



Marie Curie Job Description

Job
title
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Department: Caring Services
Location: Solihull, West Midlands
Reports to: Clinical Nurse Manager
Accountable to: Regional Manager

Job Purpose/Summary

The Jobholder works as part of the local coordination team responsible for the co-ordination of all Marie Curie services within West Midlands region local coordination hub.

The Jobholder will be responsible for leading and supporting the co-ordination and booking of the care for Nursing Services, Hospice and Helper services as required. Including MC Planned Variable (Nights) and Multi-Visit (Days) Services, ensuring that required timescales are met. This requires a high level of diplomacy and communication skills and the ability to work accurately and under pressure.

The Jobholder will directly support the Senior Nurse and Registered Nurses in their daily activities. She/he will also liaise with Hospice Staff, Marie Curie Nurses and volunteers, District Nurses and their Managers, the local CHC teams and patients' families and carers as part of the co-ordination of the Marie Curie Nursing Service.

The Jobholder will support the Clinical Nurse Manager in the delivery of a variety of duties including the review, documentation and maintenance of processes and procedures and the production of key operational reports.

The Jobholder is also responsible for the line management of the local coordination hub Co-ordinators on a daily basis in the completion of general duties relating to the coordination centre.

Key Relationships

The Senior Co-ordinator will work closely with:

- Marie Curie Senior Nurse and Registered Nurses
- Marie Curie Clinical Nurse Manager
- Marie Curie Hospice staff
- Marie Curie nursing staff and volunteers

Excellent working relationships with the following are also required:

- Other local coordination hub staff
- Local CHC teams
- District Nurses
- Acute Hospital Discharge Teams
- Palliative Care Nurse Specialists

Accountabilities (Duties & Responsibilities)

- Support the Marie Curie Senior Nurse and Registered Nurses with the end to end co-ordination of patient care. This includes:
 - Being responsible for identifying and highlighting rapid discharge and emergency referrals to the Senior Nurse. This may result in interruptions to other planned tasks needing the ability to re-prioritise own workload at short notice.
 - Co-ordination for new and existing patients, including preparation, communication to families and the input of care details to Marie Curie systems.
 - The ability to finalise care arrangements by liaising via the telephone with colleagues in the NHS and other service providers and double checking that everything is in order on the day following the start of the care package.
 - Responsibility for ensuring that all the above is clearly documented on Marie Curie Systems so there is no doubt or confusion relating to the status of the care and that the all notes are of a high enough standard to support potential audits.
 - Assisting the Senior nurse and registered nurses with case load prioritisation by communicating salient information as and when required, such as updates from Marie Curie Nurses or other Health Care Professionals
 - Being responsible for managing and maintaining a patient caseload for each service and liaising with senior or registered nurses to ensure it is up to date

- Monitor and support the Senior Nurse and Registered Nurses day to day activities including:
 - The accurate and timely input of patient details
 - Undertaking general administration of the computer system, to ensure that accurate computer records are maintained for referrals, nurse allocation, cancellations, packages of care and financial data
 - Reviewing and monitoring of patient caseload and patient status. Supporting decision making around prioritisation of patients and determining the most appropriate care packages for those on the caseload

- Support and direct the Co-ordinators with the management of the co-ordination of the Marie Curie Services in the specified region. This includes:
 - Creation and maintenance of staff rotas so that services are adequately resourced and that staff are meeting their contracted rota requirements. Maintenance of the daily rota which supports the allocation of Marie Curie Nurses to patients. This includes responsibility for monitoring and highlighting the utilisation of each service to the Senior Nurse and Clinical Nurse Manager, calculating the shift and travel time to ensure that the HCAs have minimal down time and optimum numbers of patients receive care.
 - Daily booking of this care on all Marie Curie systems
 - On-going communication with Marie Curie HCAs, hospice staff and volunteers to receive patient updates, issues and concerns for escalation to the Senior Nurse.
 - On-going communication with Marie Curie nurses and volunteers to ensure that they understand when they are working and are in possession of all the information they require to undertake their work.
 - Documentation of updates to Commissioners and Marie Curie Systems.
 - Confirming changes to rotas directly with Marie Curie HCAs, and managing these changes on the Marie Curie systems.
 - Communication with patients and families regarding the provision of care, issues and concerns.
 - Input of new patient details to Marie Curie systems ensuring that all key information is accurate and available to the Marie Curie nurses.

- Support and direct the Co-ordinators with the co-ordination of bookings in respect of days and nights for Marie Curie. This includes:
 - Discussing and agreeing the allocation of Marie Curie Nurses to patients with the Senior Nurse, prioritising to ensure continuity of care and efficient deployment of available nurses in line with MC procedures standards and processes
 - Direct Liaison/negotiation with Marie Curie HCAs regarding their ability to cover shifts when they are not on the formal rota. This requires tact and persuasive skills.
 - Co-ordination of last minute changes advised by the, MC Clinical Nurse Manager and Senior Nurse
 - Alerting the Senior Nurse of the need for additional cover when the Marie Curie HCAs have all been allocated.
- Responsible for the Line Management of the Co-ordinators including 'My Plan' and review, Sickness Management, identification of training needs.
- Support the Clinical Nurse Manager by:
 - Preparing weekly operational statistics to support the Key Performance Indicators set by the Commissioners as well as for service evaluation and planning.
 - Highlighting issues or concerns in a timely manner
 - Producing ad-hoc information as required
 - Producing and maintaining process maps and ensuring continuous improvement
 - Investigation of complaints and issues as required.
- Support the Senior Nurse or CNM in the management of complaints in line with MC policy to ensure that:
 - correspondence is acknowledged and complaints are sent to the appropriate member of the Division/Specialty Team.
 - investigations are completed within the appropriate timeframe as outlined in the complaints policy, and maintain the complaints management system to monitor this
 - action plans are developed with relevant staff
 - actions taken to resolve concerns or complaints, or to escalate them are identified and documented in relevant records and systems
 - The review and monitoring of complaints and performance is undertaken
- Manage any additional commissioned Admin activity and resource as directed by the Clinical Nurse Manager.
- Demonstrate knowledge and understanding of MC services.
- Demonstrate respect for patient and carer autonomy, beliefs and values and maintain patient confidentiality and dignity.
- Ensure that all administrative activities are adhered to with particular attention to timeframes and deadlines.
- Attend and contribute constructively in planned team meetings.
- Mentor, develop and support Marie Curie Co-ordinators through coaching and motivation.
- Ensure all targets are met, standards and protocols are maintained.

- Alert the CNM of any IT systems changes that could have an adverse impact on the operations of Caring Services. These include planned IT changes which may require downtime to applications and services.
- Contribute to and undertake delegated activities during any change process.
- Contribute to development of training programmes via coaching and training needs analysis.
- Liaise via the telephone with NHS and Marie Curie colleagues. Providing and receiving both routine and complex information exercising professional judgement, sensitivity, confidentiality, support and non-clinical advice when dealing with sensitive/distressing and emotional situations.
- Provides non- clinical information to patients, relatives and other healthcare workers on an ad-hoc basis
- Answer telephone enquiries from the general public and health professionals, dealing sensitively with distressed callers, seeking advice from senior colleagues where necessary.
- Receive and relay messages promptly and accurately.

General

In addition to the specific duties and responsibilities outlined in this job description, all Marie Curie employees should be aware of their specific responsibilities towards the following:

- Marie Curie is committed to encouraging volunteering throughout the organisation and as such the post holder will be expected to support and respect volunteers, and may be asked to work alongside or supervise a volunteer as part of their role whilst working at Marie Curie.
- Marie Curie operates a no-smoking policy. The post holder should either be a non-smoker or be prepared not to smoke in **any** Charity premises, grounds or vehicles or when on Marie Curie business outside the office.
- Adhere to all health and safety and fire regulations and to co-operate with the Charity in maintaining good standards of health and safety.
- Adhere to all information governance, privacy and security policies, standards, guidelines and procedures; practise and promote secure behaviours.
- Adhere to all Marie Curie policies and procedures always
- Actively promote and support the safeguarding of vulnerable adults, young people and children, observing and adhering to Marie Curie policies on safeguarding
- Uphold ethical and professional standards and not behave in a manner that is likely to bring the Charity into disrepute.
- Promote and sustain a responsible attitude towards equal opportunities and diversity within the Charity.
- Demonstrate a commitment to ongoing registration requirements or any national professional or occupational standards associated with the role.
- Demonstrate a commitment to ongoing learning and development and to participate in any training relevant to the role.
- For designated roles, the post holder will be responsible for health & safety, information governance, business continuity planning and/or risk management. (These responsibilities will be notified on appointment).

