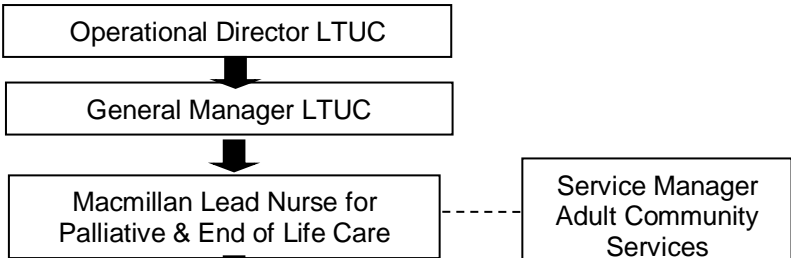


1. JOB DETAILS	
Job title:	End of Life Coordinator
Accountable to:	Macmillan Lead Nurse for Palliative and End of Life Care
Managerially/ Professionally (if required)	Macmillan Lead Nurse for Palliative and End of Life Care
Agenda for Change Band:	3
Location:	Harrogate District Hospital (weekend working from home)
2. JOB SUMMARY	
<p>To receive referrals and provide a single point of contact for specialist palliative care service and end of life care for HDFT.</p> <p>To ensure co-ordination and communication of end of life care, access to specialist palliative advice and support ensuring key services and processes are in place, care packages and equipment are sourced and end of life care needs are regularly reviewed by clinical colleagues.</p> <p>To comprehensively provide first point of access via a variety of methods (e.g telephone, email, electronic patient systems) for patients, families and professionals for the Palliative Care Team and any support any associated administrative requirements contributing to the provision of a high quality and timely service to patients and their families.</p> <p>To liaise with relevant care providers and redeploy resources as appropriate</p> <p>To end the episode of care either by onward referral or discharge with appropriate notification and cancellation of equipment and care packages.</p> <p>The service operates within the hours of 8.30 – 4.30 7 days a week</p>	
3. ROLE OF DEPARTMENT	
<p>The end of life coordination and palliative care service works to deliver effective integrated multidisciplinary based end of life care which supports the efficient working of the palliative care team (community and hospital) and coordinates care for patients aged 18+ years requiring domiciliary end of life care, complex symptom management and assessment of their changing condition and / or disease progression.</p>	
4. ORGANISATIONAL CHART	
 <pre> graph TD A[Operational Director LTUC] --> B[General Manager LTUC] B --> C[Macmillan Lead Nurse for Palliative & End of Life Care] C -.- D[Service Manager Adult Community Services] </pre>	

END OF LIFE
COORDINATOR

5. KEY WORKING RELATIONSHIPS

- HDFT Palliative Care Team
- Site Specific Clinical Nurse Specialists
- Sir Robert Ogden Macmillan Unit and associated staff
- Hospital ward teams
- Community Care Teams
- GP Surgeries
- Health and Social Care (NYCC)
- Continuing Health Care
- Hospices
- Consultants, Doctors, Nurses and Allied Health Professionals
- Patients, their families and significant others
- Macmillan
- Marie Curie
- External agencies such as wheelchair services, medequip, etc
- Domiciliary care providers
- End of life response service (Saint Michaels Hospice Home Care)
- North Yorkshire and York ICB

6. DUTIES AND RESPONSIBILITIES OF THE POST

- Work with managers and colleagues to support the service to evolve into a single point of contact for specialist palliative care and end of life care.
- Providing a consistent and knowledgeable contact point, taking referrals, answering queries, giving advice and providing information to patients and their families, HDFT staff and external organisations/contacts ensuring sensitivity and confidentiality.
- Work closely with the clinical teams to ensure that timely clinical advice is accessed and contacts are appropriately triaged and responded to.
- To ensure co-ordination and communication of end of life care, access to specialist palliative services, ensuring key services and processes are in place, care packages and equipment are sourced and end of life care needs are regularly reviewed.
- Liaise with relevant care providers to co-ordinate and set up care and ongoing review of care needs including increasing and decreasing packages of care for patients in their last weeks of life and rapidly deteriorating.
- Establish that key processes are in place by referring clinician or treating teams to prevent the need for crisis response, for example anticipatory medicines, DNCPR/ReSPECT and advance care plans.
- Liaise with Marie Curie and other care providers re nights sits for greatest clinical need
- Liaise with acute trust staff post referral regarding communication with the patient / family concerning care that will be in place on discharge.
- Manage capacity and demand within the service and highlight where aligned services are unable to meet demand and seek out alternative through agreed pathways.
- Request equipment from equipment provider
- Liaise with family, where appropriate, to ensure they are aware of care plan and equipment delivery.
- Cancel care and equipment that is no longer required.

