

Operational Shift Coordinator (Community Services)

Job Purpose

- To provide on-shift leadership, management and coordination of our HOME Healthcare Assistants to deliver patient-centred care and support and be clinical coordinator for two out of four weekends
- To be part of the HOME Service management team to deliver service improvements to clinical services.
- To support others and to be able to independently plan and deliver patient-centred care, working closely with patients and their families.
- You will be expected to work in an integrative way to support cross-working with our inpatient service and, therefore, may be asked to work full 24/7 shift patterns, including nights.
- You will participate in the Escalation manager rota for the organisation, which operates on an approximate 1-in-4-week basis for full time staff members. An additional on-call payment will be provided for periods when on-call duties are undertaken.

Key Responsibilities Clinical intervention

- This role places quality at the centre of care by providing evidence-based, individualised, and personalised support through holistic needs assessment, risk assessments, care planning, and evaluation of all care interventions. You will support our current team in delivering care for our patients alongside your operational responsibilities.
- Demonstrates excellent communication skills and expertise in hospice care, including the ability to manage emotional distress for patients and their loved ones when needed.
- Contributes to service development, promoting excellence in care.
- Promotes clinical excellence through innovation, audit, evaluation, and research.
- Maintains accurate patient records.

Leadership and People Management

- Form part of the HOME Management team, delivering on service-led requirements, and leading the HOME Team Healthcare Assistants on a daily basis.

- Take the line management of HOME Service Healthcare Assistants, as is needed by the organisation.
- To act as part of the management team on shift, providing operational decision-making and troubleshooting.
- To act as the manager on shift when required.
- Effectively allocating work and maintaining responsibility for delegated tasks.
- Demonstrate leadership through clinical expertise, delivering high-quality, person-centred care and using a co-creating care approach with patients and their families affected by life-limiting illnesses.
- Contribute to the education and training of other healthcare professionals involved in patient care within the patient care services of the hospice.
- Support the development and promotion of the hospice, ensuring the delivery of high-quality, cost-effective care.
- Encourage patient and community involvement within the care setting.
- Collect accurate and comprehensive data to provide evidence of activity, outcomes, and quality.
- Take professional responsibility for ensuring effective communication between all service providers across the patient care pathway.
- Actively participate in multi-professional meetings, acting as a patient advocate and representing the organisation.
- Ensure that patients and their families are aware of the full range of resources and services available through the organisation.
- Develop skills in conflict resolution and negotiation to handle difficult or challenging situations.
- Support the development of patient-focused education.

Innovation

- Develop new skills in response to emerging knowledge and techniques.
- Work across professional boundaries, employing creative reasoning, positivity and problem-solving.
- Support and manage change from a solution-focused place.

Governance

- Participate in governance meetings, as required, such as the adverse events group, as needed by the organisation.
- Support with investigations, audits, policy and procedure reviews as required by the

organisation.

Professional Development

- Acquire and applies clinical, technical, and evaluation skills through a broad and in-depth knowledge base.
- Utilise clinical expertise, clinical judgement, creative thinking and experience, to enhance patient care, seeking support from others when necessary.
- Take personal responsibility for ongoing learning and development through reflective practice, self-appraisal, and actively engages with the learning and development opportunities provided by the hospice.

Special Features of the Job

- To deliver on time-specific projects for service improvements across clinical services.
- To nurture and develop Hospice Healthcare Assistants to deliver their roles effectively.
- To support in the training and induction of HOME Healthcare Assistants and to support in their maintenance of continual professional development.
- Working autonomously within a team, you will also deliver patient-centred holistic care. Our services operate 24/7, 365 days a year, with clinical roles rostered to ensure round-the-clock coverage. Although rosters are planned, there may be times when you'll need to adjust your scheduled rota at short notice.

Personal Development

- We encourage all staff and volunteers within the organisation, to play an active role in identifying and fulfilling their development needs related to their jobs. We aim to support through various processes, such as regular one-on-one meetings with your Line Managers, including annual appraisal and development reviews.
- We expect each employee to participate in all relevant mandatory and statutory training, as required by our organisation and /or their professional bodies.

General

- Lead and work from a place of positivity and be solution-focused.
- Act as an organisational ambassador and encourage others to do the same.
- Collaborate closely with colleagues in Fundraising and Marketing to promote

the organisation's charitable activities and participate in fundraising as needed.

- Ensure the team understands the organisation's structure, values, and purpose, and has opportunities to contribute to its development.
- Maintain confidentiality regarding staff, volunteer, and client records, as well as privileged information about the charity's services, patients, staff, and volunteers.
- Enhance the organisation's reputation within the community.
- Perform any other duties as reasonably required.
- All staff must be supportive of and promote the philosophy and concept of hospice care.
- The organisation provides staff support, and employees are expected to take responsibility for accessing and providing suitable support to ensure they can deliver professional care.

The above is indicative of the current responsibilities of the post which may change from time to time in consultation with the post holder in line with the service need.

Throughout your time with us we will conduct ongoing employment checks and performance reviews relevant to your role, for example professional registration checks, DBS, appraisals and regular contact meetings.

Person Specification

What is required	Essential/Desirable Essential = E Desirable = D	How is it assessed? Application = A Interview = I Task/Assessment = T
Education/Qualifications		
Health and Social Care Degree or suitable equivalent experience	E	A
European Palliative Care Certificate or specific palliative care learning	D	A
Experience		

At least 3 years practical experience of care in a specialist clinical setting	E	A/I
At least 2 years demonstrable experience of leading the care for patients at end of life or requiring symptom control	D	A
Ability to assess and deliver care under the direction of a nurse care plan and to support others to do so	E	A
An excellent level of understanding and interest in Palliative Care and End o Life Care	D	A/I
Evidence of delivering projects for clinical services or service development	D	A/I
Experience of mentoring and line managing staff through development	D	A/I
Experience of ward logistics and management	E	A/I
Knowledge/Skills		
Excellent communication skills	E	A/I
Excellent interpersonal skills	E	A/I
Excellent record keeping skills and documentation	E	A/I
IT literate with the ability to use Microsoft and Outlook as a minimum	E	A/I

