

ROLE PROFILE

Care-Coordinator Palliative Care Support Hub

About Us

Rowans Hospice is a charity that provides free care and support to adults and their families living in the Portsmouth and South East Hampshire region who have a life-limiting illness. Established in 1994, our income is generated by ongoing support of the local community, donations, legacies, fundraising and through our retail shops.

Many people think that hospices are all about dying, but through our many different services, we support people to live as well as they can with their illness. From the moment of diagnosis through to bereavement support. Our Living Well Services put an emphasis on living with a life-limiting illness and patients and carers can drop in and gain advice and support to maintain individuals' resilience.

The Hospice is also supported by an assembly of volunteers, from various backgrounds and ages who are crucial in supporting the teams to ensure people live well to the end of their life and attain a good death within a caring and compassionate environment.

Our Values (THRIVE)



Trusting others to keep their commitments. Creating a safe environment for colleagues, partners and service users. Trusting colleagues as competent in their field



Being open when things don't go well, and seeing these as opportunities to improve. Creating loyalty through integrity and transparency. Fairness and openness in how we treat one another



Respecting others' opinions, and strengths that are different to our own
Operating with dignity, humility and compassion in all we do
Respecting confidentiality and boundaries within our work



Increasing our reach of care through working collaboratively and raising the impact of our work. Ensuring all our actions have a positive outcome for patients and colleagues. Understanding the emotional toll that our work has on each other



Recognising and acknowledging achievements, and celebrating success
Investing the time in each other to share stories and experiences
Celebrating the value we bring to our community, and how important our community are to us



Embracing change and innovation, staying relevant to meet the population need and communities we don't reach. Being committed to developing ourselves and creating an environment for progression
Commitment to changing at a sustainable pace, communicating our direction and plans

Your Role

The Care Coordinator will work within the Palliative Care Hub provided by Rowans Hospice and Hampshire & Isle of Wight NHS Trust. The role is professionally supported by the Hub Clinical Lead and operationally accountable to the Clinical Director.

The postholder will play a key role in coordinating referrals, supporting the Hub Clinician, and ensuring individuals and families receive timely, compassionate, and well-coordinated palliative care.

This Band 4 role requires strong communication skills, clinical awareness, excellent organisation, and the ability to work sensitively within emotionally complex situations.

Job Purpose

- To act as a first point of contact for individuals, families, and professionals accessing the Palliative Care Hub.
- To coordinate referrals, support triage of information, and support safe, effective care pathways.
- To provide high-quality information, signposting, and emotional support within the boundaries of the role.
- To ensure accurate documentation, data quality, and compliance with governance standards.
- To support the Hub Clinician in managing workflow, risk, and communication across services.
- To contribute to a collaborative, values-driven team culture.

Key Working Relationships

- Hub Clinician / Hub Clinical Lead
- Inpatient Unit
- Hospice at Home
- Living Well Centre
- HIOW Trust
- Portsmouth Hospitals
- South Central Ambulance Service
- GPs, District Nurses, Community Teams
- Social Care and Voluntary Sector Partners
- Patients, carers, and families

Key Areas of Responsibility / Key Accountabilities

1. Clinical Knowledge & Understanding of Palliative Care

- Demonstrate understanding of palliative and end-of-life care principles, including symptom awareness, psychosocial needs, and holistic assessment.
- Recognise red flags, deterioration, and safeguarding concerns, escalating appropriately.
- Apply knowledge to support effective signposting to internal and external services.
- Maintain awareness of boundaries and work within scope of practice.

2. Care Coordination

- Act as the first point of contact for clinical enquiries via telephone, email, or face-to-face.
- Triage and prioritise referrals alongside the Hub Clinician based on urgency, complexity, and risk.
- Process incoming referrals for Inpatient Unit admission and enter patient details onto SystemOne.
- Monitor and manage the Hub email inbox with the Hub Clinician.
- Record Hub activity accurately on call logs and spreadsheets.
- Book patient transport for community admissions where required.
- Support the smooth flow of information across services and teams.
- Liaise with internal and external professionals to support coordinated, person-centred care.

