



Marie Curie Job Description

Job title:	Coordinator LCCC
Department:	Caring Services
Location	Regional Base
Reports to:	Hub Manager
Accountable to:	Head of Operations
Grade:	Marie Curie Clinical Pay Scale, aligned with AFC Pay Scale Band 2

Job Purpose/Summary

This is a key role as part of our clinical support team. The post holder will act as a first point of contact for all Marie Curie Services across a geographical area from the local co-ordination Hub.

You will lead and support the referral process, co-ordination and booking of care as required, ensuring data and information is accurately inputted into operational and clinical systems.

You will work alongside the Senior Co-ordinators in order to ensure the smooth running of the co-ordination hub. You will also work alongside and liaise with clinical support & management staff as well as, volunteers, referrers, local CHC teams, patients' families and carers. This requires a high level of diplomacy, excellent communication skills and the ability to work accurately and under pressure.

Accountabilities (Duties & Responsibilities)

Rostering

- 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.
- Confirming changes to rotas directly with Marie Curie Nurses and managing these changes on the Marie Curie systems.
- Direct liaison/negotiation with Marie Curie Nurses regarding their ability to cover shifts when they are not on the formal rota. This requires tact and persuasive skills.

Scheduling

- Using the Robotic Process Automation system to add referrals into eCommunity and EMIS/SystemOne.

- Input of new patient details to Marie Curie systems ensuring that all key information is accurate and available to the Marie Curie nurses.
- Updating information on systems provided by Marie Cure Community staff, District Nurses, GPs as required.
- Communication with families regarding care provision via telephone. Liaising with referrers to check care packages are in place prior to offering patients care.
- Being responsible for identifying and highlighting rapid discharge and emergency referrals to the Hub Manager & clinical staff.
- Responsibility for ensuring that all 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 all notes are of a high standard to support potential audits.
- Supporting the management of a prioritised caseloads for all services with clinical colleagues.
- Undertaking general administration of the Electronic systems, to ensure that accurate records are maintained for referrals, nurse allocation, cancellations, packages of care and financial data

Allocations

- Coordination of clinical service based on priority and handovers from Marie Curie Nurses and referrers
- Following discussion with the Senior Coordinator/ Hub Manager allocation of Marie Curie Nurses to patients.
- Prioritisation to ensure continuity of care and efficient deployment of available nurses in line with Marie Curie procedures, standards and processes.
- Calculating the shift and travel time to ensure that the Marie Curie Nurses have minimal down time and optimum numbers of patients receive care.
- Communication with patients and families regarding confirmation of visits booked.
- Communication with referrers regarding confirmation of visits booked.
- Ensure all systems are up to date with information for booked visits so that Marie Curie Nurses can undertake their work effectively.
- Co-ordination of last-minute changes advised by the Clinical Nurse Manager, Hub Manager, and Senior Nurse.

Supporting patients and families

- Work with staff, managers, and service users to find ways to resolve straight-forward problems and concerns.
- Escalate complex calls to Hub Manager.
- Help patients and families/carers understand the Marie Curie complaints procedure.
- Listen to patients and carers' concerns, suggestions and experiences, signposting these to those designing and managing services.
- Refer caller to the Information and Support line and signpost to website for details on donations and further information.
- Make sure all complaint, incidents and compliments are logged into Sentinel.
- Provide support when dealing with sensitive/distressing and emotional situations.

General duties as required

- Demonstrate knowledge and understanding of Marie Curie services.
- Demonstrate respect for patient and carer autonomy, beliefs, 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 planned team meetings.
- Ensure all targets are met, standards and protocols are maintained.
- Alert the Hub Manager and Clinical Nurse Manager 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.
- 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 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 always
- 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>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> <p>Experience in a customer care or mediation role, including dealing with complaints in a health setting</p>	Interview/Application form.
Knowledge	Working knowledge of windows applications, including databases.	<p>Understanding of in-house Software</p> <p>Understanding of Quality performance</p>	Interview/Application form.
Qualifications, training and education	IT Literacy – Microsoft Word Excel Email and internet	NVQ Level 3	Interview/Application form.
Experience	<p>Experience of working within a customer services environment</p> <p>Ability to use variety of strategies to meet the needs of the individual</p>	<p>Training</p> <p>Able to draw usefully on strengths gained from experience</p>	Interview/Application form.

	Producing management and statistical reports		
Other requirements	Flexibility & Reliability Positive and professional attitude A desire to help others, work towards targets and develop their skills	Belief in the Marie Curie brand	Application form and interview