JOB DESCRIPTION

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| **1. JOB IDENTIFICATION** | |
| Job Title: | Hub Wellbeing Coordinator |
| Responsible to: | Head of Care and Quality |
| Department(s): | Care and Quality |
| Last Updated: | April, 2025 |
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| **2. JOB PURPOSE** |  |
| The Hub Wellbeing Coordinator will lead and coordinate the delivery of The Hub's holistic wellbeing services, ensuring a calm, therapeutic, and person-centred environment for individuals accessing day services.  This role combines the direct delivery of therapeutic interventions with strategic planning, coordination, and outreach to expand engagement. The coordinator will work closely with patients, carers, and families, tailoring wellbeing activities that enhance physical, emotional, and psychological wellbeing for those affected by life-limiting conditions.  A key part of the role is community engagement and partnership-building, increasing attendance and accessibility by collaborating with carers' centres, community organisations, and healthcare providers. The Wellbeing Coordinator will ensure The Hub remains a vibrant, inclusive space, empowering individuals through therapeutic support, self-care strategies, and holistic wellbeing practices. | |
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| **4. ROLE OF ORGANISATION** | |
| **Our Vision**  St. Vincent’s Hospice is a charitable organisation at the heart of the community, offering specialist care and services to all those affected by life-shortening illness; we are known as “the little hospice with the big heart”.  Care for all is at the heart of everything we do. We achieve this by:   * Being passionate about delivering high quality palliative care and support; * Working with patients, families and those closest to them to ensure that care   is right for everyone, every time;   * Having appropriately skilled teams who are able to work in home, hospice and   other settings;   * Ensuring we have the necessary funds to maintain and develop services; * Using our influence and expertise to shape the development of palliative care   locally and nationally.  **Our Values**  Caring Respect  Compassion Dignity  Commitment Sensitivity  **In putting people at the heart of everything we do, we will work together to:**   * Support every person as a unique and valued individual * Respect the dignity of everyone * Listen to and respect the wishes of people   **In striving for excellence in every aspect of our services, we will:**  • Provide a safe, comfortable, caring environment  • Develop and provide high quality services that are underpinned by audit and  research  • Demonstrate clinical, financial and organisational excellence  • Work to achieve financial sustainability  • Deliver effective leadership and management throughout the organisation   * Ensure we have the right number of people with the right skills in the right place   at the right time  **In building relationships, we will:**  • Listen to, respect and value the contribution of everyone  • Work together to improve all of our services  • Extend our collaboration with external partners | |
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| **5. EQUIPMENT AND MACHINERY** | |
| The Hub Wellbeing Coordinator will be required to safely and effectively use a range of equipment and machinery in the delivery of therapeutic, recreational, and wellbeing-focused activities. This includes, but is not limited to:   * **Mobility and Transfer Equipment**: Wheelchairs, zimmer frames, walking aids, adjustable therapy beds, transfer aids, and mobile hoists to assist in the safe support and movement of service users. * **Crafting and Creative Tools**: Use of arts and crafts equipment such as sewing machines, glue guns, cutting tools, painting materials, and other tools for therapeutic and recreational sessions. * **Wellbeing and Sensory Equipment**: Aromatherapy oils and diffusers, towel warmers, heated pads, massage tools, and other sensory items used to promote relaxation and comfort. * **Kitchen and Hospitality Equipment**: Use of kettles, microwaves, fridges, dishwashers, and other small appliances for preparing refreshments and creating a homely, welcoming environment. * **Furniture and Room Setup**: Manual handling of chairs, tables, recliners, and portable activity stations to prepare the space according to individual and group session needs. * **Technology and Communication Aids**: Use of laptops, tablets, televisions, music players, and other digital media devices to facilitate sessions, display presentations, or provide background music and relaxation sounds. * **Health and Safety Equipment**: Includes cleaning products, PPE as appropriate, first aid kits, and fire safety equipment, ensuring hygiene and safety standards are consistently upheld.   The postholder is expected to operate all equipment in line with manual handling guidance, infection control standards, and organisational policies. Training will be provided to ensure safe and competent use. | |
| **6. SYSTEMS** | |
| * Ensure **compliance** with the **Data Protection Act, UK GDPR, Caldicott Principles,** and all relevant **local policies** regarding **confidentiality, data security, and access to clinical records.** * Access and update **patient clinical records (both electronic and paper-based)** and utilise **NHS IT systems (**e.g. **Trakcare, Clinical Portal, SCI Gateway)** in accordance with **GMC, St Vincent’s Hospice (SVH), and NHS Greater Glasgow & Clyde (NHSGGC) guidelines.** * Microsoft Packages (inc Outlook) * Trakcare * Text Messaging * Internet. * Internal phone system. * AV equipment. * Incident reporting system. * New systems may be added from time-to-time for which on-line training will be provided | |

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| **7. ASSIGNMENT AND REVIEW OF WORK** |
