



Job Description & Person Specification

Douglas Macmillan Hospice
Barlaston Road, Stoke-on-Trent, ST3 3NZ

t. 01782 344 300 f. 01782 300 344

Job Title:	Community Wellbeing Group Coordinator
Responsible to:	Wellbeing Group Programme Team Leader
Accountable to:	Head of Wellbeing
Published:	May 2024
Last Updated:	May 2024

Department Function:

At the Douglas Macmillan Hospice the Wellbeing team provide holistic support to our patients, carers, and families. The team of professionals and volunteers support people to achieve their goals that matter to them by optimising their physical, emotional, spiritual, and social wellbeing.

Job Summary:

The Community Wellbeing group Coordinator will coordinate the strategic launch of the Wellbeing Community Centres developing and continuing to implement a new programme of wellbeing activities and projects in the community and support the wellbeing centre programme. The post holder will manage the internal and external relationships with healthcare teams/organisations to ensure the Community centres are well attended and maximising impact on patients, family members and carers accessing community centres.

Duties & Responsibilities:

Primary Duties

1. Facilitate face-to-face and virtual wellbeing groups and activities for hospice patients, carers, and families, assessing and meeting their needs.
2. Work in close partnership with Wellbeing and Hospice colleagues to implement new initiatives through effective project coordination and management of community centres.
3. Communicate with internal and external multidisciplinary teams, assessing enquiries and refer or signpost as appropriate.
4. Confidently promote the Wellbeing programme & hospice wide services to internal and external teams, engaging in national and local campaigns as appropriate, and giving accurate and relevant information about the programme service to professionals, patients, families, carers and general public.
5. Research and promote the diverse range of wellbeing support locally for hospice patients, carers and families with support from the Wellbeing Team.

6. Work collaboratively with hospice and external teams in the community, attending meetings as appropriate and developing partnerships to enhance the Wellbeing Centres within the community. Working closely with our inclusion & community partnerships coordinators.
7. Innovating approach to extend the reach of the Wellbeing programme, through outreach initiatives across our heartland. Achieve wellbeing KPI of 10 community centres by 2026.
8. Participate in the identification and promotion of the use of a validated wellbeing outcomes scale within the service to help measure the impact of the service, the activities, and behaviours of service users. Providing progress reports on the enhanced programme of community centres.
9. Maintain accurate records and maintain monitoring systems using a computer database, requiring accurate data entry as well as using manual checking systems. Numerical data and patient consultations are monitored and kept up to date.
10. Promote the use of volunteers to provide support during the Wellbeing Community Centres. Also working with other wellbeing services to enhance community centre offer.
11. Assist with wellbeing centre triage processes, programmes delivered on site and assisting patients, carers and family members with queries, concerns and questions they may have.

Dougie Mac Values:

Our mission is to deliver excellent CARE to people approaching end of life.

- **Compassion** - Working together by considering the views of others, understanding the challenges they face and providing support.
- **Accountability** - Takes personal responsibility for our actions, owning our decisions and behaviours.
- **Respect** - Always trusting, listening and challenging each other. Understanding that we are at our best as individuals whilst working as a team.
- **Excellence** - Embracing excellence by empowering and motivating each other to be the best that we can be.

Standard Requirements of all Dougie Mac Staff:

- To be flexible and adapt to the needs of the department and your team
- To maintain strict confidentiality and adhere to data protection policies at all times.
- To observe and maintain security procedures.
- Exercise responsible stewardship of hospices resources at all times.
- Attendance at meetings events and activities may require the post holder to work beyond the normal hours / days of work quite regularly – flexibility is essential.
- To have an understanding and demonstrate regard for the Hospice philosophy and its functions.
- Travel in the Stoke on Trent / North Staffordshire area, and on occasions within the UK, to attend participate in training and personal development opportunities, using own vehicle or public transport, for which expenses will be met in line with policies in the staff handbook.
- To maintain an effective and collaborative working relationship with other members of staff and volunteers.
- Conform to conventional standards of business dress when representing the hospice.
- To accept temporary redeployment within any part of the hospice should the need arise and to ensure hospice goals and objectives are met.
- Safeguarding is everyone's responsibility. We are committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. As an employee, you are expected to follow the Hospice's Safeguarding Policies and report any concerns in accordance with those policies.

