

## JOB DESCRIPTION

<b>Job Details</b>	
<b>Job Title:</b>	Care Allocation and Reporting Officer
<b>Grade:</b>	Band 4
<b>Department:</b>	Hospice at Home Team
<b>Directorate:</b>	Patient & Family Services Directorate
<b>Reporting to:</b>	Clinical Business Support Lead
<b>Location:</b>	Hospice at Home Team Office, Winsley

### **Job Summary / Main Purpose:**

- To manage safe and efficient scheduling of Patient visits independently and under direction of the Service Manager.
- To provide full administrative, secretarial and coordination support to Hospice at Home under the guidance of the Clinical Business Support Lead and Service Manager.
- To provide administration support and cross cover to other clinical areas within the Hospice environment when required.

## **Principal Duties and Responsibilities:**

### **Main purpose of role:**

- To access and maintain patient databases Access and SystemOne, including housekeeping.
- To receive and record referrals to Hospice at Home ensuring detailed and accurate information is taken and documented accurately on rostering system and System1.
- To access and monitor NHS referral email accounts and department email accounts. Informing office team of any pending actions required where applicable.
- Report referral flow to Service Manager.
- Review capacity for new care packages on referral with Team Leader or Service Manager. Ensure H@H are responsive and referrals meeting criteria are actioned in line with H@H KPI.
- Plan/allocate assessor and start date of care with Team Leader or Service Manager.
- To add new patients onto the Access System, adding and allocating visits ensuring the service is covered safely.
- Update visit plans where patients needs change on instruction from Care Assessors. Document visit changes on SystemOne.
- Ensure that allocations of care are in line with business efficiency working at an agreed efficiency goal at all times.
- Monitor Carer rosters ensuring there is sufficient staff on shift to cover the needs of the business, making amendments where required via shift swaps.
- Monitor Access system throughout the shift to ensure staff attendance of visits, as well as durations of visits.
- Receive telephone calls and messages and provide compassionate communication to distressed patients and families. Listening and providing comfort and sign posting to other services.
- To receive and record accurate messages, determining whether immediate action is required and relay any messages to appropriate DH staff teams.
- To support the Clinical Business Support Lead with all invoicing and any other financial processes, data collection, reporting and spreadsheet creation as part of the ongoing monitoring of the services.
- Where required prepare presentation materials using PowerPoint and Word.
- To liaise with other DH staff, members of the Primary Health Team and others, to request information as required.
- To use iTrent database to support team functions
- To report any safeguarding concerns to the clinician on duty within the Hospice at Home team and seek support from the Service Manager for Hospice at home.

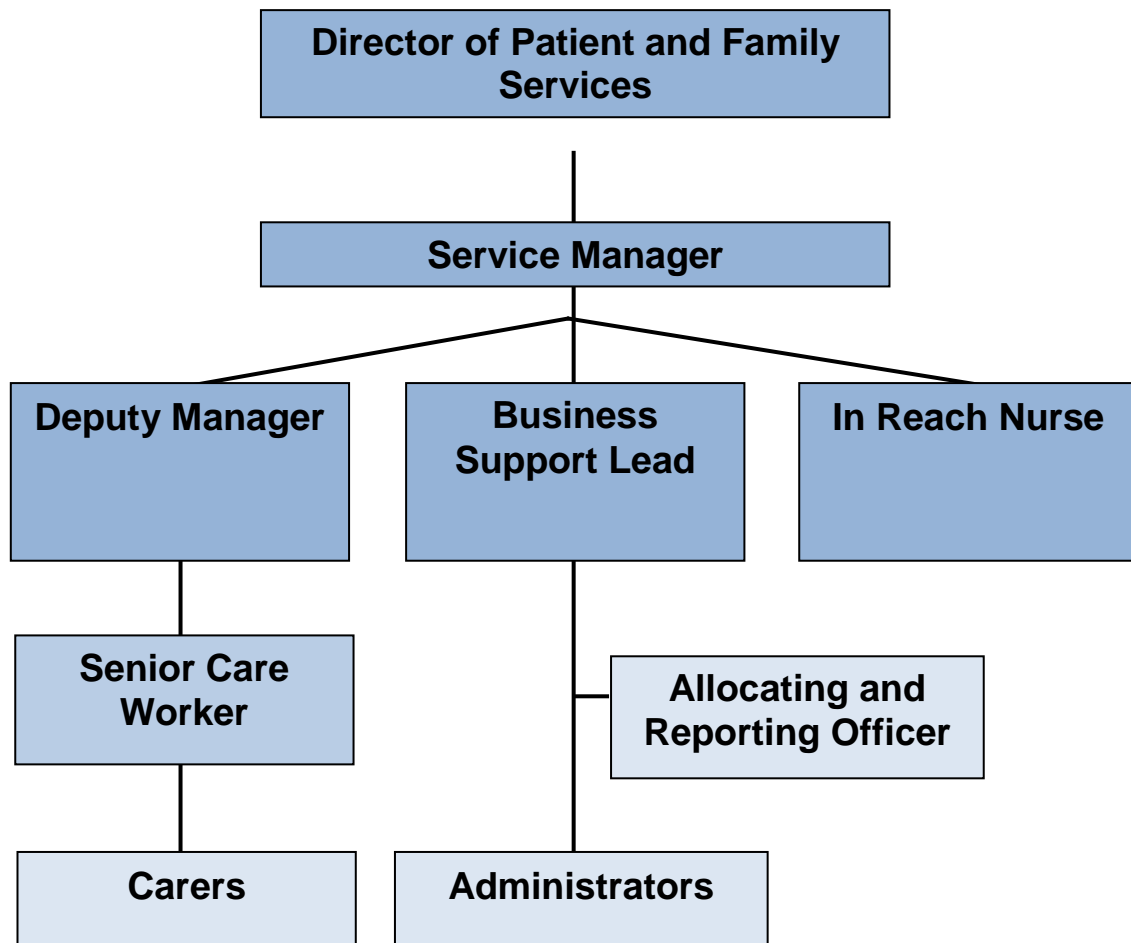
**General Administration:**

- To take calls from patients and carers who may be distressed or where there are communication issues, responding promptly and efficiently in a courteous manner and refer on as appropriate.
- To communicate at all times with compassion and professionalism.
- To liaise closely with staff members within DH, flexibility across teams and supporting the administration of all clinical services.
- To listen and respond to any concerns and/or complaints from patients, families, or professionals informing the Service Manager, or in their absence the Director of Patient and Family Services, and record the concerns, follow up and outcome in line with the Complaints Procedure.
- Support the training of new staff ensuring they have the necessary resources to commence work.

**Professional:**

- To promote and adhere to DH values (behaviours, caring, dignity and respect, learning reflection, commitment to quality care and support).
- To take an active contributing role in the planning, provision and development of audit/evaluation of the service, clinical audit, quality assurance programmes and educational programmes.
- To be aware of the budget allocated for the service.
- To record and report any accidents, incidents and near misses that happen to the staff during the course of their duty.
- To attend meetings as appropriate.
- Work within the policies and procedures of DH.
- To engage in receiving regular Group Clinical Supervision by attending at least 8 supervision sessions per year.
- To take responsibility for own personal development and education and identify development needs with the Service Manager of Hospice at Home.
- To undertake mandatory training as required for the job role and participate in annual PDR.
- To work within a 7 day service – between the hours of 0700 – 17:00 within an agreed shift rota which may include alternate weekend working.
- To provide cover or carry out additional duties in the absence of other administrative staff as required.
- To listen and respond to any concerns and/or complaints from patients, families or professionals, informing the Clinical Business Support Lead.

## Structure Chart



## Contacts

- Members of Hospice staff and volunteers from all disciplines and departments
- Patients and Carers
- GP's, Hospital staff and GP Medical secretaries and receptionists
- All health and social care colleagues
- Regional colleagues including coordinators of other carer services

**Special Note**

This job description does not form a part of the contract of employment but indicates how that contract should be performed. The job description will be subject to amendment in the light of experience and in consultation with the post holder.

**No Smoking Policy**

Dorothy House operates a No Smoking Policy for all staff, volunteers and visitors in relation to promoting health except for designated areas. It applies to the Hospice premises and grounds at Winsley, all Dorothy House shops and when staff are on duty in patients' homes

**Confidentiality**

All of the work relating to patients, carers, donors, staff and volunteers and any other information gained are of a confidential nature and must not be communicated to other persons except in the course of duty.

**Health and Safety at Work Act**

It is the responsibility of all employees to ensure that the requirements of the Health and Safety at Work Act are complied with safe working practices are adhered to and that hazards are observed and reported to the appropriate office.

**Safeguarding**

Dorothy House is committed to promoting the wellbeing of all adults and children who use our services, ensuring that they live a life that is free from harm, abuse and neglect. We work in an open and transparent way and encourage staff, volunteers, patients and families to raise any safeguarding concerns. All staff should ensure that they are aware of their responsibilities and attend the mandatory training as required.

<b>Person Specification</b>		
<b>Criteria</b>	<b>Essential</b>	<b>Desirable</b>
Experience in working in an scheduling care visits within a community care service	<b>X</b>	
Experience of working with patient databases. Able to record, analyse and interpret complex and sensitive information	<b>X</b>	

Experience of working in a Community Social Care service	<b>X</b>	
Excellent communication skills both verbal and written, with effective and sensitive telephone skills	<b>X</b>	
Able to deal with and demonstrate sound judgment with sensitive, emotional and confidential situations.	<b>X</b>	
Able to use initiative, prioritise and be proactive in all aspects of the role	<b>X</b>	
Understands the importance of confidentiality and information governance	<b>X</b>	
Experience producing reports and care invoices		<b>X</b>
Able to demonstrate a flexible approach to hours and working patterns	<b>X</b>	