| * The post holder operates within established occupational policies, protocols, procedures, and codes of conduct, with guidance available from the Head of Care and Quality and Director of Care and Quality as needed. * Workload is primarily demand-led, with the post holder exercising autonomy in day-to-day prioritisation based on service needs and St. Vincent’s Hospice strategic priorities. * The post holder is responsible for identifying areas requiring learning and development, ensuring continuous professional growth. * Performance is formally reviewed through annual appraisals and objective setting by the Head of Care and Quality, following Hospice performance management processes. * Additional appraisal and job planning are conducted annually through the SVH organisational framework, with a five-year revalidation via the NHSGGC Medical Appraisal Systems. * The post holder reports directly to the Head of Care & Quality for clinical leadership, strategic direction, and professional management, ensuring alignment with hospice-wide objectives and best practices. * Structured feedback, performance evaluation, and professional development planning are facilitated through six weekly performance reviews with the Head of Care & Quality. |
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| **8. DECISIONS AND JUDGEMENTS** |
| * **Exercises independent clinical and operational decision-making** under the leadership of the Head of Care & Quality, ensuring alignment with strategic objectives and best practice standards. * **Plans and prioritises daily workload** independently, using initiative to balance patient care, team leadership, and strategic objectives while adhering to Hospice Policies and Procedures. * **Applies advanced clinical judgment** to manage complex patient cases, ensuring holistic, person-centred decision-making consistent with specialist palliative care standards. * **Uses advanced communication, negotiation, and influencing skills** to navigate complex situations, including patient care challenges, staff management, and multi-disciplinary coordination. * **Ensures compliance** with legislation and policies related to patient information, including the Information Governance Policy and General Data Protection Regulations (GDPR). * **Leads the development, implementation, and evaluation of policies and procedures** under the leadership of the Head of Care & Quality, applying evidence-based practice and regulatory guidance. * **Oversees the investigation and resolution of complaints and incidents**, ensuring effective reporting, learning, and continuous quality improvement. * **Works within budgetary constraints** in collaboration with the Head of Care & Quality, ensuring cost-effective resource allocation while maintaining care quality. * **Manages resources carefully** in line with our status as a charity, demonstrating financial responsibility. * **Supports, coaches, and mentors’ volunteers**, contributing to a positive, inclusive team culture. * **Acts as a role model** for safe and effective care delivery, both physically and digitally. * **Effectively plans and implements contingency strategies** to manage changes in service delivery. |
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| **9. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB** |
| * **Balancing competing priorities** – Managing multiple responsibilities, including therapeutic service delivery, programme coordination, outreach, and administrative tasks, while ensuring high-quality care and support. * **Establishing and embedding new services** – Developing and implementing innovative wellbeing initiatives within the constraints of limited resources, requiring adaptability and creative problem-solving. * **Supporting volunteers in an emotionally demanding environment** – Providing guidance, supervision, and emotional support to volunteers working with individuals facing serious illness, grief, and bereavement. * **Emotional resilience and self-care** – Regular exposure to loss, grief, and end-of-life experiences necessitates strong emotional boundaries, coping strategies, and professional support mechanisms. * **Engaging and retaining service users** – Encouraging participation in wellbeing activities while addressing barriers such as physical limitations, emotional distress, or lack of awareness about available services. * **Building external partnerships** – Establishing and maintaining collaborative relationships with community organisations, carers’ centres, and healthcare providers, often requiring proactive outreach and negotiation. * **Ensuring inclusivity and accessibility** – Adapting services to meet the diverse needs of individuals, including those from BAME communities, LGBTQI+ groups, and people with disabilities, while ensuring culturally appropriate and equitable support. |

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| **10. COMMUNICATIONS AND RELATIONSHIPS** |
| The post holder communicates, negotiates, motivates, influences, and encourages close working relationships with a wide variety of individuals, including patients, their families, staff, stakeholders, and volunteers.  **Key relationships include**:  **Internal:**  The Post holder will work collaboratively with a range of internal teams and professionals to ensure holistic, person-centred support for service users. These include:   * + Chief Executive Officer (CEO)   + Director of Care and Quality   + Head of Care and Quality   + Medical Team   + Inpatient Unit (IPU) Team   + Community Nurse Specialists   + Children & Young People's Team   + Patient and Family Support Team (including social work, spiritual care & counselling)   + Support Services Team (e.g. housekeeping, catering, admin)   + Maintenance Team   + Quality Improvement Team   + Fundraising Team   + Retail Team   **External:**   * Employees of other NHS, social care and voluntary organisations * Local 3rd sector interface(s) * Primary Care Professionals * Self-employed practitioners * Key stakeholders   The post holder will be responsible for **receiving and disseminating information** to patients and families, ensuring clear, compassionate communication in sensitive circumstances.  They will also **communicate with a wide range of professionals** to ensure the complexities of patient support and therapeutic interventions are articulated effectively, working collaboratively to achieve the highest standard of **seamless care.**  Anticipating **barriers to communication**, the post holder will proactively apply advanced **inter-professional skills** to inform decision-making, resolve complex issues, **influence others**, and manage **continuous change.**  Additionally, the post holder will **participate in both formal and informal education programs**, demonstrating **excellent presentation skills** and contributing to the ongoing development of the team. |