3. Communication & Interpersonal Skills

- Communicate sensitively with individuals and families experiencing distress, loss, or uncertainty.
- Use active listening and motivational interviewing techniques to support shared decision-making.
- Provide clear, accurate information in a compassionate and accessible manner.
- Handle difficult conversations and emotional disclosures with professionalism and empathy.
- Ensure documentation is accurate, objective, and compliant with legal and organisational standards.
- Demonstrate strong organisational skills and self-management.

4. Multi-Agency & System Navigation

- Understand local health, social care, and voluntary sector pathways relevant to palliative care.
- Build effective working relationships across multidisciplinary teams and partner organisations.
- Advocate for service users to ensure equitable access to care and resources.
- Identify gaps or barriers and work collaboratively to resolve them.
- Develop working knowledge of SystemOne, RiO, CHIE, and other relevant systems.

5. Information Management & Digital Competence

- Use digital systems (EHRs, coordination tools, dashboards) accurately and efficiently.
- Maintain compliance with information governance, confidentiality, and data protection.
- Use data to monitor outcomes, identify trends, and support decision-making.
- Demonstrate confidence in digital communication channels used in modern care hubs.

6. Risk Management & Safety

- Identify safeguarding concerns, system failures, or clinical deterioration.
- Take appropriate action in line with escalation pathways.

- Report any observed or potential health and safety hazards promptly.
- Comply with lone-working protocols and operational safety guidance.
- Always act to promote the safety and wellbeing of patients and families.

7. Emotional Resilience & Wellbeing

- Maintain professionalism in emotionally sensitive or challenging situations.
- Use appropriate coping strategies and seek supervision or support when needed.
- Demonstrate awareness of boundaries, compassion fatigue, and burnout risks.
- Contribute to a supportive, reflective team culture.

8. Continuous Improvement & Professional Development

- Participate in reflective practice, supervision, and team learning.
- Engage in ongoing professional development relevant to the post.
- Contribute to audits, evaluations, and service improvement initiatives.
- Share learning and good practice with colleagues.

9. Equality, Diversity & Inclusion

- Provide culturally responsive, non-judgemental care.
- Include individuals and families as equal partners in care planning.
- Recognise the impact of social inequalities on access and outcomes.
- Challenge discriminatory behaviour and promote inclusive practice.

Compliance Responsibilities

- Maintain strict confidentiality in line with GDPR and organisational policy.
- Comply with all Hospice policies, procedures, standards, and guidelines.
- Promote the values of the Hospice to the general public.
- Ensure all mandatory training is completed and up to date.
- Support CQC death notifications and Medical Examiner processes as required.
- Attend meetings as directed.

Person Specification

Essential

- Excellent interpersonal and communication skills.
- Ability to manage sensitive and confidential information.
- Ability to work effectively under pressure in emotionally challenging situations.
- Strong organisational, time-management, and data-entry skills.
- Understanding of palliative care principles (or willingness to learn).
- Ability to recognise limitations of the role and seek advice appropriately.
- Strong analytical skills and ability to manage multiple tasks.
- Competent digital skills, including use of electronic records.

Desirable

- Experience working in a health or social care environment.
- Experience using SystemOne, RiO, or similar systems.
- Adaptability to changing IT systems and willingness to learn.
- Passion for helping people.

- Experience working with volunteers.
- Understanding of grief and bereavement support.

Other

- Undertake any duties reasonably required within the scope of the role.
- This job description is not exhaustive and may be amended in line with service needs.
- Commitment to equality of opportunity and elimination of discrimination.
- Compliance with the Hospice Code of Conduct and safety responsibilities.

Reviewed by:		Date:	
Signed by employee:		Date:	