

Job Description

St Cuthbert's Hospice



Making every day count since 1988

1. JOB DETAILS

Job Title	Community Outreach Co-ordinator
Department	Community Outreach
Grade	4 (subject to job evaluation)
Responsible to:	Community Outreach Manager

2. Background

St Cuthbert's Hospice is rooted in our local community. We laugh with, listen to, comfort and care for thousands of individual and families each year in our local community. This new and exciting opportunity is the chance to make a real and lasting difference to our community.

To reach those in the community we are looking for an applicant who can build strong relationships and break down barriers to give those living with life limiting illness the opportunity to take part in Hospice activities.

At the Hospice we care for people with life-limiting illnesses. We are expanding our work to offer this care in our local community for those who may not be able to find their way into mainstream care services, or who require continuous care following completion of their programme.

In addition to these 'closed' groups it is also envisaged there will be some activities open to the wider community to tackle loneliness, isolation or offer volunteering opportunities.

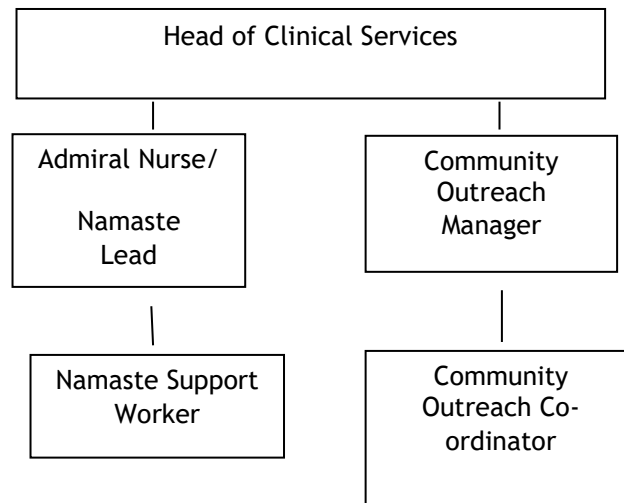
AIM

To work with the Community Outreach Manager to bring people together, in and across the community by increasing the availability and visibility of Hospice Services (or similar).

The role will support and maintain the design and delivery of a programme of activities for the local community. There is a focus on supporting local people by removing barriers and improving accessibility to create a compassionate community, lay foundations of a death aware society and promote the Compassionate Communities agenda.

3. ORGANISATIONAL CHART

ORGANISATIONAL CHART



4. KEY RESPONSIBILITIES

Communication and relationships

- Build strong relationships with colleagues, service users and the wider community to deliver an effective programme of community activities
- Guide volunteers to support the delivery/accessibility of projects/activities
- Develop strong links in the community to identify and coordinate service users with the most appropriate activity for their needs
- Encourage participation in activities, conversations and initiatives to improve lives of people with life-limiting illnesses
- Encourage open conversation and break down the taboos associated with dying, death, loss, and grief
- Be confident in the creation and delivery of presentations to a wide community audience
- Communicate complex or sensitive information in an empathic manner to service users and their Carers/families
- Act as a representative and ambassador of the Hospice at external events, maintaining the Hospice's high reputation.

Analytical and judgemental skills

- To be able to plan and co-ordinate a range of community activities and identify the support required to make the activities accessible to the community
- Identify needs of service users and recommend appropriate activities and provision within the community
- Assess eligibility of service users and maintain accurate records
- Assess risk

Planning and organisational skills

- Co-ordinate referrals from internal and external partners.
- Support Community Outreach Manager with meetings, events and conferences to bring communities together for information and collaboration
- Manage and prioritise own work to ensure the delivery of project outcomes
- Monitor the effectiveness of initiatives and evaluate activities

- Ability to use spreadsheets and systems to produce reports

Physical skills

- Maintain database and spreadsheets recording accurate data and outcomes.
- A driving licence or the ability for independent travel is necessary

Patient/Client Care

- Respond sensitively to the individuals and communities involved in the project, making referrals internally and externally as appropriate
- Maintains privacy and dignity of all patients in the delivery of activities, recognising and respecting differences including spiritual and cultural beliefs