- Request weekly review of current care plan from Community care teams and increase / decrease care packages as instructed.
- Arrange and coordinate multidisciplinary team meetings to discuss complex cases
- Liaise with community care teams if out of hours support required.
- Notify all services involved in event of patient death.
- Using judgemental and communication skills to deal diplomatically and professionally with a wide range of personalities, situations and confidential matters handled with sensitivity.
- Providing a range of administrative support remotely and directly to the Palliative Care Team preparing all correspondence and documentation, typing and formatting of documents in line with Trust policy, including organisation of key meetings (drafting agendas, circulating relevant papers prior to meetings etc), taking minutes, letters, spreadsheets, information posters and all general related typing.
- Manage emails, SystmOne tasks and referrals promptly ensuring they are dealt with effectively.
- Diary management and coordination to include the booking of appointments, arranging meetings and liaising with people at all levels both within the organisation and externally.
- Maintaining an effective filing system for storing and retrieving of patient, staffing and policy/protocol information.
- Using a full range of trust applications, particularly SystmOne, iCS, WebV, ICE, and PPM.
- Using advanced word processing and keyboard skills to produce reports, spreadsheets and presentations using Microsoft Office Word, Excel, Access and Powerpoint.
- Monitoring office stock levels and overseeing stock ordering as necessary. This includes preparing and maintaining supply of information packs /leaflets for patients/families and any other guidelines/paperwork for the team as identified.
- Organising and ordering other items as requested by the team using HDFT systems and processes (e.g comfort bag items, charitable funded items).
- Receiving charitable donations for the team following Trust policy and coordinating relevant responses to donors on behalf of team.
- Preparing patient list for weekly MDT.
- Supporting team with research projects as agreed.
- Undertaking general office duties including photocopying, shredding, scanning, laminating, email and arranging catering and hospitality for meetings.
- Developing effective relationships with all departments and work closely with other staff within Trust Headquarters and throughout the organisation.
- Maintain spreadsheet / data reports re referrals, patient information, actions taken and discharge timescales.
- Analyse data and referrals to highlight where themes and issues are arising and escalate accordingly.
- Work with minimal supervision to manage own workload, working independently and appropriately identify issues for escalation to a senior manager
- Assisting in the provision of a safe environment for the safety and welfare of patients and staff by complying with the Health and Safety Policy within the Department and the Trust, with a particular awareness of moving and handling, fire, infection control, COSHH and risk management; assist the SALUS Book Control Holder.

7. WORK SETTING AND REVIEW

(Who is responsible for setting and reviewing the work, the extent to which the post holder works unsupervised, and the extent to which they are free to act without direct reference to a more senior person)

An annual appraisal will be conducted by Macmillan Lead Nurse for Palliative and End of Life care or nominated senior Palliative Care CNS

This will include progress against agreed objectives and consideration of own learning and development needs. Regular review meetings will take place throughout the year.

The post-holder is expected to work flexibly, be self-motivated and work with minimum supervision.

8. JOB DESCRIPTION AGREEMENT

Post holder's signature

Date

Line Manager's signature

Date

PERSON SPECIFICATION

POST TITLE: End of Life Coordinator

Factor	Essential	Desirable
Qualifications	<p>NVQ Level 2/3 in business administration or equivalent experience, together with a high level of numeracy and written and spoken English.</p> <p>GCSE in Maths and English grade C or higher</p>	NHS/Social Care experience in a care environment
Experience	<p>Experience and knowledge in the use of Microsoft Office including Word and Excel.</p> <p>Excellent communication skills (written, verbal and listening) with proven experience of dealing with a wide and complex range of matters.</p> <p>Experience of dealing with the general public</p> <p>Experience of working and collating data collection</p>	<p>Clinical experience with a knowledge of community or hospital working</p> <p>Knowledge of using SystmOne</p> <p>Knowledge of complex discharge pathways and processes within adult health and social care</p>
Knowledge	<p>Experience of working in an administrative role using IT packages and dealing with teams and members of the public.</p> <p>Experience within the NHS or similar environment (e.g. Dept of Health or other public service)</p> <p>Experience of dealing with confidential and sensitive data.</p> <p>Experience of working with and communicating with medical and clinical staff</p>	Experience of working within a relevant clinical setting with patients who have complex palliative care needs/ end of life needs
Skills and Aptitudes	<p>Excellent communication and organisation skills</p> <p>Deals with complex and sensitive information on a regular basis</p> <p>Ability to work under pressure and deal calmly with difficult and highly emotional situations.</p> <p>Ability to use own initiative and ability to work without</p>	

Skills and Aptitudes (continued)	supervision Professional approach to work and colleagues Able to team build and develop good working relationships A methodical and organised approach to work Patient focused Enthusiastic and positive Confident approach to work Reliable and self-motivated Maintain high standards to promote a dedicated, skilled and highly professional team	
Other requirements	Committed to continual improvement of skills/knowledge and developing good working relationships Flexible to working over a 7 day period	

PERSON SPECIFICATION AGREEMENT

Post holder

Date

Line Manager

Date

Each of the above points should be considered in the light of minimum requirements listed in the job description.