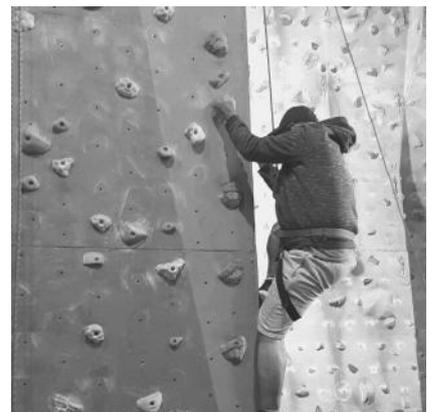


Patient Services Co-ordinator

Recruitment Pack



Make an impact everyday with your skills



Join us as a Patient Services Co-ordinator and you'll be part of a supportive and survivor led team. We have a relentless focus on creating a brighter future for all survivors of burns and scars.

It's such an interesting time to work in a healthcare charity for people who've suffered burns and are living with scars from traumatic incidents. And here especially. We have established an intensive rehabilitation service for survivors in the UK's first ever live-in rehabilitation centre for adults with burns and scars. This is alongside digitally provided tele-rehabilitation direct into the homes of survivors. We are eleven years old this year and we are always looking at how we develop and improve, with the needs of survivors at the forefront.

The team's passion for this life-transforming cause is contagious. You'll be working alongside this team, supporting survivors from their initial application to KPF and throughout their journey of rehabilitation be that at home or when they attend the Rehabilitation Centre.

You'll be a massive influence on shaping our current and future operations for survivors and therefore people's lives who have been through the very worst and deserve to thrive.

Thank you and best wishes, Sarah Green, Chief Executive.

Job Description

Job Title	Patient Services Co-ordinator	Location	KPF rehabilitation centre in Merseyside
Hours per week	35 hours	Salary	£21,283 to £25,039 per annum (dependent on experience)

Benefits:	<ul style="list-style-type: none"> • Holidays: 28 annual leave days a year (pro rata) plus bank holidays. • Pension: 3% contribution. • Pay: Regular pay reviews. • Flexibility: Committed to flexible working across the team, including for parental and other care responsibilities. • Wellbeing: Time and space available for wellbeing with the team and individually. • Covering costs: Travel covered for home-based roles as well as work laptop, work phone and basic home office set-up. • Learning & development: Continuing Professional Development and information training and general development.
Responsible to:	Head of Patient Services
Accountable to:	Chief Executive

<p>Job Summary:</p> <ul style="list-style-type: none"> • To work proactively across the KPF rehabilitation team, ensuring that all plans and arrangements are in place for admission, rehabilitation pathway, discharge and next phases for patients and survivors utilising the KPF tele-rehabilitation service Rehabilitation At Home and who attend our Rehabilitation Centre based within Fairfield Independent Hospital. • To provide in person support to patients and survivors accessing the KPF Rehabilitation Centre.
<p>Key Responsibilities:</p> <p><u>Pre-admission planning</u></p> <ul style="list-style-type: none"> • Work closely with the KPF rehabilitation team to capture all relevant patient and survivor information, ensuring all complete data has been captured ahead of admission and present in the database. Liaising with the patients and survivors, their families and relevant professionals. This includes making transport arrangements for people attending the Rehabilitation Centre. • Ensuring Fairfield Independent Hospital are kept updated on the residential patient flow and timetabling.

- Identify any potential patient funding opportunities and raise with the KPF rehabilitation team ie Continuing Healthcare Funding, Individual Funding Requests etc. If required signpost or support the patient in the application process.
- Lead on and co-ordinate relationships with external activity providers and other third parties ensuring full information is centrally captured including full details of the service, signed contracts, confidentiality agreements and comprehensive insurance.
- Participate in the patient evaluations. For Centre patients to include meeting and greeting patients, guiding them between sessions and providing a Q & A session.
- Ensure bungalows are ready ahead of a stay including ensuring cleaning has taken place and is documented in the cleaning log and the provision of a food/refreshment welcome pack in line with the patient's dietary requirements.
- Ensure all digitally relevant equipment and services such as wifi quality and devices are present and appropriate for Rehabilitation At Home participants.
- Brief on safe and good practice when engaging in physical activities over video-call.
- Train survivors on the IT set-up e.g. app installation, and user tips to maximise effective and efficient engagement.

