



Bicton Heath, Shrewsbury, SY3 8HS

Re : Hospice at Home Service Coordinator

Please find attached the following documents:-

- 1. Job Description**
- 2. Person Specification**
- 3. Information to Candidates**
- 4. Equal Opportunities Monitoring Form**

As you will be aware, this post will be offered subject to an Enhanced Disclosure provided by the Disclosure Barring Service.

Closing date for completed applications is **16th April 2021**

Thank you for the interest you have shown in this post.

Yours sincerely

Gaynor Lewis
HR Advisor

Severn Hospice – Hospice at Home Service Coordinator

INFORMATION TO CANDIDATES - SUMMARY OF MAIN TERMS AND CONDITIONS OF EMPLOYMENT

The following information is intended as a useful guide to applicants considering joining the Hospice. Full details are supplied with an offer of appointment.

- **MEDICAL**

As part of the Hospice's selection procedure for employment, we ask all prospective employees to complete a pre-employment medical questionnaire. The purpose is to fulfil our responsibilities under the Health and Safety at Work Act 1974 and to ensure that the proposed employment does not present any particular risks from a medical point of view.

No formal offer of appointment will be made until the Hospice, through its Occupational Health Service Provider, is satisfied about your medical fitness to undertake the job. Further details about this will be sent to any prospective employee following interview.

- **REFERENCES**

No formal offer of employment will be made until we have received satisfactory references.

- **SALARY**

The **hourly rate** for this post is £10.39 - £12.50 This is based on Pay Band 4 on the Hospice pay scales

Salaries are paid monthly by credit transfer to a bank or building society account.

- **MUTUALITY OF OBLIGATION**

You must understand that although appropriate work may be offered to you if available, the Hospice is under no obligation to do so, and similarly you are under no obligation to accept any offer of work from us.

- **HOLIDAY**

Full time staff receive 7 week full year holiday entitlement including bank holidays. Part time staff will receive a pro rated amount.

- **PENSION**

The Hospice is able to offer ex NHS staff continuity of membership* into the NHS Superannuation Scheme. Please note, as a direction employer, the Hospice is not able to provide access to the NHS (Compensation for Premature Retirement) Regulations or the NHS (Injury Benefits) Regulations. All other NHS Superannuation scheme benefits are applicable.

(*Provided there is not a gap of more than twelve months between your last contribution to the scheme and applying to re-join it from the Hospice.)

Severn Hospice
Equality and Diversity Statement

Severn Hospice (the Hospice) is committed to the equal treatment of all employees and job applicants and requires all staff, whatever their grade or authority, to abide by this general principle. The Hospice is committed to all employees being able to achieve their full potential in an environment characterised by dignity and mutual respect.

No individual shall be treated less favourably than another on grounds of gender, age, religion or belief, marital status, race, nationality, ethnic or national origin, sexual orientation, disability, social background, trade union membership, criminal record, carer responsibilities or employment status. The policy of equality of opportunity extends to all services we provide.

Severn Hospice aims to promote equality of opportunity for all with the right mix of talent, skills and potential and welcome applications from a diverse range of candidates including those with criminal records. We comply fully with the DBS Code of Practice and undertake to treat all applicants fairly. We undertake not to discriminate unfairly against any subject of a DBS Check on the basis of a conviction or other information revealed. Candidates are selected for interview based on their skills, qualifications and experience.

A DBS Check is only requested after a thorough risk assessment has indicated that one is both proportionate and relevant to the position concerned. For those positions where a DBS Check is required, all application packs will contain a statement that a Check will be requested in the event of the individual being offered the post.

Details of criminal records must be sent under separate, confidential cover with your application form. We guarantee that this information will only be seen by those who need to see it as part of the recruitment process.

All those involved in the recruitment process have been suitable trained to identify and assess the relevance and circumstances of offences. At interview, an open and measured discussion will take place on the subject of any offences or other matter that might be relevant to the position.

