

**With you, we're making the
difference.**

**Together, we can achieve
more.**

JOB DESCRIPTION AND PERSON SPECIFICATION

Senior Coordinator

**UEC – Northamptonshire Palliative & End of Life Care
Service (NPEoLCS)**



**For you.
For them.
With us.**

For you: we offer a fulfilling career, full of support, compassion, respect, fulfilment, and benefits.

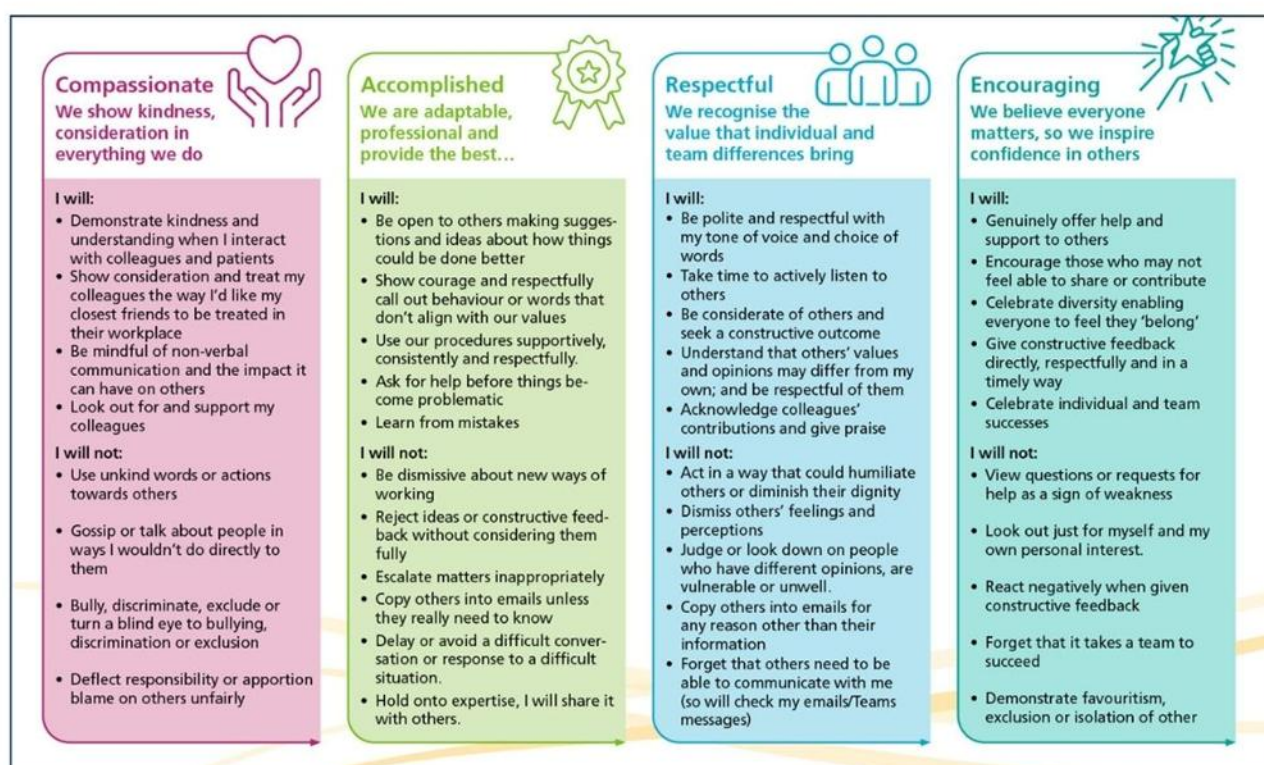
For them: we overcome challenges and achieve more for our patients and their outcomes.

With us: we're united through purpose, teamwork, shared pride and fulfilment. Our values, behaviours and principles.

Our values, behaviours and principles

At DHU, how we work is just as important as what we do. Our Behavioural Framework (below) is rooted in our CARE values and sets out the behaviours we expect from everyone. Together, these behaviours shape a culture where every role and every person matters.

When you become part of DHU, you join an organisation where these values are lived every day by our people, for our patients, and within our communities.



Job Description and Person Specification

Position:	Senior Coordinator
Division:	UEC – Northamptonshire Palliative & End of Life Care Service (NPEOLCS)
Location:	Hybrid – Corby, Lakelands Hospice & Home Working
Reporting to:	Deputy Operations Manager
Band:	DHU Band 2, £24,853 per annum (pro rata)
Last reviewed:	09/26

○ Purpose of the role

- The role coordinates the effective delivery of the Northamptonshire Palliative & End of Life Care Service (NPEoLCS), ensuring patients, relatives and carers receive a timely and compassionate response.
- The postholder supports colleagues by managing communication, referrals, staffing and operational activity.
- This helps maintain safe, responsive care while promoting DHU's values and service standards.

Performance Measures

- Referrals, calls and communications are managed accurately and within agreed timescales.
- Staffing issues and operational pressures are addressed or escalated promptly to maintain service continuity.
- Patient records, handovers and service documentation are complete, accurate and confidential – and accessed in line with DHU policy.
- Patients, carers, colleagues and partner organisations receive clear, timely and compassionate communication.
- Risks, incidents and unresolved issues are reported and escalated in line with DHU procedures.
- DHU values, professional standards and mandatory training requirements are consistently maintained.

Key areas of accountability and responsibility

Service Coordination

- Coordinate day-to-day NPEOL activity to support safe, effective and responsive service delivery.
- Prioritise referrals and allocate visits according to patient need, service demand and available resources.
- Monitor service capacity and escalate delays, risks or unresolved issues appropriately.