This job description is not exhaustive. It merely acts as a guide and may be amended to meet the changing requirements of the charity at any time after discussion with the post holder.



Marie Curie Person Specification

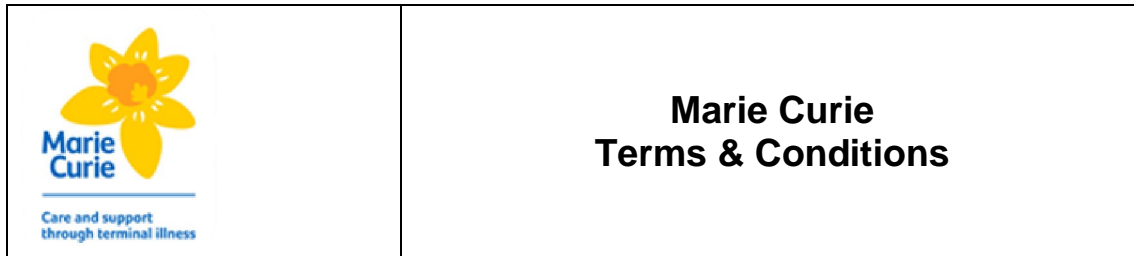
Job title:

Senior Co-ordinator

Criteria	Essential	Desirable	How assessed
Skills / Abilities	<p>Excellent communication, inter-personal and organisational skills</p> <p>A commitment to helping patients with complex care needs</p> <p>Experience in a customer care or mediation role, including dealing with complaints in a health setting</p> <p>Excellent attention to detail & Accuracy</p> <p>Ability to solve problems and take proactive action to address issues</p> <p>Ability to work in a multi-tasking environment</p> <p>Self-confident and intuitive</p> <p>Willing to work with a degree of flexibility according to the needs of the trainee & the charity</p> <p>Intermediate IT Skills</p>	<p>Previous Telephone and Customer Service experience</p> <p>Some working knowledge of the NHS and/or related health services.</p>	Interview/Application form.
Knowledge	<p>Working knowledge of windows applications, including databases.</p> <p>Understanding of Quality performance</p>	Understanding of in house Software	Interview/Application form.
Qualifications, training and education	IT Literacy – Microsoft Word Excel Email and internet	<p>Team Leadership qualification</p> <p>NVQ Level 3</p> <p>Educated to A level</p>	Interview/Application form.

		standard or equivalent	
Experience	<p>Experience of working within a customer services environment</p> <p>People Management</p> <p>Ability to use variety of strategies to meet the needs of the individual</p> <p>Producing management and statistical reports</p>	<p>Training</p> <p>Able to draw usefully on strengths gained from past experience</p>	Interview/Application form.
Other requirements	<p>Flexibility & Reliability</p> <p>Positive and professional attitude</p> <p>A desire to help others, work towards targets and develop their skills</p>	Belief in the Marie Curie brand	Application form and interview

Where appropriate, reasonable adjustments to these criteria will be considered to accommodate personal circumstances such as disabilities



Job
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Salary	£20,313 (pro rata) per annum (for role covering office and out of hours)
Annual leave entitlement	33 days (including 8 bank holidays)
Notice period	One Month (after first 6 months of service)
Working hours	35 hours per week - You will be required to work a flexible shift pattern to cover the hub's operational hours, 7 days a week (these hours may be subject to change). Bank Holidays will be paid at an enhanced rate currently double time.
Disclosure Check	None

Other benefits

- Continued access to NHS Pension Scheme (subject to eligibility)
- Marie Curie Group Personal Pension Scheme
- Season ticket loan
- Loan schemes for bikes; computers and satellite navigation systems