



Marie Curie Job Description

Job
title:

Department:	Caring Services
Location	Glasgow Hospice
Reports to:	Senior Coordinator – Glasgow Local Coordination Hub
Accountable To	Clinical Nurse 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 Scotland region local coordination hub.

The Jobholder will be responsible for 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 Coordinator, 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.

Key Relationships

The Co-ordinator will work closely with:

- Senior Co-ordinator
- 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 and Responsibilities)

- Support the Marie Curie Senior Coordinator, 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 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.
 - Supporting the management of a prioritised caseload of patients for all services with support from clinical colleagues
- 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.
- Support the co-ordination of the Marie Curie Services in the specified region. This includes:
 - Creation and maintenance of the monthly rota of Marie Curie nurses and inputting onto Marie Curie systems
 - 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 Coordinator, 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 receives care.
 - Daily booking of care on the relevant Marie Curie system.
 - On-going communication with Marie Curie HCAs, hospice staff and volunteers to receive patient updates, issues and concerns for escalation to the Senior Nurse.
 - Documentation of updates to Commissioners and Marie Curie Systems.
 - Confirming changes to rotas directly with Marie Curie HCAs, and inputting these onto the relevant 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.
 - Support 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 Coordinator and 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, Senior Nurse and Senior Coordinator.

- Alerting the Senior Coordinator/Senior Nurse of the need for additional cover when the Marie Curie HCAs have all been allocated.
- Work with staff, managers and service users to find ways to resolve straight-forward problems and concerns. This includes:
 - Help patients and families/carers understand the MC complaints procedure
 - Listen to patients and carers' concerns, suggestions and experiences, championing these with those designing and managing services
 - Facilitate speedy and informal resolution of problems and concerns raised by service users, their families and carers through liaison with MC staff and external agencies.
 - Attend complaints resolution meetings and other meetings as required
 - Identify trends and themes arising from concerns and patient feedback, ensuring that lessons are learned
 - Work with local, regional, and national MC teams to utilise all feedback in order to continuously improve services and to participate in service development projects that improve the delivery of services, when requested
 - Undertake and/or support any other activities in order to resolve concerns, queries, or complaints as quickly and efficiently as is feasible, working towards a goal of continuous service improvement
- 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.
- 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.
- Provide 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 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 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:

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	NVQ Level 3	Interview/Application form.
Experience	Experience of working within a customer services	Training	Interview/Application

	<p>environment</p> <p>Ability to use variety of strategies to meet the needs of the individual Producing management and statistical reports</p>	<p>Able to draw usefully on strengths gained from past experience</p>	<p>form.</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

	<p>Marie Curie Terms & Conditions</p>
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Salary		£17,300 (pro rata) per annum (for role covering office hours). £17,900 (pro rata) per annum (for role covering office and out of hours)
Annual leave entitlement		33 days (including 10 bank holidays)
Notice period		One Month (after first 6 months of service)
Working hours		28 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