**Job Title** Family Support Pathway Coordinator

**Responsible to** Head of Family Support and Transition

**Hours of work** 20 hours per week

**Place of work/Base** Martin House. Hybrid working arrangements will be considered, where possible.

**Type of contract** Permanent

**Overall purpose of the role**

To work alongside the Family Support Team in an administrative role, to coordinate the patient pathway across a complex caseload. Provide a broad range of administrative support to our multi-disciplinary team and Head of service.

**Tasks and duties**

* Provide organisation and oversight to the caseloads and services in Family Support, thus strengthening our Family Support services for families.
* Provide a broad range of administrative support to the Family Support team.
* Assist the Family Support team in co-ordinating the programme of meetings, events, groups and activities.
* Maintaining an oversight and facilitating the patient journey from referral to discharge.
* Talking to families on the phone, assisting them with enquiries and requests, and passing messages on appropriately.
* Supporting the Family Support referrals and pathway.
* Using and supporting others in the use of SystmOne (electronic clinical records system).
* Supporting the Family Support team to arrange visits and appointments.
* Dealing with incoming e-mails and SystmOne tasks.
* Organising meetings and taking minutes at meetings, where appropriate.
* Liaising with external contacts.
* Supporting the Head of Family Support with the organisation of scheduled audits, data collation and reports required.
* Supporting the Head of Family Support with information requests from the Income Generation team.

**Health & Safety**

* To be aware of the safety needs of the children, colleagues volunteers and supporters and adopt a preventative safety approach to all times.
* To report all accidents incidents and untoward incidents
* To be aware of your health and safety responsibilities as an employee and adhere to these.

**Personal development**

* To adopt a positive and reflective approach to personal and professional development.
* To participate constructively in a yearly annual appraisal.
* To undertake specific training and to remain updated.

This job description reflects the present requirements of the post and will form the basis of performance appraisal. As duties and responsibilities change and develop the job description will be reviewed and necessary changes made with consultation.

**Equality statement**

Martin House is committed to providing care and improving services irrespective of race, ethnicity, disability, gender, religion or belief, age, marital status, or sexual orientation

**Safeguarding Children, Young People and Vulnerable Adults**

Martin House is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all employees to share this commitment.

Recruitment checks are undertaken in accordance with safer recruitment standards and successful applicants may be required to undertake a DBS via the Disclosure and Barring Service.

**All Martin House employees are expected to**

* Uphold the values of Martin House and behave in a professional manner at all times.
* Value equality and diversity and comply with relevant equality legislation.
* Attend 1:1s with line manager, team meetings and annual appraisals.
* Take part in all relevant mandatory training and any other education and training considered necessary to carry out the role.
* Take responsibility for one’s own personal development.
* Cooperate with colleagues, encourage and support positive working relationships (both internally and externally) and foster a culture of respect and consideration at work.
* Establish and maintain effective communication with relevant individuals and groups, both internally and externally.
* Take responsibility for one’s own health and safety and the health and safety of others whilst at work, and comply with Health and Safety legislation.
* Comply with information governance requirements and maintain confidentiality at all times, as required.
* Work within all Martin House policies and procedures.
* Communicate a positive image of Martin House and protect its reputation.
* Attend for work and events as and when required.

**Staff who support Martin House volunteers are expected to**

* Carry out effective inductions for new volunteers in your department
* Lead and guide volunteers, providing the support needed to maintain morale and enable them to work effectively
* Ensure all necessary local activity risk assessments, and policies are available and adhered to.
* Supervise your volunteers appropriately in their day-to-day work and actively work to recognise the work that they do
* Ensure your volunteers have access to some personal time with you on a regular basis
* Ensure that your volunteers have an annual opportunity to reflect on their volunteering role with you
* Support appropriate volunteer learning and development within your team
* Play a role in the recruitment of new volunteers within your area
* Support and manage performance issues with volunteers fairly and sensitively, taking advice from the HR department where appropriate

**Person specification**

**Qualifications and work experience**

Essential

1. GCSE Maths and English or equivalent (Grades A-C or 5-9)
2. Demonstrable experience of working in an administrative role in a busy environment where you are required to multi-task.
3. Able to use a full suite of Microsoft Office software systems

Desirable

1. Experience of working in a health or hospice environment.
2. Experience of working as part of a team.
3. Experience of using a patient records system, such as SystmOne.
4. Experience of working in a role which involves coordination of services and/or caseloads.

**Knowledge and skills**

1. Excellent verbal communication skills.
2. Excellent organisational skills.
3. Ability to document in a clear and concise manner.
4. Excellent interpersonal skills.
5. An understanding of Family Support within a palliative care service.
6. Demonstrable commitment to maintaining own professional development.

**Attributes**

1. Ability to communicate sensitively with children and parents in line with Martin House’s values and expectations.
2. Ability to work collaboratively as part of a care team.
3. Ability to demonstrate respect for children, young people and colleagues.