



Marie Curie Job Description

Job title:	Senior Co-ordinator
Department:	Caring Services
Location	Eastern Local Coordination Hub
Reports to:	Coordination Hub 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 the Eastern Region.

The Jobholder will be responsible for leading and supporting the co-ordination and booking of the care for Nursing Services and Helper services as required . Including MC Planned Variable (Nights) and Multi-Visit (Days) Services and Rapid Response Service, 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 consequences of errors or omissions can impact directly on patients, their families and members of staff as well as potential damage to Marie Curie 's reputation and the risk of causing additional charges.

The Jobholder will directly support the Hub Manager, Clinical Nurse Managers (CNM), Senior Nurses (SN), Rapid Response Nursing team, Registered Nurses (RN) and Healthcare Assistants (HCA) in their daily activities. She/he will also liaise with District Nurses, referrers and patients ' families and carers as part of the co-ordination of the Marie Curie Nursing Services.

The Jobholder will support the CNM and Coordination Hub 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.

Key Relationships

The Senior Co-ordinator will work closely with:

- Hub Manager
- Clinical Lead
- Marie Curie CNM
- Marie Curie SNs
- Marie Curie nursing staff and volunteers
- Referrers

Excellent working relationships with the following are also required:

- Rapid Response Team
- District Nurses/Referrers
- Other local coordination hub staff
- Local CHC teams
- Acute Hospital Discharge Teams
- Palliative Care Nurse Specialists

Accountabilities (Duties & Responsibilities)

- Support the CNM and Hub Manager 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 Rapid Response team. This may result in interruptions to other planned tasks needing the ability to re-prioritise own workload at short notice.
 - Co-ordination for Rapid Response referrals for the Rapid Response Service and new and existing patients for the MCNS, including preparation, communication to referrers/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 .
 - Responsibility for ensuring that all of 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 CNM/SN with case load prioritisation by communicating salient information as and when required , such as updates from Marie Curie RN/HCAs and other Health Care Professionals .
 - Being responsible for managing and maintaining a patient caseload for each service and liaising with CNM/SN to ensure it is up to date .
 - 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 and activity 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 with 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 staff to patients.
 - This includes responsibility for monitoring and highlighting the utilisation of each service to the Hub Manager and CNM.
 - Daily booking of all care on all Marie Curie systems.
 - On-going communication with Marie Curie staff to receive patient updates, issues and concerns for escalation to the CNM/SN as appropriate.

- On-going communication with Marie Curie staff 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 NHS Commissioners and Marie Curie Systems.
 - On CNM/SN request, supporting with confirming changes to rotas and managing these changes on the Marie Curie systems.
 - Communication with patients and families with regard to 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 .
 - Allocation of Marie Curie staff to patients, prioritising in liaison with CNM/SN, to ensure continuity of care and efficient deployment of available staff in line with MC procedures standards and processes .
 - Co-ordination of last minute changes advised by the CNM and SN.
- Support the CNM and Coordination Hub 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.
- Manage any additional administrative activity and resource as directed by the CNM/Hub 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.
- 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 external and internal 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 co-operate with Charity in maintaining good standards of health and safety.
- Adhere to all Marie Curie policies and procedures at all times
- 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 no behaviour 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, 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>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>Interview/Application form.</p>
Knowledge	<p>Working knowledge of windows applications, including databases.</p> <p>Understanding of Quality performance</p>	<p>Understanding of in house Software</p>	<p>Interview/Application form.</p>
Qualifications, training and education	<p>IT Literacy – Microsoft Word Excel Email and internet</p>	<p>Team Leadership qualification</p> <p>NVQ Level 3</p> <p>Educated to A level standard or equivalent</p>	<p>Interview/Application form.</p>
Experience	<p>Experience of working within a customer services environment</p>	<p>Training</p>	<p>Interview/Application form.</p>

	<p>People Management</p>	<p>Marie Curie Terms & Conditions</p> <p>Able to use all the strengths gained from past experience</p>	
	<p>Ability to use variety of strategies to meet the needs of the individual</p>		
	<p>Producing management and statistical reports</p>		
<p>Other requirements</p>	<p>Flexibility & Reliability</p> <p>Positive and professional attitude</p> <p>A desire to help others, work towards targets and develop their skills</p>	<p>Belief in the Marie Curie brand</p>	<p>Application form and interview</p>

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

Job title	Senior Co-ordinator
Salary scale	MCJES Grade C
Salary	£20313.00
Annual leave entitlement	33 days (including 8 bank holidays)
Notice period	One Month (after first 6 months of service)
Disclosure Check	Standard

Working hours 35 hours per week - You will be required to work a flexible shift pattern, including days and overnight, to cover the hub's operational hours, 7 days a week (these hours may be subject to change).

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