

Project and service coordinator

Job description and person specification

Status:	Full-time employee: 37.5 hours a week
Salary:	£26 - £29k pa for full time (depending on experience)
Location:	Home based at present. POCF is usually located in central London.
Annual leave:	35 days pa (including 8 bank holidays)
Pension:	As per current auto-enrolment rules – the employer contribution is set at 5% and the employee contribution at no less than 3%.

The Point of Care Foundation is a small social enterprise whose mission is to humanise healthcare.
www.pointofcarefoundation.org.uk

We do this through programmes of training and support for staff from NHS and other caring organisations, to run patient-centred care programmes, and to support staff through structured reflective practice, Schwartz Rounds.

To find out more about the programmes we offer, look on our website for

The Sweeney Programme – <https://www.pointofcarefoundation.org.uk/our-work/sweeney-programme/>

This is a programme that works with Teams and Organisations to teach tools and techniques for them to truly understand their patients' experiences, and use this knowledge to work collaboratively with patients and service users, to design better care experiences.

Foundations in Patients' Experience – <https://www.pointofcarefoundation.org.uk/our-work/patient%20experience/>

Our patient experience programme works with people who are responsible for patient experience in their organisations. It teaches them the history and origins of the involvement movement and current policy in patient engagement and involvement. It also provides practical teaching in tools and techniques to put patients at the heart of improvement activities, and to ensure that patients who take part in engagement activities have a positive experience of doing so.

Schwartz Rounds and Team Time – <https://www.pointofcarefoundation.org.uk/our-work/schwartz%20rounds/>

We train and support more than 200 organisations to implement Schwartz Rounds, which are a forum for reflection for health and care staff, aimed at helping them deal with the emotional, social and psychological impact of their work. During the COVID pandemic, we have adapted this to online delivery, and aimed it at teams within organisations that have been hit particularly hard by COVID.

In these changed times, although we have been based in a small office in London we are now all working remotely. We hope to return to a single location at some point (resources permitting) and envisage open negotiations for eventual full or part time attendance at a London base.

Recruitment process

1. Application

If you are interested in this role and wish to apply, please send your CV together with a covering letter to recruitment@pointofcarefoundation.org.uk by **Noon on Friday, 7th May**. In your covering letter we are interested in you demonstrating how you meet the person specification.

2. Shortlisting

We will inform those candidates who have been shortlisted on **Monday, 10th May**.

3. First interviews

First interviews will be held via a Zoom session on **Thursday 13th and Monday 17th May**.

4. Final interviews

Final interviews will be held via a Zoom session on **Thursday 20th May**.

If you would like to have an initial conversation about this role, please email Julian Groves on juliangroves@pointofcarefoundation.org.uk and a time can be agreed.

Role Description Project and Service Coordinator

At The Point of Care Foundation our vision is a health and care system in which patients and staff feel valued and respected. We aim to humanise care, by helping to strengthen relationships among staff, and helping staff and patients work together. We achieve this by working to improve patients' experience of care and increase support for the staff who work with them.

Purpose	To support the core and project teams with high quality coordination of processes and services.
Reporting to	Head of staff experience programmes
Responsibilities	
1. Client Relationships	<i>In our work as a social enterprise we want to ensure that our vision and mission are realised in the way that we work with client organisations and individuals. We are keen to ensure the strong relationships we form with clients are backed up and facilitated by well-run processes and systems so that they can be confident we have them and their requirements clearly in mind. At the heart of these is our client relationship database ("CRM") which we use to maintain details of each contact, services provided, communications and other useful information. The responsibility for the maintenance and development of the database is with this coordination post.</i>
1.1	Front of house <ul style="list-style-type: none"> ● As we start a new relationship with a client you will be responsible for coordinating the contacts and connecting up the relevant parties within PoCF with the contacts at the client ● You will be responsible for the input of the initial details of a new client onto the CRM system before other PoCF team members take over.
1.2	Maintenance and development of the CRM <ul style="list-style-type: none"> ● Become the expert in the team on the CRM system ● Ensure all team members are familiar with how and why to use the CRM ● Devise and deliver CRM training for team ● Write user guide and produce updates as required ● Oversee the development of the system
1.3	Reporting <ul style="list-style-type: none"> ● Prepare reports as required by members of the team ● Develop new reports as required.

1.4	<p>Clean data</p> <ul style="list-style-type: none"> Develop processes to ensure that the data in the system is free from errors, duplication and other issues that might reduce the effectiveness of the system.
2. New and renewed agreements	<p><i>The formalities of signing agreements and issuing an invoice to our clients for the services we provide are important elements of the start of the relationship between PoCF and a client. The agreement is to bring clarity to what both sides have agreed to do and is a mark of the professionalism PoCF brings to the work. The invoice we send to clients makes sure we get paid!</i></p>
2.1	<p>Client agreements and invoices for new clients</p> <ul style="list-style-type: none"> Working with the programme manager/officer prepare the relevant agreement and send to the client for signature Issue a copy of the agreement signed by both parties to the client. Ensure Purchase order is received from client before PoCF work commences. From details received from the client, prepare sales invoices on Xero accounts system. Authorisation to be obtained from Head of Finance for all invoices prepared. Send invoice to customer.
2.2	<p>Credit control</p> <ul style="list-style-type: none"> In the third week of each month print report of Accounts Receivable from Xero Obtain details of client purchase ledger representative and enter on CRM. Make calls to clients to chase unpaid debt. Record communication on Xero.
3. Project support	<p><i>We are increasingly working with systems of health and social care organisations. Projects that involve a number of different organisations often benefit from project management/coordination and this role provides an ideal opportunity to gain experience of this discipline.</i></p>
3.1	<p>Provide project coordination support for a variety of projects</p> <ul style="list-style-type: none"> Some of our work with clients involves a project or pilot to help them implement one of our interventions and this role will provide the necessary project coordination.
4. HR	<p><i>PoCF has a small team of permanent staff supplemented by a large number of associates that are mainly self employed. The work associated with human resources is shared amongst the Head of Staff Experience Programmes, the Resources Manager and this role.</i></p>

<p>4.1</p>	<p>HR processes and policies</p> <ul style="list-style-type: none"> • Assist the head of resources with the periodic updating of HR policies. • Undertake processes for recruitment of new staff as and when required.
<p>4.2</p>	<p>Mentor and Associates</p> <ul style="list-style-type: none"> • Ensure mentors and associate details are up to date on the CRM system • Contract administration for mentors and associates • Maintain spreadsheets of mentor visits to sites
<p>5. Organisational and individual development</p>	<p><i>As a small social enterprise we think it is important to ensure the team can reflect together on how we develop and deliver the work of PoCF.</i></p>
	<p>To ensure organisational structure and internal processes optimise the contribution of every staff member.</p> <ul style="list-style-type: none"> • Resources - To make sure activity, demands of work and resources are in balance. • Team working – to contribute to the development of the team/organisation and in processes for feedback, review and reflection • Values – To be aware of and to embody the Foundation’s values. • Risks – To assess and mitigate risk in own areas of responsibility
<p>Other</p>	<p>To perform any other duties which are reasonably assigned.</p>

Project and Service Coordinator

Person specification

1. Education and qualification	<ul style="list-style-type: none"> • A minimum of a full Level 3 (Three A levels or BTEC National Diploma)
2. Organisational skills	<ul style="list-style-type: none"> • Needs to be able to work in a methodical way. • Able to plan own work and on occasion that of other members of the team. • Will complete and finish tasks.
3. Can manage own workload	<ul style="list-style-type: none"> • Will prioritise tasks as necessary and will ask if in doubt. • Will plan work to meet deadlines
4. Communication skills	<ul style="list-style-type: none"> • Good oral communication skills • Can adopt professional but friendly approach to chasing project tasks or payments due from clients. • Good writing skills for correspondence and internal reports
5. Relationship	<ul style="list-style-type: none"> • Ability to build relationships with both members of the team and clients
6. Handling data and information	<ul style="list-style-type: none"> • Excellent attention to detail • Able to present data on clients and programmes.
7. IT	<ul style="list-style-type: none"> • Excellent IT skills • Experienced user of MS Office suite • Basic understanding of purpose and function of databases
8. Team player	<ul style="list-style-type: none"> • Good team player • Will assist other members of the team when required
9. Personal development	<ul style="list-style-type: none"> • Interested in continuing development of self and skills