Policy and Service Development

- Develop project plans and proposals to address identified areas of need
- Suggest different models of service delivery for best outcomes
- Support the development of initiatives to meet the needs of individuals and the community
- Promote peer support and self-help responses to identified needs
- Understand and adhere to Hospice policy and procedures

Financial and Physical Resources

- Effective use of Community Outreach budget

Human Resources

- Attend any appropriate training requirements both statutory and mandatory
- Required to preserve the confidentiality of any information regarding individuals supported by the project and the business of St Cuthbert's business

Information Resources

- Raise awareness and promote the Hospice services available to the community
- Empower and facilitate individuals and communities to communicate their needs and wishes
- Undertake administration associated with community activities and initiatives.
- Have a good understanding of Microsoft packages, word, excel, database and power point and public engagement through presentation

Research and Development

- Provide monitoring and evaluation reports to support the ongoing development of the Community Outreach project
- Conduct periodic reviews of outcomes and satisfaction to provide evidence for continuous improvement

Freedom to Act

- Works autonomously with ability to recognise limitations of knowledge, skills, and competencies and to seek guidance from Line Manager when appropriate

EFFORT & ENVIRONMENT

Physical

- Light physical effort may be occasionally required (eg to set up rooms ready for meetings).
- Lone working in a community setting

Mental

- Expected to concentrate for periods of time and adapt to changing work requirements throughout the day.
- Work may be varied and unpredictable creating a need to be flexible and adapt accordingly.

Emotional

- Occasional exposure to emotional or distressing situations

Working Conditions

- Post holder will often work alone and therefore must adhere to the lone working policy.
- There will be a requirement to work outside of normal office hours.
- There will be a requirement for home/remote working however there will be some availability of office space if required.

Data Protection and Confidentiality

- All employees have a responsibility in line with information governance to maintain confidentiality and ensure the principles of the Data Protection Act 1998 are applied to patients, clients, staff, volunteers and Hospice business information, including electronic information. Only information required to fulfil the duties of the role should be accessed by the post holder.
- All employees have a responsibility to use electronic systems in a way that preserves the dignity and privacy of people, helps to ensure services of the highest quality, and is compliant with the law and Hospice policies and procedures

Health and Safety

- The Hospice will take all reasonably practical steps to ensure the health, safety and welfare of its employees while at work. Employees will familiarise themselves with the Health and Safety Policy and procedure as well as the fire procedures and ensure a safe working environment for self and others in line with these.
- Assesses the safety of the physical environment for groups and in community homes.

Safeguarding

- All employees within the Hospice have a responsibility for, and is committed to, safeguarding and promoting the welfare of children and vulnerable adults and ensure they are protected from harm.
- All employees should make themselves aware of the policies and procedures of safeguarding, take personal responsibility as far as is reasonably practicable, to safeguard children and vulnerable adults, complete statutory and mandatory training and take appropriate action as set out in the Hospice's policies and procedures.

Infection Control

All employees have a responsibility to ensure the risk of infection to themselves, colleagues, patients, relatives and visitors is minimised by:

- Attending mandatory training and role specific infection prevention education and training
- Challenging poor infection prevention and control practices

- Ensuring their own compliance with Hospice Infection Prevention and Control policies and procedure.

Equal Opportunities

- The Hospice welcomes all persons without regard to race, religion or belief, age, gender re-assignment, sex, sexual orientation, pregnancy or maternity, marriage or civil partnership, physical or mental disability. The Hospice aims to provide services in a manner that enables all members of the community to access them.
- Employees must behave in a non-judgemental manner that respects the differing needs and cultures of others.

Note: This post is deemed to require a Disclosure check via the Disclosure and Barring Service. Therefore, it will be necessary before the appointment to contact the DBS to check on any relevant criminal background.

This job description is not intended to be an exhaustive list of duties and responsibilities of the post and the post holder may be requested to carry out duties appropriate to the grade of the post.

The post may change over time to meet organisational/personal requirements, and this job description may be changed after consultation with the post holder

Some Flexibility in the hours worked will be essential at times to meet demands placed on our service.

The post holder shall perform their duties at any other reasonable location to which they may be directed from time to time by the Employer

JOB DESCRIPTION AGREEMENT

Signature of Post holder:

Date:

Signature of Manager:

Date:

