

Recruitment Pack



Patient Services Co-ordinator

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 visible difference. And here at The Katie Piper Foundation especially. We are providing rehabilitation services for those with burns and traumatic scarring through digital support directly into their homes and face to face support either at our rehabilitation centre or within their local community. Survivors have a bespoke rehabilitation programme designed around their needs and goals. We are the only charity in the UK supporting survivors of burns and traumatic scarring in this way.

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, Johanne Harrison, Head of Rehabilitation and Patient Services.

Job Description

Job Title	Patient Services Co-ordinator	Location	Home and KPF rehabilitation centre in Merseyside (as required)
Hours per week	35 hours	Salary	£26,000 per annum

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 Rehabilitation and Patient Services
Accountable to:	Chief Executive

<p>Job Summary:</p> <ul style="list-style-type: none"> • To work proactively with in the KPF rehabilitation team, ensuring the smooth transition for patients utilising the tele-rehabilitation, residential rehabilitation and services. • To support the Head of Patient Services and rehabilitation team with administration tasks to ensure the effective running of the service and the delivery of service to survivors of burns and traumatic scars. • To provide advocacy and support to survivors of burns and scars. • To provide in person support to patients accessing the KPF Rehabilitation Centre when required.
<p>Key Responsibilities:</p> <p><u>Patient planning</u></p> <ul style="list-style-type: none"> • Work closely with the KPF rehabilitation team to capture all relevant patient information, referrals and enquiries on the database, to ensuring all data has been captured ahead of patients accessing the services.

- To liaising with patients, family, carers and relevant professionals.
- To support patients practically, including making transport arrangements for residential patients, assisting with admin tasks, co-ordinating appointment with providers on behalf of patients.
- To work collaboratively with partner organisations regarding admission planning, assessments days, clinic appointments and services.
- To identify any potential patient funding opportunities and raise with the KPF rehabilitation team ie, Continuing Healthcare Funding, Individual Funding Requests etc, including insurance claims, and if required signpost or support patients in the application process.
- To lead and co-ordinate relationships with external activity providers and other third parties, ensuring information is centrally captured including contact details and service provided, signed contracts, confidentiality agreements and comprehensive insurance, in line with GDPR guidance.
- To participate in the patient evaluations and assessment days. For residential patients to include the coordination of the day.

Admission

- When appropriate to ensure the residential accommodation is ready ahead of an admission, ensuring the provision of a food/refreshment welcome pack in line with the patient's dietary requirements.
- Engage with all parties regarding admission plans, dealing with patient concerns in a compassionate and timely manner.
- When appropriate to navigate patients around the rehabilitation centre/site and provide information on residential cottage/hotel accommodation including safety and security procedures.

Rehabilitation pathway

- To liaise with patients to ensure clear understanding of the services they are accessing which will be agreed by the rehabilitation MDT as appropriate.
- Where necessary to assist in the patients' daily activities on and off-site including transportation for food shopping and taking part in activities with patients.
- Close liaison with relevant staff members regarding the patient therapy timetable.
- Act as a source of support and advocacy to burn survivors, insuring clear professional boundaries area adhered to at all times.
- To use the KPF database and ensure patient electronic files are up to date with activities and progress during their rehabilitation or engagement with services.
- To be fully aware of risk assessments for third party providers and potential risks for the individual patients when undertaking activities. To feedback any concerns to the line manager or KPF rehabilitation team.
- In preparation for discharge, planning with the patient to ensuring their safe return home and smooth transition to the KPF tele-rehabilitation service.

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

Additional:

- To consult and collaborate with other healthcare providers and specialists.
- To check in on patients regularly and document their progress.

- To attend ongoing training and CPD courses to keep skills up to date and be aware of new developments in burns rehabilitation.
- To treat patients with empathy and respect and always conducting oneself in a professional manner.
- Must have high level of verbal and written communication skills.
- Will require good computer skills and administratively proficient in Microsoft Office and Excel.
- Will require analytical thinking and the ability to handle multiple task concurrently.
- Excellent customer service skills to provide ongoing support for patients and their families often at times of emotional vulnerability.
- 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 holder will be subject to regular annual staff development review.
- The post holder will be expected to produce work of a high standard and demonstrate an ability to work independently.
- The Katie Piper Foundation is committed to Equal Opportunities for all, and expects all employees and volunteers to understand, support and apply this through their working practices, 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 all policies and procedures with matters relating to health and safety management that impact them personally and/or The Katie Piper Foundation.
- 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.

Your Team and Key Relationships



- 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 5 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. With particularly close working relationships with; Head of Rehabilitation and 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 mainly based at home like many of the team, who are spread around the UK. Dependent on your location and when it is appropriate, there will be the opportunity to support survivors in person at our rehabilitation centre in Merseyside. It does come naturally for us all 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 service beneficiaries in a frontline facing role. Contact with vulnerable people. Admission, discharge and planning in a healthcare setting. 	<ul style="list-style-type: none"> Burn care, including rehabilitation, either in a personal or professional capacity. Mentoring/coaching with patients/service users.
Skills / Knowledge:	<ul style="list-style-type: none"> Excellent organisational, teamwork, self-management, time-management and communication skills. Excellent literacy, numeracy and IT 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 care in the UK. Knowledge and understanding of burn rehabilitation. Understanding of the effects of trauma on burn survivors and their families. Understanding of the various needs of burn survivors and their families, including both mental and physical health needs.
Communication Skills:	<ul style="list-style-type: none"> Strong listening and verbal communication skills 	
Qualities:	<ul style="list-style-type: none"> Empathy Honesty Flexibility and adaptability Problem solving Professional and motivated Promote an environment that encourages the patient to feel safe and comfortable. 	

Your Application

Please email in PDF format, both your CV and a supporting statement to
Johanne@katiepiperfoundation.org.uk

- Closing date: By midday on Monday 20th March
- Initial stage: w/c 27th March
- Interview: w/c 3rd April
- Your supporting statement is such an important part of your application. We can't make assumptions about your suitability, so the information that you give there is key for us for shortlisting. Please show how you meet the person specification and would deliver on the job description for *this* role *specifically*. Please *do* use lots of examples. We are looking for evidence that you can thrive as Patient Services Co-ordinator.
- If you would like a chat with someone before you submit your CV, please contact Johanne on the email address above.
- 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 in
our work creating a brighter
future for all survivors of burns
and traumatic scarring.**

**The
Katie
Piper
Foundation**

www.katiepiperfoundation.org.uk

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Registered Charity No 1133313