Safety Health Environment (SHE):

- All employees must familiarise themselves with the Hospice Safety Health Environment (SHE) policies, processes and procedures and act in accordance with them at all times. Employees must ensure that they conduct themselves in a manner which does not endanger their own health and safety or that of others.
- All employees have a duty of care to promptly report any near misses, dangerous occurrences or accidents whilst at work in line with the relevant Safety Health Environment procedures

- All employees should attend mandatory Safety Health Environment training sessions annually/periodically for defined activities etc and ensure that they follow the processes and procedures as outlined in the training
- Any breaches of the Safety Health Environment Health standards will be dealt with under the DMH disciplinary procedure.

Quality:

- The hospice expects all staff to work to the highest standards. The quality of care provided by every member of staff is paramount.
- All employees must
 - familiarise themselves with the policies and procedures relevant to their role.
 - ensure that they are competent to carry out their role.
- All employees are responsible for the management of risk: they must
- Attend mandatory training;
 - Report incidents when things go wrong and provide evidence that they have learnt from the experience;
 - Record all adverse comment made by patients and their families; as well as customers, donors and the wider public.
 - Raise concerns when they see any unsafe practice within your place of work.

This job description is intended to be the main guide to the principle duties and responsibilities of the post. It should not be seen as an exhaustive, inflexible document. The employee shares with the employer the responsibility to suggest amendments as necessary to meet the changing needs of the hospice and department.

Person Specification:

	Essential	Desirable
Qualifications & Training* <i>Professional and post basic qualifications. Specialised training required for this post.</i>	Educated to Level 4 or equivalent	<i>Educated to Degree level (level 5)</i> <i>Coaching or facilitation qualification</i> <i>Willingness to undertake learning and development courses</i>
Experience <i>Type and level of job related experience required (expressed as additional/or alternative to qualifications above).</i>	Relevant experience in facilitation of a health and wellbeing programme. Experience of facilitating/coaching sessions. Experience of multi professional and partnership working. Experience in data management. Understanding of patient-centred care and the health and social care environment.	<i>Experience of managing and working with volunteers in a team.</i> <i>Experience of managing staff members.</i> <i>Knowledge of relevant terminology and local agencies/resources to support patients, carers and family members.</i>
Skills & Knowledge <i>Type and level of job related experience required (Expressed as additional/or alternative to qualifications above).</i>	IT skills including Microsoft Office Suite (Word, Excel, Outlook and PowerPoint) Excellent verbal and written communication. Good observational skills Able to use own initiative, manage own workload and work in a team. Effective organisational and project management skills. Ability to learn and share creative skills.	<i>Practical problem-solving skills</i> <i>Ability to deal with complex and difficult emotional situations, showing empathy.</i> <i>Ability to ask sensitively about needs</i> <i>Ability to retrieve information from a wide range of sources and in different formats.</i> <i>Experiences of working within the local community to enhance wellbeing.</i>
Aptitudes & Attributes <i>What aptitudes and personal qualities are required, e.g. written verbal/expression, taking responsibility, cooperating, organising, resolving problems, exercising initiative</i>	Have an excellent face to face & telephone manner Ability to relate to the multi-disciplinary team within the hospice. Ability to engage effectively with internal and external partners	
Other Job Requirements <i>Specific job circumstances such as unsocial hours. Specific requirements, car driver etc.</i>	Dress in a manner that conforms to accepted formal codes of business dress Flexible working to meet shift requirements Ability to travel independently throughout the locality with access to suitable vehicle for business purposes. Able to meet the requirement of the job role	

***National Qualification Framework**

	National Qualifications Framework
8	Specialist awards
7	Level 7 Diploma (Professional Qualifications)
6	Level 6 Diploma (Professional Qualifications)
5	Level 5 BTEC HND
4	Level 4 Certificate
3	Level 3 Certificate (OND), Level 3 NVQ, A levels
2	Level 2 Diploma, Level 2 NVQ, GCSEs Grade A*-C
1	Level 1 Certificate, Level 1 NVQ, GCSE Grade D-G
Entry	Entry Level Certificate in Adult Literacy

	Framework for Higher Education levels (FHEQ)
Doctoral (D)	- Doctorates
Masters (M)	- Masters degree, post graduate certificates and diplomas
Honours (H)	- Bachelors Degrees, Graduate Certificates and Diplomas
Intermediate (I)	- Diplomas of higher education, foundation degree, higher national diplomas
Certificates (C)	- Certificates of higher education.

Are you interested?

To find out more or to apply please visit our website: www.dmhospice.org.uk or contact HR via **Telephone:** 01782 344300 or **Email:** applynow@dmhospice.org.uk for an application pack.

Registered Charity No: 1071613 Company No: 03615904

