a range of facts or situations, which may require analysis or comparison of a range of options.
4	Planning & Organising Skills	Excellent organizational skills, effective forward planning to manage day to day duties and plan 6-12 months ahead to meet organisation & workload requirements; manage frequent interruptions and conflicting priorities. Prioritization skills in planning work for service and other staff. Self-directed.
5	Physical Skills	Possess competent keyboard skills. Be able to drive (or cycle) on Hospice business.
6	Responsibility for patient or client care	Manage and co-ordinate the referral process for the Living Well service, providing advice on care pathways as appropriate. High level of accountability.
7	Responsibility for Policy/Service Development	Adhere to all Hospice policies and procedures, proposing policy or service changes which impact beyond own area. Supports the development of policy and protocol for specialist area.
8	Responsibility for Financial & Physical Resources	Authorised signatory to £1000. Must exercise care in the use of Hospice resources. Personal duty of care for equipment.
9	Responsibility for Human Resources	Day to day management of a small team of staff and volunteers including recruitment, induction, training, co-ordination and supervision; working closely with Voluntary Services. Design and deliver internal and external training in specialist area as appropriate.
10	Responsibility for Information Resources	Responsibility for reporting on the Living Well service, particularly on KPIs and to the CCG. Records patient information using SystemOne and reports as appropriate. Maintains patient confidentiality. Effective and appropriate sharing of information with service users.
11	Responsibility for Research & Development	Liaison and networking with other local groups to identify and utilize best practice. Proactive in conducting audit and evaluating the service.
12	Freedom to Act	Manages own workload in the day to day operation of the service. In discussion with the AD of T&WB will determine operating processes and service development initiatives. Complies with internal policies and procedures.
13	Physical Effort	Predominantly seated with significant PC use. Drive on Hospice business on occasion. May be occasional requirement for light physical effort depending on incidental patient need.
14	Mental Effort	Concentrate, often intensely, for long periods. Switch quickly and frequently between people and circumstances, which may be very sensitive at times. Write or speak with clarity, sensitivity and diplomacy.
15	Emotional Effort	Challenging environment. Daily contact with individuals and families who have been bereaved, frequently in very complex and emotive situations. Ability to manage and contain high levels of emotional distress.
16	Working Conditions	Office space; challenging care environment.