Admission and start-up

- Communicate with patients, their families and referrers. To verify all parties understand admission plans, dealing with their concerns in a compassionate and effective manner.
- To play a proactive role on each admission, meet and greet patients on arrival of their stay within agreed and reasonable times, introducing themselves and their role to all patients, families and carers.
- For residential patients to navigate patients around the rehabilitation centre site and provide information on the bungalow including safety and security procedures.

During rehabilitation pathway

- To liaise with patients before and after their residential stay as agreed with line manager and as appropriate to ensure appropriate communication boundaries are in place.
- For residential patients, to assist in their daily activities on and off-site including transportation for food shopping and taking part in activities with patients.
- Close liaison with relevant staff members at Fairfield Independent Hospital regarding the patient therapy timetable.
- Act as a source of support to burn survivors, imparting and demonstrating key messages about burns rehabilitation.
- To use the KPF database and ensure patient electronic files are up to date with activities and progress during their rehabilitation.
- To be fully aware of risk assessments for third party providers and risks for the individual patients when undertaking activities. To feedback any concerns to the line manager or KPF rehabilitation team.

Discharge

- Facilitate safe discharge by co-ordinating all appropriate procedures working in partnership with KPF rehabilitation team, referrers, activity providers and other third parties ensuring that all plans are in place. For residential patients to include transport arrangements.
- Discuss (in preparation for discharge) plans with the patient and their family ensuring that the patient and the family have an understanding of these.
- Liaise on and facilitate discharge planning for patients with identified continuing care and complex needs. This may include the co-ordination of continuing healthcare applications, co-ordination of community-based activities, and where appropriate through collaborative work with the referrer.
- Assist with other aspects of care such as verifying that all arrangements and equipment needed are in place for the return home or transition into the KPF tele-rehabilitation service.
- Regularly feed-back on patient experiences and impact, to Fundraising & Communications team.

To attend training and CPD to benefit the delivery of services provided to patients attending rehabilitation.

Additional:

- Contribute regularly to the fundraising and communications objectives of KPF by feeding in patient experiences and representing KPF when requested.
- Provide cover for colleagues as directed by the relevant Manager or other member of the KPF rehabilitation team.
- The post holder will have access to confidential data on staff, patients and services within The Katie Piper Foundation. Failure to maintain confidentiality will lead to disciplinary action, which could ultimately lead to dismissal.
- The post will be subject to regular annual staff development review.
- The post holder will be expected to produce work of a high standard and to promote quality at all times.
- The Katie Piper Foundation is committed to Equal Opportunities for all present and potential members of staff and patients, therefore expects all employees and volunteers to understand, support and apply this through their working practices which requires all individuals to be treated with respect, dignity, courtesy, fairness and consideration.
- The post holder will be expected to keep themselves updated on all matters relating to procedure and policy.
- The post holder must familiarise themselves with matters relating to health and safety management as they affect them personally and/or The Katie Piper Foundation, reporting any potential risks to life or property immediately.
- Where the post holder is a member of a professional body they are required to conform to the professional standards set by that body and to ensure their registration is current and practise continuous professional development.

This is an outline Job Description and may be subject to change, according to the needs of the service, in consultation with the post holder.

Your Team and Key Relationships



The KPF team, volunteer and colleague at our partner hospital

- The most important relationships to form and develop in your role will be with patients, survivors and their families and carers.
- You'll be part of a team of 10 with a mixture of full time and part time staff all with different responsibilities across the charity.
- You will be an integral part of the rehabilitation team leading on admission, planning, discharge and supporting survivors during their rehabilitation stay. With particularly close working relationships with; Head of Patient Services, KPF rehabilitation practitioners and other staff team members.
- As well as the wonderful wider KPF staff team, you'll have the opportunity to develop relationships with; The Board of Trustees including Katie, and other providers and suppliers connected to the rehabilitation service.
- Location wise, you will be based at the rehabilitation centre in Merseyside working where needed with our own team when they are on site and the team from the private hospital where the centre is based. The rest of the team that are not hands on with patients are home based and cover all bases by being spread around the UK. You may be required on occasions to come to London for team meetings at various points in the year. It does come naturally to us to reach out to each other and share exciting news and challenges, but we don't take that sense of team connection for granted.

