

Job Title	Clinical Coordinator
Hours of work:	Up to 30 hours,
Workdays:	Monday to Friday
Department:	Clinical
Work Location:	Butterfly House/Location
Reporting to:	Head of Clinical Services
Date of issue:	22 nd February 2024

Job Purpose

To plan, organise, co-ordinate, manage and deliver a high standard of patient and carer support activities at South Bucks Hospice.

To ensure the activities have a patient-centred approach, are motivational and deliver a positive experience that enhances the wellbeing of the participants.

Key Responsibilities

The main responsibilities are to:

- Plan, manage and organise a programme of patient and carer activities at South Bucks Hospice
- Work with clinical administrator to coordinate volunteer reception.
- Support complimentary therapy with administration including appointment booking.
- Support clinical administration regarding patients' queries.
- Manage and coordinate volunteer drivers and transport request.
- Ensure all activities have risk assessments before they take place.
- To manage incoming emails to Info inbox.
- Complementary volunteer notes entries onto icare.
- iCare write up entries: any notes from group activities when needed, cancellations, DNA's, correspondence with patients, contact with other health professionals, enquiries for complementary therapy department.
- Creating activity leaflets & posters.
- Whilst covering reception to support gift aid administration and selling of raffle tickets.
- Filling and emptying kitchen dishwasher/ tidy are in bistro ensuring tea and coffee available to carers and patients, in the absence of volunteer receptionist,
- Answering the main door if locked in the absence of volunteer receptionist,
- Support clinical administrator with discharge emails and post letters, entry on spreadsheet.
- Texting appointment reminders / cancellations to all patients attending for treatment, using accurx.
- Source and engage external speakers for group activities, when agreed and in budget
- Ensure there are a range of activities on offer, including creative, social/wellbeing, educational, therapeutic activities as well as those that promote physical health
- Identify any special interests' participants may have when attending and to recommend any new or amendments to the activities, where feasible
- Ensure safe delivery of a programme of activities, including carrying out risk assessments, training and supervision of any volunteers and identify any specific needs of the participants
- Organise and manage with the clinical team, reception, and the facilities coordinator regarding specific patient queries and room requirements etc

- Monitor and review the participants, evaluating the effectiveness of the group and ensuring user feedback on the activities is regularly sought
- Collect case studies to help demonstrate the impact of the activity programme
- Always protect patient privacy and dignity
- Act as a key point of contact for patient and carer activities with external agencies, when required
- Support development of the service and achievement of the clinical team's aims and objectives
- Report any accidents / incidents at work and record adverse incidents as appropriate
- Be involved in clinical and hospice initiatives, as required, to achieve the strategic aims of South Bucks Hospice.
- Take all measures to ensure the safety of staff, patients, volunteers, supporters, and visitors to South Bucks Hospice in accordance with South Bucks Hospice's Health and Safety Policies
- Provide physical, emotional, and psychological support to patients and carers
- Actively comply and demonstrate the implementation of good infection prevention control in accordance with South Bucks Hospice's policy and procedure
- Identifying and act on any risk of safeguarding to patients and their families in accordance with South Bucks Hospice's Safeguarding of Vulnerable Adults Policies and Procedures
- Maintain required organisational standards for all mandatory training.
- Attend relevant meetings as appropriate.
- Participate fully in clinical supervision meetings
- Recognise and take positive action to always support the team, working towards a holistic approach to staff well being
- Comply with staff appraisals, performance reviews, training and educating
- Undertake accurate reporting on patient and carer attendance and participation in the activities programme in accordance with legislative requirements and South Bucks Hospice's practice and procedure
- Supporting the department and all activities to ensure that it complies with CQC guidelines.
- To arrange training sessions for staff/volunteers as requested.

Other Responsibilities

- Answer the telephone on main reception.
- Administration of clinical mail and franking.
- Processing clinical donations when covering reception.
- To participate in training and development.
- Other general administrative duties (e.g. photocopying, scanning, filing).

Behavioural Values

- Appreciates the impact that decisions and actions have on the business and makes appropriate decisions
- Acting as a positive role ambassador ensuring safe, effective, responsive, caring, and well-led practise
- Acts in accordance with South Bucks Hospice's values
- Consistently operates at a high level and to act as a role model for the wider hospice
- Ability to support personal and departmental objectives
- Ability to ensure tasks are delivered on time and to an agreed quality
- Part of the Hospice team that delivers high quality services to a range of clients

- Pro-active and responsive to requirements of patients, peers, the team, and the hospice; a team player
- Fully understands internal and external delivery expectations and requirements, and works to ensure these exceed and delight
- Works co-operatively and productively with others to achieve results
- Maintains own personal development including the attendance at CPD events
- Takes the initiative to work across boundaries to resolve challenges
- Demonstrates commitment and loyalty to South Bucks Hospice
- Self-motivated individual with strong patient focus
- Able to choose a method of communication that is appropriate and effective for a given situation, to incorporate the difference mediums of listening, verbal and written
- Works with honesty and integrity and maintains the reputation of South Bucks Hospice
- Does the right thing for the long-term success of South Bucks Hospice.

Personal Attributes

- Experience as a healthcare professional is desirable
- Good understanding of hospice care
- Demonstrate a consistent high standard of work and attention to detail
- Strong verbal skills
- Good Word skills
- Punctual and presentable
- Approachable and accessible
- Willing to learn
- Communicates with empathy and understanding towards patients, volunteers, and staff
- Able to listen and act appropriately
- Effective communications with colleagues and management
- Calm temperament under pressured conditions.
- Trustworthy with confidential information.

This job description is intended to be an indication of the scope of the role. In addition to these functions' employees are required to carry out such other duties as may reasonably be required.

Name of Job Holder

Signed by Job Holder

Date

Name of Line Manager

Signed by Line Manager

Date