Criminal records will be taken into account for recruitment purposes only when the conviction is relevant. Having an “unspent” conviction will not necessarily bar you from employment. This will depend on the nature of the position and the circumstances and background of your offences. However, any “unspent” convictions, which are not declared and subsequently revealed, may result in dismissal.

Under the Rehabilitation of Offenders Act 1974, a conviction will become “spent” (i.e. treated as if it had not occurred) where the individual has not, after a specified period of time, committed another serious offence.

Rehabilitation periods vary depending on the type and length of conviction originally incurred.

Severn Hospice has a legal obligation to protect vulnerable client groups from people who have committed serious offences, and as such meets the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974. All applicants who are offered employment in a post that falls into this category will be subject to a Disclosure Barring Service Check, before the appointment is confirmed. This will include details of cautions, reprimands or final warnings, as well as convictions, including “spent” convictions and where the post is subject to an Enhanced Check, other relevant non-conviction information, such as police enquiries and pending prosecutions will be included.

Severn Hospice is committed to compliance with the Disclosure Barring Service’s Code of Practice for Registered Persons and other recipients of DBS information.

A copy of the Hospice’s Equality and Diversity policy is available upon request.

EQUALITY AND DIVERSITY MONITORING FORM

Severn Hospice wants to meet the aims and commitments set out in its Equality and Diversity Policy. To assist the Hospice in meeting this aim, we need to monitor the equality and diversity profile of the workforce. We also need to ensure that we fully comply with the Equality Act 2010. The Act sets out 9 'protected characteristics' – age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

This form is voluntary and will not be used as part of the selection process nor will it be seen by anybody who is interviewing you. The information collected is only used for monitoring purposes in an anonymised format to assist the organisation in analysing the profile and make up of individuals who apply, are shortlisted and appointed to each vacancy. Should you not wish to complete this form your application will not be prejudiced in any way.

Please can you complete the form and mark the box with an 'x', where applicable. Please place in a sealed envelope separate to our application form.

First Name:		Surname:	
Date of Birth:		Position applied for:	

Are you married or in a civil partnership?

Yes		No		Prefer not to say	
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ETHNICITY

White	British	
	Irish	
	Gypsy or Irish Traveller	
	Any other White background (please specify)	
Mixed/ Multiple Ethnic Groups	White and Black Caribbean	
	White and Black African	
	White and Asian	
	Any other Mixed/multiple ethnic (please specify)	
Asian or Asian British	Indian	
	Pakistani	
	Bangladeshi	
	Chinese	
	Any other Asian background (please specify)	
Black/African/Caribbean/Black British	African	
	Caribbean	
	Any other Black background (please specify)	
Other Ethnic Groups	Arab	
	Japanese	
	Any other ethnic group (please specify)	
Prefer not to say		

AGE

Under 16		35-39		55-59	
16-24		40-44		60-64	
25-29		45-49		65+	
30-34		50-54		Prefer not to	

RELIGION AND BELIEF

Buddhist		Jewish	
Christian		Sikh	
Hindu		No religion or belief	
Muslim		Prefer not to say	

GENDER

Male		Female		Transgender	
				Prefer not to say	

SEXUAL ORIENTATION

Heterosexual		Lesbian		Gay		Bisexual	
Prefer not to say							

DISABILITY

A disabled person is defined in the Equality Act 2010 as someone with a physical or mental impairment that has a substantial and long-term impact on their ability to carry out day to day activities. Examples are: mobility, manual dexterity, speech, hearing, seeing and memory.

The definition also covers HIV, Multiple Sclerosis and Cancer from the time of diagnosis, and progressive conditions from the point at which they have an impact on day to day activities.

The Hospice will consider making such adjustments as are reasonable in compliance with the Equality Act 2010.

Having read this do you consider yourself to be covered by the definition?

Physical Impairment	Yes		No		Prefer not to say	
Mental Impairment	Yes		No		Prefer not to say	

DECLARATION

The information you provide on this form will be used in anonymised form for the Hospice to internally record and monitor its progress against a number of indicators of workforce equality.

