



JOB DESCRIPTION

HOSPICE AT HOME CLERICAL CO-ORDINATOR

Area of Work: Clinical Services Department

Responsible to: Hospice at Home Nurse Manager

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.

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 is treated with care and respect.

Department Objectives

Treetops Hospice provides palliative care in the community through its Hospice at Home and Wellbeing at Home Service, for adults with life limiting illnesses.

Treetop Hospice aims:

- To provide care to people with life limiting illnesses that enables them to remain at home if that is their wish.
- To provide nursing care that aims to improve the management of symptoms that may have a physical, social, spiritual or psychological cause.
- To help people achieve a dignified and well-managed death at home where that is their choice.
- To provide support and respite for families and carers.

Job Summary

To work as part of the Hospice at Home team, co-ordinating a community palliative care service that provides a high standard of holistic care to patients in their own homes and support for families and carers.

Role Within the Hospice at Home Department

1. To assist in the co-ordination of the Hospice at Home service as agreed with the Nurse Co-ordinator.
2. To liaise with other health care professionals, patients and carers in a professional and sensitive, supportive, and caring manner respecting their beliefs and personal circumstances.
3. To liaise with and support Hospice at Home staff.
4. To ensure paperwork and computer records are maintained in accordance with all relevant policies and procedures, and to work alongside the clinical team to ensure that statistical records are maintained.
5. To act as an ambassador for Treetops Hospice, promoting its services in the community setting.

Responsibilities

1. To contribute to the overall Treetops Hospice palliative care provision.
2. To assist with development of the Hospice at Home service
3. To adhere to all Treetops Hospice policies and procedures.

4. To maintain personal, professional development through self-appraisal and identification of training requirements including keeping up to date with relevant developments in palliative care

Key Tasks

- To take patient referrals, accurately recording information onto System one. Ensure all documentation is completed accurately, legibly and in a timely manner in accordance with hospice policy and information governance requirements.
- To make appropriate planned arrangements regarding Hospice at Home care and relay information to the relevant people escalating if needed.
- To maintain good communications and working relationships with other hospice staff, members of the Primary Health Care teams and other palliative care providers. (e.g. Nottinghamshire Hospice and Marie Curie)
- To ensure that all Hospice at Home computerised rotas and records are maintained.
- To prepare monthly data for pay roll to facilitate the accurate and timely payment of wages
- Undertake and support regular audit's and reporting
- Support Bereaved families after the patients death, informing them of bereavement support available.

Other Tasks and Responsibilities

- Perform general office duties as required.
- Demonstrate a calm organised manner and manage own workload to ensure that a smooth and professional service is maintained.
- Assist the Nurse Manager in improving the efficiency and effectiveness of administrative systems
- Deliver mandatory training when required, if qualified to do so.
- Participate in Treetops Hospice meetings as required.
- Contribute to the morale of the team, acknowledging it can be a highly emotive work environment.