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| **11. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
| **Physical Demands**   * Regular manual handling of equipment, furniture (e.g., moving tables and chairs), and mobility aids (e.g., wheelchairs, zimmer frames) in accordance with health and safety and moving and handling guidance. * Active involvement in setting up and facilitating therapeutic activities, which may require standing for prolonged periods, bending, stretching, and carrying materials or supplies. * Physical assistance provided to service users with mobility challenges, always within professional boundaries and training guidelines.   **Mental Demands**   * Requirement for sustained concentration when planning and delivering individual and group wellbeing sessions. * Adaptability and problem-solving skills needed to respond to the varying needs, moods, and energy levels of participants. * Balancing multiple priorities, including session delivery, documentation, coordination with other staff, and safe use of equipment. * Working within a busy environment with interruptions, requiring the ability to refocus and maintain attention to detail.   **Emotional Demands**   * Working with individuals who may be experiencing significant physical, emotional, or spiritual distress, including those approaching end of life. * Developing therapeutic relationships with patients and families while maintaining professional boundaries. * Emotional resilience is required to support others while managing one’s own emotional wellbeing. * Exposure to grief, bereavement, or challenging conversations, requiring empathy and reflective practice.   **Environmental Demands**   * Working within a shared, multi-use clinical and non-clinical environment where space and noise levels may vary. * Navigating between indoor and outdoor settings, including accessible garden spaces, to support holistic wellbeing activities. * Adherence to infection prevention and control measures, including PPE use and safe cleaning practices as required. * Working with warm equipment such as towel warmers and other therapeutic tools. |
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| **12. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB** |
| **Essential Skills and Experience:**   * Proven organisational skills to effectively manage multiple priorities. * Strong interpersonal and communication skills, capable of engaging sensitively with patients, carers, and professionals. * Experience in delivering and coordinating therapeutic wellbeing programmes in healthcare, palliative care, or community settings. * Experience in community engagement and outreach, building relationships with community groups, carers' centres, and healthcare professionals to increase accessibility. * Personable and approachable, with a compassionate and empathetic approach. * Ability to work effectively in a constantly changing and fast-paced environment. * Competent in using email, internet, and MS Word to a high standard. * Willingness to learn and use patient databases for accurate record-keeping. * Evidence of continuing professional development, including qualifications or certifications in wellbeing, health, or social care. * Educated in a relevant therapeutic discipline or SVQ Level 3 (or equivalent) in health, social care.   **Communication Skills:**   * Ability to communicate effectively with patients and carers, supporting their potential to self-manage and using tact and reassurance to overcome barriers to understanding. * Experience in handling distressing or emotional situations sensitively, such as discussing new diagnoses or changes in treatment. * Skilled in exploring and discussing patients' wishes and goals and effectively communicating these to the wider care team. * Capable of using advanced communication skills with families and friends of patients, showing empathy and addressing concerns promptly.   **Personal Qualities:**   * A person-centred approach that values inclusivity and respects diverse perspectives. * Identification with the values and mission of hospice and palliative care.   **Other Requirements:**   * The successful applicant will be appointed following suitable references, occupational health clearance, and PVG checks. * Must provide proof of right to work in the UK and hold a clean driving licence. |

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| **OTHER**  Must hold a valid driving license and have access to a car and be able to undertake occasional travel within Renfrewshire and North Ayrshire. | |
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| **13. JOB DESCRIPTION AGREEMENT** |  |
| This job description is a general outline of the above post and it is not exhaustive. This job description is subject to periodic review with the post holder. Duties may change in line with the service changes and of the post holder’s own personal development. | |
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| I agree that this is an accurate reflection of the duties involved in my current role in St. Vincent’s hospice. | |
| Job Holder’s Signature | Date: |
| Head of Department Signature | Date: |