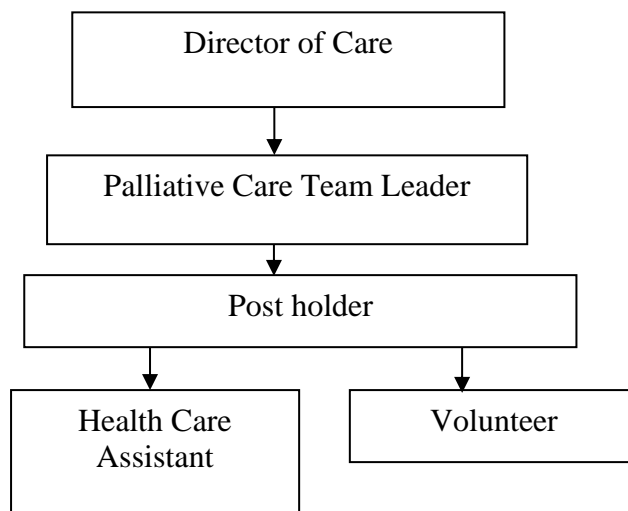
I agree to the use of my personal information as explained above ☐

Signature:	Date:
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Hospice at Home Coordinator Job Description

Post Title:	Hospice at Home Service Coordinator
Band :	4
Reports to:	Palliative Care Team Leader
Job Summary / Purpose:	<p>To provide comprehensive, efficient, organised, confidential co-ordination of the Hospice at Home service in Ceredigion.</p> <p>The post-holder, under the guidance and supervision of the Team Leader, will facilitate and support:</p> <ul style="list-style-type: none">• Care delivery• Co-ordination and Communication• Information and Education <p>The post-holder will be expected to work independently in processing initial referral to the service against criteria and allocate shifts according to HCA and volunteer availability.</p> <p>To develop and maintain good working relationships with members of the multi-disciplinary team, other healthcare professionals and users of the service to ensure the delivery of high standards of effective healthcare.</p> <p>To work flexibly to meet the needs of the service.</p>

Organisation Position



Service Management

1. In conjunction with the Team Leader be responsible for the day to day organisation of the Hospice at Home service.
2. To work flexibly as required supporting the delivery of care within the Hospice at Home service.
3. To organise the team on a daily basis deploying staff and volunteers appropriately according to their skills and experience.
4. To contribute towards the new ways of working which support organisational objectives and improvement programmes.
5. To participate in the recruitment and selection process of volunteers.
6. To contribute to and influence the total patient experience and journey through collaborative working and effective communications with all members of the multi-disciplinary team throughout the palliative care team.
7. The post holder has a responsibility to bring to the Team Leader's attention any incidents / complaints for consideration / investigation to improve service.
8. To work with external agencies in particular Social Services and community nursing and domiciliary therapy services.
9. To participate in developing systems for assessing the users views on the quality of services provided and for involving patient's relatives and their representatives in the planning and development of services.
10. Works within a designated team but able to work independently.

Patient Care

1. To co-ordinate Hospice at Homes service ensuring that all patients have their needs assessed, that programmes of care are developed to meet these needs and are delivered in accordance with agreed policies and procedures.
2. Receive and maintain good channels of communication with referring teams with daily updates on care given, outcomes and continuation under the supervision and guidance of the Team Leader.
3. Provide emotional support for patients, families and carers.
4. To be aware of key performance indicators and support the Team Leader in implementing the action plans to address areas for improvement.
5. Work to ensure equity both in terms of access and service to patients who meet the criteria for care.

Communication and Relationships

1. To ensure that the Hospice at Home nurses and Volunteers report changes in patient progress effectively, both verbally and in written form.
2. To communicate effectively and establish good working relations with a wide range of staff and agencies

3. To demonstrate sensitivity in dealing with complex and confidential information from patients, families and colleagues, giving advice and support when necessary. Respond appropriately to the information given.
4. In conjunction with the Team Leader develop appropriate written and verbal patient information processes and systems.
5. Actively contribute towards team meetings.
6. The post holder will handle highly confidential and sensitive information and will be relied upon to communicate appropriately and sensitively, using a range of methods/styles, enhanced by underpinning knowledge and experience.
7. Works with colleagues in other services.
8. Maintain collaborative working relationships and effective communications between all members of the multidisciplinary team.