Patient and Carer Support

- Communicate with patients, relatives and carers in a clear, compassionate and professional manner.
- Record patient needs accurately and ensure information is shared promptly with the appropriate team members.
- Provide timely updates on visit arrangements and service progress.

Workforce Coordination

- Coordinate staffing during each shift and arrange cover for sickness, absence or vacant shifts when required.
- Monitor staff availability and deployment, escalating resource or budget concerns to management.
- Support rota planning and circulation in the absence of the Team Leader.

Communication and Administration

- Manage service calls, email accounts and external communications, ensuring enquiries and referrals are actioned promptly.
- Maintain accurate, secure and confidential records, accessing patient information only when required and in line with DHU policy.
- Deliver clear and comprehensive handovers to the next coordinator, Team Leader or Duty Manager.

Quality, Governance and Safety

- Maintain compliance with DHU policies, national quality standards, health and safety requirements and clinical governance procedures.
- Report and escalate incidents, risks, equipment faults and business continuity issues within required timescales.
- Promote equality, professionalism and DHU values while supporting colleagues and new team members.

Campaign Delivery & Support:

- Support the creation and delivery of targeted marketing and engagement campaigns across digital and traditional channels.
- Produce engaging, audience-specific content including adverts, social media posts, case studies, flyers, presentations, and internal materials.
- Support with scheduling, publishing, and monitoring campaign content across platforms.

Communication Development:

- Ensure brand guidelines, tone of voice and key messaging are consistently applied across all marketing materials.
- Assist in producing compelling content that reflects DHU's values, culture, and people offer.
- Contribute ideas to creative briefs and provide quality control on visual and written outputs.

General Duties

- Follow relevant DHU policies, procedures and legal requirements.
- Support training, meetings and general administrative activities as required.
- Work flexibly across shifts and locations to meet service needs.
- Undertake other reasonable duties appropriate to the role, as required.

Person specification

Experience and Qualifications

- English and mathematics qualifications at GCSE level, or equivalent relevant skills or experience — **Essential**; assessed by application and certificates.
- Experience of working with the public in a busy service environment — **Essential**; assessed by application and interview.
- Experience of using IT systems and maintaining electronic records — **Essential**; assessed by application, interview and test.
- Experience in a healthcare, coordination, contact-centre or comparable service environment — **Desirable**; assessed by application and interview.

Knowledge and Skills

- Ability to communicate clearly, professionally and compassionately in writing, in person and by telephone — **Essential**; assessed by application and interview.
- Ability to organise and prioritise work effectively in a busy environment — **Essential**; assessed by application and interview.
- Ability to use initiative, solve problems and escalate concerns appropriately — **Essential**; assessed by interview.
- Ability to maintain accurate records and access or handle confidential information only as required and in line with policy — **Essential**; assessed by application and interview.
- Ability to interpret information and draw appropriate conclusions — **Essential**; assessed by interview and test.
- Competence in using standard workplace IT systems — **Essential**; assessed by application, interview and test.

Personal Attributes

- Demonstrates reliable, professional and conscientious working practices — **Essential**; assessed by interview.
- Works collaboratively and respectfully with patients, colleagues and partner organisations — **Essential**; assessed by application and interview.
- Adapts constructively to changing service needs and priorities — **Essential**; assessed by interview.
- Demonstrates inclusive behaviour consistent with DHU's values — **Essential**; assessed by interview.
- Willingness to undertake required training and continuing development — **Essential**; assessed by application and interview.
- Ability to work the contracted rota, including weekends and bank holidays, subject to reasonable adjustments — **Essential**; assessed by application and interview.

Key policies and what we expect from each other

Belonging: At DHU, we want everyone to feel like they truly belong. We believe our team should be just as diverse as the people and communities we care for. Whoever you are, wherever you're from - you're welcome here. We're all about building a culture where everyone feels seen, heard, and valued.

Diversity: We're proud of the different backgrounds, experiences and perspectives our people bring. That's what makes us strong. We treat everyone fairly and respectfully, and we're committed to creating a workplace that celebrates what makes each of us unique. No one should ever feel left out, left behind, or treated differently.

Safeguarding: Keeping people safe is at the heart of what we do. Whether it's patients or colleagues, children or adults - we all share a responsibility to look out for one another and speak up if something doesn't feel right.

Health & safety: Everyone has a part to play in staying safe at work. Be mindful of how your actions affect others and follow our health and safety guidance. If you see something that's not safe, speak up.

Wellbeing: Look after your own health and wellbeing, and help create a positive, supportive workplace for everyone. Use the resources available, treat colleagues with respect, and speak up if something isn't right. Together, we can make DHU a place where everyone can thrive.

Engagement: Support and promote employee engagement by collaborating effectively, communicating openly, and contributing to a positive team culture.

Infection prevention and control: A clean and safe space is everyone's responsibility. Stick to our infection prevention guidance - it helps protect you, your team, and the people we care for.

Looking after our planet: We all have a part to play in protecting the environment. At DHU, we do our bit by using resources wisely and keeping waste to a minimum. That means recycling and sorting waste properly, switching off lights and equipment when we're not using them, reporting heating or cooling issues as soon as they happen, and cutting down on unnecessary travel. Small actions, big difference - especially when we all do them together.

Teamwork: As part of our DHU team, you might be asked to take on different tasks now and then to help us meet our goals. We all pitch in where we can, support each other, and stay flexible to keep things running smoothly.

Postholder acknowledgement

I acknowledge receipt and confirm my understanding and acceptance of the responsibilities specified in my Job Description.

Please Note: If you are unclear of any requirement in this document obtain clarification from your line manager.

First name:

Surname:

Signature:

Date: