

## Job Description

<b>Job Title</b>	Project Co-ordinator – Namaste Dementia Project	<b>Location</b>	Office based, Hastingwood – with significant travel in West Essex and East Herts
<b>Directorate</b>	People and Communities	<b>Hours:</b>	Part-time, 22.5 hours per week
<b>Responsible to:</b>	People and Communities Director		
<b>Accountable to:</b>	Community Engagement and Involvement Manager		
<b>Responsible for:</b>	Community volunteers		

### Background information:

At St Clare Hospice our vision is that every adult with a life limiting condition in our local communities should have access to palliative care services wherever and whenever they need them, so that they can make the most of every moment, no matter how long they have left to live. Our many different services provide patients, their families and carers, with physical, emotional, social, psychological and spiritual support, at home, or here at the Hospice.

Working within the Community Engagement and Involvement team this role supports the ongoing development and expansion and development of a new project that aims to support people living advanced dementia, the family carers that live with them and care for them and colleagues working across our catchment area who are working with people living with dementia.

This project is contributes to the ambition of the hospice to reach more people, to reach them earlier in their illness and to provide support and opportunities to the communities that we serve, to help them become more resilient and connected around end of life issues. Supporting people living with dementia and their carers is of particular strategic priority.

A successful pilot was delivered between December 2020 and March 2021 that saw a group of volunteers become “Namaste Champions”, they were trained and now willing and able to deliver an introduction workshop that will help the project expand across our catchment area. In addition to this a network has been created to provide a mechanism for sustaining and developing the project with healthcare colleagues and other professionals. We have plans to train volunteers that will provide Namaste care in a hospice setting, residential care homes and in an acute hospital.

We are now in a position to appoint to this role, grow the project further and begin to deliver the aims and ambitions above.

### Job Summary:

- To coordinate and deliver the Namaste dementia Project for St Clare Hospice.
- To raise the profile of Dementia in WE and EH and grow awareness of the support needs of people living with Dementia and their carers in WE and EH.
- Develop further a network of health and social care providers and voluntary sector providers who support people with dementia
- Bring together family carers and help them develop a peer support network
- Train, supervise, support and develop volunteers as Champions of Namaste Care and as Namaste Care Practitioners.

- Deliver a robust and sustainable Namaste Care Project that seeks to improve the lives of people living with Dementia and their carers and supports the strategic aims of the Community Engagement and Involvement team and St Clare Hospice.

## **Key Responsibilities:**

### **Project Delivery**

- Deliver and develop the Namaste Care dementia project to meet targets, key milestones, outputs and outcomes.
- Be a main point of contact for stakeholders in the project, the champions, the practice volunteers, the members of the networks – unpaid Carers and Professionals, the beneficiaries (people living with dementia and their carers), referrers to the project and all enquiries both internal and external.
- To support the current Namaste Champions and grow the team to further roll out the “Introduction to Namaste Care” workshop that aims to raise awareness and promote the practice of Namaste care in different settings. This will include in the community via unpaid carers, to healthcare professionals, residential care homes and wider society as a way to build awareness around the issues.
- Develop further the two Namaste Networks that have been established. These are monthly opportunities for family carers and professionals to come together, reflect on their practice, share ideas and build a peer support network. Facilitate these networks to flourish
- To develop and deliver a volunteer role that will be a Practice Volunteer who will provide sensory activities to people living with dementia in a range of different settings. This will include creating a role description and training that will prepare them for the role.
- Provide supervision and support to all volunteers involved in the project, Be responsible for the coordination of the operational elements of their volunteering and ensure that their engagement is maximised by a positive and meaningful experience.
- Develop and deliver rolling programme of workshops and training to a range of audiences, to inform and promote the project and Namaste Care across our catchment area.
- Create supporting material for people embarking on the project, a handbook, kit list, forms and documents that assist delivery.
- Create and find opportunities for Namaste Care to be delivered in a range of settings including at the hospice, in an acute hospital, in residential care homes and in community venues.
- Carry out assessment visits at sites where volunteers will provide Namaste Care or in referred people’s homes. This will be to make sure that they are suitable for the agreed activity.
- Ensure that policies around H&S, Safeguarding, GDPR are of paramount importance within the project.
- Contribute to funding bids by providing evaluation information, case studies, quantitative and qualitative information and reports.
- Where required project manage and respond to all strategic objectives and service delivery goals and opportunities.
- Support and deliver new and existing Community Engagement Projects as the need arises.

### **Information Coordination**

- Coordinate the collection, collation and processing of information about the Namaste project. This includes the collection and secure storage of personal information, the monitoring and recording of outputs, contributing to KPI requests, writing reports and managing the processes for information collection and storage. To provide data information relating to the service as per management requests.
- Be responsible for and coordinate information coming into the project. Develop and implement a system for the processing of referrals for carers and people living with dementia and groups to engage with.

**Community Engagement:**

- Identify the leaders and networks within local communities and approach them to introduce them to the project and invite their involvement as part of the Namaste Network, as volunteers, beneficiaries, referrers or supporters. Draw on existing connections and intelligence on the part of the hospice in relation to these groups and communities and other local stakeholders who may wish to be involved.
- Be responsible for building sustainable relationships with the target communities and networks on behalf of St Clare Hospice. Build strong working relationships with community leaders, who will take a lead in identifying future champions and potential beneficiaries of the care and support on offer.

**Communication and working relationships**

- Consistently and regularly communicate with the hospice care services teams and external health and social care professionals in order to identify possible beneficiary referrals to the Compassionate Neighbours project.
- Demonstrate an understanding of the nature of Hospice Care and apply community development principles to all work
- Be an ambassador or champion of dementia within St Clare hospice, supporting the ongoing development of making our organisation dementia friendly in all aspects of our work
- Build relationships with, and a database of, stakeholders engaged in the programme in order to maintain regular contact and monitor progress.
- Participate in and contribute within external networks and forums to ensure that the project and hospice is represented in appropriate areas.
- Supply the Communications Team with stories and information for the local media (especially target communities' media) in order that they are aware and can cover local events and stories that describe the work of the Namaste Project.
- Ensure the profile of St Clare Hospice remains high and significant throughout the project – work with the Communications Manager to protect the St Clare brand.

**Contribute to the dissemination of learning from the project**

- Contribute where appropriate to seminars internally, at a local and regional level about the project, particularly contributing to overall learning from the project but also for the hospice sector on the role of hospices in community engagement and development.
- Be prepared to talk to visitors to the hospice and funders about the project

**Personal Development**

- Identify own learning and development needs in order to meet the key requirements of the post
- Take responsibility for linking own development needs with the Hospice appraisal and objective setting process
- Take responsibility for own continuing development by undertaking specific areas of work/projects to develop new skills
- Engage in supervision to support personal and professional development

**Key working relationships:**

- Community Engagement and Involvement team – working collaboratively to achieve the strategic aims of the project
- Volunteers – the Namaste champions and the practice volunteers, supporting them in their role and developing them and their ideas and ensuring the project is sustainable through their retention
- Beneficiaries- Sensitively support and encourage participation in the project by engagement
- Community – to network with, promote the project and ensure that the reach grow
- Colleagues – working collaboratively & sharing information with all department Heads to ensure strategy objectives are achieved.
- Other hospices & community contacts – networking, sharing information

<b>Scope</b>	
<b>Decision making level</b>	Day to day project decision making Identifying improvements to systems and processes Prioritisation of work across a number of areas Project planning
<b>Financial resources</b>	Required to coordinate set project amounts, monitor spending and providing evidence  Not responsible for budget
<b>Other resources</b>	Responsible for equipment and marketing collateral
<b>People management</b>	Not responsible for any staff
<b>Legal, regulatory and compliance responsibility</b>	Ensure accurate information on IT systems Adhere to local Hospice policies GDPR Safeguarding H and S both internally and externally

**General:**

The above is not an exhaustive list of duties and the post holder will be expected to perform different tasks as necessitated by the changing role within the organisation and the overall business objectives of the organisation, that are reasonable, requested by the post holder's line manager, department Director or CEO, and in consultation with the post holder.

The post holder is required to:

- Provide cover for colleagues as directed by the line manager.
- To produce work of a high standard at all times.
- Maintain confidentiality - the post holder may have access to confidential data on patients and services within St Clare Hospice. Failure to maintain confidentiality may lead to disciplinary action and could ultimately lead to dismissal.
- Participate in annual appraisal and personal development review
- Keep themselves updated on all matters relating to Hospice policy.
- Be suitably professional in appearance at all times.
- Familiarise themselves with matters relating to health and safety management as they affect them personally in their work and/or the Hospice, reporting any potential risks to life or property immediately in accordance with the Hospice's Health & Safety Policy and procedures. They must use all equipment provided to undertake their role safely.
- Refrain from smoking in patients' homes and use the designated smoking area in Hospice premises
- St Clare Hospice is committed to equal opportunities and valuing diversity for all present and potential members of staff and volunteers, patients and families, irrespective of gender (including gender reassignment), marital status, sexual orientation, race, colour, creed, religion, belief, nationality, ethnic origin, age, and disability, a positive diagnosis of HIV/AIDS or Trade

Union membership. Therefore St Clare Hospice expects its entire staff to understand, support, and apply this policy through their working practices, which requires all individuals to be treated with respect, dignity, courtesy, fairness and consideration.

<b>Signed (employer)</b>	
<b>Date:</b>	
<b>Signed (employee)</b>	
<b>Date:</b>	

## Person specification

	Criteria
<p><b>Knowledge, Qualifications and Experience</b></p>	<p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>• Good general education (to A level and/or equivalent work experience)</li> <li>• Experience of working in a service delivery environment</li> <li>• Experience of working with and supporting volunteers</li> <li>• Experience of monitoring project delivery against targets</li> <li>• Experience of confidently facilitating groups</li> <li>• Experience of delivering training</li> <li>• Awareness of the challenges and opportunities of working with volunteers and with local people</li> <li>• Excellent knowledge of the principles of community development</li> <li>• To have knowledge and experience of using MS office/Word; Excel; Power Point; Publisher and Outlook</li> </ul> <p><b>Desirable:</b></p> <ul style="list-style-type: none"> <li>• Experience of carrying out home visits to conduct assessments on individuals, especially those with multiple complex needs.</li> <li>• Good local knowledge of Harlow/Epping Forest/Essex communities and issues</li> <li>• Experience of working in the field of Community Engagement/Development</li> <li>• Experience of working with a range of professionals</li> <li>• Experience of project planning and implementation</li> <li>• Experience of working with people who face a terminal or life limiting illness</li> <li>• Experience of safeguarding</li> <li>• Experience of inputting and manipulating data on databases</li> <li>• Experience of delivering a project in Essex</li> <li>• Understanding of dementia, issues and challenges for both people living with the condition and their carers</li> </ul>
<p><b>Skills and Abilities</b></p>	<p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>• Ability to work autonomously and as part of a team</li> <li>• Excellent organisational skills with the ability to prioritise workloads and manage work across a number of projects</li> <li>• Excellent interpersonal and communication skills in order to interact effectively with a range of audiences from clinicians to local people</li> <li>• Able to design and develop material to assist with the delivery of the project.</li> <li>• Able to build and maintain relationships with a variety of individuals and groups</li> <li>• Some flexibility in working times is required to meet evening or weekend demands</li> </ul>

<b>Personal Qualities and Attributes</b>	<b>Essential:</b> <ul style="list-style-type: none"> <li>• Commitment to equality and valuing diversity and understanding of how this applies to own area of work</li> <li>• Commitment to the aims and charitable objectives of St Clare Hospice</li> <li>• Commitment to embracing the team values of St Clare Hospice and using them as guiding principles</li> <li>• Committed to own continuing professional learning and development</li> <li>• Comfortable working in a hospice environment</li> </ul>
<b>Other requirements</b>	<b>Essential:</b> <ul style="list-style-type: none"> <li>• Hold a Full valid UK Driving Licence and have access to a car.</li> </ul>