Person Specification

Factor	Essential	Desirable
Experience of	<ul style="list-style-type: none"> • Working alongside people engaging in services in a frontline role. • Admission, discharge and planning in a healthcare setting. • How digital tools can be integrated into services to improve people’s experience. • Communicating with a significant number of people who use services through effective digital means and managing the confidentiality and security of those communications. • Contributing to an inclusive, accessible and diverse service. • Contact with vulnerable people. • Being formally line managed, engaging in professional development and appraisals. 	<ul style="list-style-type: none"> • Burn or trauma care, including rehabilitation, either in a personal or professional capacity. • Mentoring/coaching with patients/people who engage with services. • Spotting and communicating improvements to a service, to leaders. • Introducing digital solutions to everyday experience for people who use services and the teams running them.
Skills / Knowledge	<ul style="list-style-type: none"> • Excellent organisational, teamwork, self-management, time-management and communication skills. • Good literacy, numeracy, IT and digital skills. • To have a valid license and access to a car for work use and ensuring the appropriate business use insurance is in place. • Knowledge and understanding of data protection and information security. • Knowledge and understanding of safeguarding children and vulnerable adults. 	<ul style="list-style-type: none"> • Knowledge and understanding of burn or trauma care in the UK. • Knowledge and understanding of burn or trauma rehabilitation. • Understanding of the effects of trauma on survivors of burns, people living with scars from a traumatic incident and their families. • Understanding of the various needs of burn survivors and their families, including both mental and physical health needs. • Regular user of Microsoft Teams or similar digital tools.
Communication Skills	<ul style="list-style-type: none"> • Communicating with a significant number of people who use services through effective digital means be that email, Whats App or via a database. 	

	<p>Managing the confidentiality and security of those communications.</p> <ul style="list-style-type: none"> • Strong listening and verbal communication skills. • Comfortable using video call technology, and being a key part of sessions and conversations, both 1-1 and group. 	
Qualities / Values	<ul style="list-style-type: none"> • Aligned to our values of being; survivor led, caring, respectful, supportive, passionate, progressive. • Qualities of; empathy, honesty, adaptability, effective problem-solver, self-motivated, good team member team member, flexibility with priorities for a diverse workload, innovative, attention to detail, calm under pressure. • Promote an environment that encourages the patient to feel safe and comfortable. 	

Your Application

Please apply via [Indeed.com](#) using this [link](#)

- **Closing date: By midday on Friday 6th August 2021**
- **Initial stage: w/c 9th and 16th August 2021 (with flexibility)**
- **Interview: w/c 16th and 23rd August 2021 (with flexibility)**
- If you would like a chat with someone before you submit your CV please contact Mercedes to arrange on mercedes@katiepiperfoundation.org.uk.
- Please let us know if you need us to adapt the process to best suit any needs around disability.
- Please note that we reserve the right to close this recruitment process early, should we receive a high volume of applications.
- If you don't hear from us within two weeks of the closing date, please assume that we aren't inviting you to continue to the next phase, on this occasion.
- Please note that all offers of employment will need references deemed satisfactory by KPF and proof of eligibility to work in the UK.

Data Protection

The data you provide in your job application will be used by KPF to assess your suitability for employment by us in the role you have applied for. We only share your data with third parties to obtain criminal records checks (where necessary) and to process data on our behalf (such as a third-party organisation assisting with the recruitment process and our payroll provider). We won't use your data for marketing or fundraising purposes. By applying for this job, you consent to KPF processing your data (including any criminal offences data and sensitive personal data given such as data relating to your ethnic origin or sexual orientation) for this purpose.

Thank you for considering this role!



**We look forward to receiving
your application to join us to
create a brighter future for all
survivors of burns and people
living with scars.**