

Job Description

Clinical Care Coordinator

Post Holder:

Hours: 37 hours per week, worked flexibly as part of the coordination team rota. This will include some 7am starts and may include occasional evening or weekend working to meet service needs.

Agenda for Change: Band 4

Salary: £28,398.24

Area of work: Integrated Clinical Services

Responsible to: Head of Integrated Clinical Services

Accountable to: Director of Clinical Services

VISION, MISSION AND VALUES

Vision

That everyone living within the communities we serve has access to end of life care of the highest quality.

Mission

To make every day count through giving the highest quality support for patients and carers living with life limiting illness or affected by death and dying by:

Ensuring we have the skills and experience to deliver and promote excellence in end of life care provision.

Working in partnership with other local end of life service providers to ensure the best possible patient experience is achieved.

Developing services to reflect the changing needs of the diverse community we serve.

Our Position

Treetops is central and southern Derbyshire's modern hospice charity. We deliver expert clinical care throughout our community.

Nationally, we're a centre of excellence for therapies addressing trauma related to death and bereavement. And we're strengthening our lead in palliative care education, with expertise in advanced communication skills

Values

Respecting the unique worth of every person

We believe that every person is different but equal and that everyone's unique needs and contribution should be recognised and supported.

Exercising responsible stewardship

The commitment of our staff and volunteers to making the best use of all our resources enables us deliver high quality care today and in the future.

Working with hope

Our hope is to enable patients and families supported by the hospice to live well and die well.

Sustaining a culture of trust, warmth and safety

Everyone who comes into contact with Treetops Hospice Care is treated with care and respect.

Job Purpose / Summary

The Clinical Coordinator supports the coordination and delivery of services within the Treetops Hospice Hub, helping to ensure patients, families and professionals receive a responsive, efficient and compassionate service.

Working closely with the Head of Integrated Clinical Services and clinical teams, the post holder will coordinate referrals, maintain activity and performance records, support volunteer deployment, assist with service reporting and feedback, and contribute to the smooth operation of community and hospice-based clinical services. The role will support the delivery of Hospice at Home, Roaming Service, Onsite Cafes, Support Groups and other Integrated Clinical Services activities.

Key Responsibilities

Service Coordination

- Coordinate referrals and enquiries received through the Treetops Hospice Hub, ensuring information is recorded accurately and escalated appropriately.
- Support the scheduling and coordination of patient visits, group activities, onsite services and clinical appointments.
- Assist with the coordination and delivery of the Day Roaming Service, ensuring effective communication between patients, families and clinical staff.
- Provide administrative support to facilitate safe and effective service delivery across Integrated Clinical Services.
- Monitor service activity and maintain operational trackers.

Data and Reporting

- Maintain accurate and timely records within SystmOne and other approved systems.
- Maintain accurate records of service activity not routinely captured within SystmOne.
- Collate activity, outcome and performance data for reporting purposes.
- Support quality audits, service evaluations and improvement initiatives.
- Coordinate the collection of regular patient, carer, volunteer and stakeholder feedback.
- Produce routine reports to support service monitoring and governance.

Onsite Service Support

- Support the planning and delivery of onsite clinical activities.
- Assist with the coordination of support groups, support and information cafés, wellbeing sessions and other patient and carer activities.
- Coordinate bookings, attendance records, room preparation and resource requirements.
- Support the collection of feedback and outcome measures from those in contact with our services.

Volunteer Coordination

- Act as a key point of contact for volunteers supporting Integrated Clinical Services.
- Coordinate volunteer rotas and deployment across clinical services activities.
- Maintain volunteer records, training records and attendance data.
- Support volunteer induction, communications and ongoing engagement in partnership with the Volunteer Services Team.
- Liaise with volunteers to ensure appropriate cover for onsite support groups, cafés and other sessions.
- Escalate concerns relating to volunteer wellbeing, training compliance or role boundaries to the head / deputy head of service.
- Promote a positive volunteer experience and recognise the contribution volunteers make to service delivery assisting volunteer services in recognising their contribution through events and celebrations.

Communication and Partnership Working

- Liaise professionally with patients, carers, volunteers and healthcare professionals.
- Facilitate communication between internal teams and external partners.
- Participate in multidisciplinary meetings and team discussions as required.

General Responsibilities

- Adhere to all Treetops Hospice policies and procedures.
- Maintain confidentiality and comply with GDPR and information governance requirements.
- Participate in mandatory training and professional development.
- Work flexibly across Integrated Clinical Services to meet operational needs, including participation in the coordination team rota, some 7am starts, and occasional evening or weekend working when required.
- Undertake any other duties commensurate with the grade of the post.

Person Specifications

Criteria	Essential	Desirable
Qualifications	Level 3 qualification in Business Administration, Health & Social Care, Customer Service or equivalent experience. Evidence of continuing professional development (CPD).	Qualification in administration, service coordination, healthcare support or project administration. Training in Information Governance, Quality Improvement, Volunteer Management or Audit Processes.
Experience	Experience working in a healthcare, hospice, community, social care or voluntary sector setting. Experience coordinating services, activities, staff or volunteers. Experience maintaining records, databases and electronic systems Experience collecting data, producing reports and handling confidential information.	Experience in palliative or end of life care services. Experience coordinating volunteers and volunteer rotas. Experience supporting service improvement, audits, evaluations or quality assurance activities. Experience using SystmOne, SAGE or similar systems.
Knowledge	Understanding of confidentiality, GDPR, Information Governance, safeguarding and person-centred care principles.	Understanding of hospice, palliative care or end of life care services, volunteer management and CQC standards.
Skills & Abilities	Excellent organisational, communication and time-management skills. Ability to coordinate multiple priorities and work independently or as part of a multidisciplinary team. Accurate record-keeping, data management and reporting skills. Strong IT skills including Microsoft Office, Teams and electronic record systems.	Advanced Excel and reporting skills. Experience preparing reports for senior managers and developing administrative systems or processes.

	Ability to build effective relationships and escalate concerns appropriately.	
Personal Attributes	Compassionate, professional and patient-focused. Resilient, adaptable and highly organised with strong attention to detail. Proactive, trustworthy and committed to continuous improvement and the values of Treetops Hospice.	
Other Requirements	Willingness and ability to work flexibly as part of the coordination team rota, including some 7am starts and occasional evening or weekend working to support safe and responsive service delivery. Ability to travel between hospice, community locations and patient's homes.	