Education, Professional Development and Training

1. Identify, discuss and participate in own development and training activities relevant to the post.
2. Supports people to access appropriate information and support, in sign-posting to a range of support service
3. Participates in, and contributes to the induction and on-going training of volunteers.

Use of information

1. To assist in establishing clear data collection mechanisms and present the results to appropriate personnel.
2. To assist in ensuring that the service provides information to show its effect on patient care.
3. To ensure that staff maintain and update Hospice information systems to support patient care.

Health and Safety

1. Act within legislation, policies and procedures relating to information governance.
2. Report to Team Leader issues raised by staff in relation to their visiting working environment.
3. Attend statutory / mandatory training.
4. The post holder will take responsibility for escalating lone worker protocols as and when necessary.
6. Although the Hospice has a 'Zero Tolerance' position in relation to violence and aggression the post holder may on occasions be exposed to verbal abuse and should be fully conversant with the Hospice Policy for dealing with these situations.
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Decisions. Judgement and freedom to act

1. To work with the whole Hospice at Home team in ensuring that a high standard of services are delivered.

2. To work independently to ensure delivery of quality services within area of responsibility. Works within policies, protocols and professional standards. Seeks further advice and support from the Team Leader for actions that effect areas outside their area of responsibility.
3. To be accountable for decisions affecting their sphere of responsibility. Liaises with Team Leader on issues that have wider service implications across the organisation

The above job description is a summary of the main responsibilities of the post holder, and not an exhaustive list of duties to be undertaken. The duties may be redefined in accordance with the demands of the service. Any redefinition will be subject to discussion between yourself and your manager and be within your level of competence.

Supplementary Information and Requirements

All new Hospice employees are on a 6 month probationary period (ex. Bank)

Health and Safety

In accordance with the Hospice's Health & Safety Policy all employed persons while at work are required by Section 7 of the Health & Safety at Work Act to take reasonable care of their own health and safety and that of others who may be affected by their acts or omissions.

Appraisal

All employees are required to participate in the Hospice's appraisal process (permanent contracts only).

Person Specification: Hospice at Home Coordinator

	Essential	Desirable
Qualifications / Training Level of education necessary Professional and post basic qualifications Specialized training required for post	Demonstration of CPD in relevant area A willingness to undertake training as appropriate to the role A willingness to contribute to the training requirements of others A commitment to personal professional development	Commitment to/evidence of ongoing personal training and development in a related area
Experience Length, type and level of post related work experience required (additional or alternative to qualifications above)	Experience of working in partnership with a range of organisations. Experience of working in a busy complex environment. Able to prioritise work and meet challenging deadlines. Handling various telephone enquiries and sign posting appropriately. Produce clear and accurate documents as required. Collation of data into a standard format. Managing and maintaining a file system both electronic and hard files. Handling highly confidential and sensitive information	Experience of co-ordinating patient care within a clinical team setting Experience of working with patients and their family members at the end of life Experience within the NHS, the Public, voluntary or social care sector
Skills & Knowledge Range and level of skills Depth and extent of knowledge required	Ability to plan holistic, individualized Hospice at Home care An understanding of team effectiveness An understanding of the role of this service (Hospice) within the wider context of palliative care service provision Excellent interpersonal and communication skills. Ability to work with structured and agreed supervision to achieve the objectives of the post.	Awareness of wider palliative care issues Awareness of issues around non cancer patients

	<p>Ability to prioritise tasks according to changing needs and service capacity.</p> <p>Excellent time management skills</p>	
Aptitudes & Attributes Required	<p>Good sense of humour</p> <p>Calm and reassuring manner</p> <p>To be positive and enthusiastic</p> <p>Sensitive</p> <p>Team player</p> <p>Ability to maintain and recognize professional boundaries</p> <p>Ability to embrace change and support colleagues through the process</p>	Welsh Speaker