

GENERAL INFORMATION

Job Title:	Clinical Services Co-ordinator
Hours:	37.5
Terms & Conditions	In accordance with the Hospice pay terms and conditions
Responsible to:	Clinical Services Manager
Accountable to:	Chief Executive

1. OVERALL AIM

To support the Clinical and Client Team to enable the effective provision of a high quality service to patients, and their families, by service coordination and logistical support to the clinical and client based services at HospiceCare North Northumberland.

2. MAIN DUTIES AND RESPONSIBILITIES

Main Responsibilities:

The tasks, skill and duties of a Clinical Services Co-ordinator are described under the following sub-headings.

1. To support the process of a person's journey for the patient and client based services by interacting with electronic Care planning and patient record systems, updating patient records, liaising with professionals, patients and their families about a range of things including coordinating visits, clinical need and emotional support.
2. To provide administrative support to the clinical team, including responsibility for answering and receiving all clinical enquiries via telephone or email
3. To support with the administrative tasks following the admission or death of a patient, including writing cards, arranging bereavement visits with families and ensuring notes are collected.
4. To continue to develop process and systems of sending and recording clinical services feedback
5. To support clinical team with auditing processes
6. To liaise directly with other health professionals such as district nurses, GP's, hospital, hospice, community specialist nurses and end of life coordination.
7. To work with the clinical team to support with the implementation and use of data bases across the organisation.



8. To coordinate the clinical timesheets and expenses for all clinical and client based services across the organisation.
9. To work with the finance team to manage and authorise payroll and invoicing for all clinical and client services, under the supervision of the Clinical Services Manager.
10. To coordinate rota's, annual leave and cover sickness within clinical and client based services.
11. To coordinate training for the team, including booking and liaising with the Clinical Services Manager.
12. To support the development of data display within the clinical and client teams by working alongside the Senior Management Team.
13. To support the Senior Management Team in their role to streamline all clinical processes within the organisation.
14. To work with and support the clinical team with all clinical and client based services across the organisation.
15. To coordinate service evaluations for the organisation by working with the Senior Management Team.
16. Ensure confidentiality at all times.

Administrative/General

- Report all incidents, accidents or concerns to a Senior Nurse at the Hospice.
- Adhere to Hospice policies at all times.
- Attend statutory and mandatory training as and when required, including attendance at Hospice Organisational induction day.
- To participate in continuing professional development.
- Attend 1-1 and appraisal when requested.
- Attend Hospice at Home team meetings where appropriate.

This role description is intended as a basic guide to the responsibilities of the post and is not exhaustive and may be subject to review in consultation with the post holder.



PERSON SPECIFICATION

Post – Clinical Services Co-ordinator

Location – Greensfield House, Alnwick

CATEGORY	ESSENTIAL	DESIRABLE	EVIDENCE
Qualification	<ul style="list-style-type: none"> Good general education (Maths and English GCSE grade 4 or above/ or GCE O Level Grade C or above) 		<ul style="list-style-type: none"> Application form Certificates Interview
Work experience	<ul style="list-style-type: none"> Experience in an office environment Proficient in the use of word, excel and databases Experience of rota scheduling Experience of supporting internal and external clinical audits and surveys. Experience of working with families, patients and health professionals. Experience of complaint handling 	<ul style="list-style-type: none"> Experience of clinical setting Experience of use of a clinical database Familiar with patient records 	<ul style="list-style-type: none"> Application form Interview
Skills, Knowledge and aptitude.	<ul style="list-style-type: none"> Excellent Interpersonal skills. Numerate and confident in dealing with figures and information. Specifically using Excel to collect data, create a spreadsheet, and present on a graph. Knowledge of data collection from surveys and deciding on best format to present data Excellent communication skills both written and verbal Excellent organising and prioritising skills Ability to work under pressure Ability to take minutes or notes of meetings Understanding of data protection and information governance Good collaborative working skills Ability to learn quickly and adapt to changes Ability to work with high degree of accuracy and 	<ul style="list-style-type: none"> Project management skills. 	<ul style="list-style-type: none"> Application form Interview References



	<ul style="list-style-type: none"> attention to detail • Ability to work on own initiative • Excellent telephone manner 		
Motivation	<ul style="list-style-type: none"> • Commitment to HCNN as an organisation • Highly motivated 		<ul style="list-style-type: none"> • Application form • Interview • References
Physical	<ul style="list-style-type: none"> • Physically capable of carrying out the full requirements of the post. 		<ul style="list-style-type: none"> • Successful medical screening questionnaire • Interview • Application
Mental effort	<ul style="list-style-type: none"> • Mentally able to carry out the full requirements of difficult and emotive assignments. • Demonstrate resilience. 		<ul style="list-style-type: none"> • Application form • Interview • References
Emotional effort	<ul style="list-style-type: none"> • Emotionally able to carry out the requirements of assignments • Tact and diplomacy in dealing with a variety of situations, including the ability to deal with distressed people 		<ul style="list-style-type: none"> • Application form • Interview • References
Other factors	<ul style="list-style-type: none"> • Flexible in attitude to work, and undertaking of role • Full understanding of and strong commitment to confidentiality • Understanding of and commitment to equality of opportunity and diversity procedures • Awareness of resilience and ability to apply this to own life • Basic DBS 	<ul style="list-style-type: none"> • Understanding of volunteer roles 	<ul style="list-style-type: none"> • Application Form • Interview • DBS Certificate



