



Appointment of Project ECHO[®] Coordinator

Notes for Candidates January 2020

Project ECHO® Coordinator

Information Sheet

An exciting opportunity has arisen for a dynamic and motivated individual to join our Project ECHO® team. The successful candidate will have an opportunity to work within the Hospice setting with global digital connectivity. The job will provide an excellent foundation to build specialised knowledge about the current health and social care landscape in Highland and expand the ability to integrate a project through personalised service and support to a diverse audience of practitioners.

This is an exciting time to join the ECHO® team, an expanding project utilising modern practice in combining administration, marketing practice, digital platforms and collaborative learning including a virtual learning environment (VLE).

This post is subject to a Standard Disclosure check.

Salary:	£18,383 - £20,015 (<i>currently undergoing job evaluation</i>)
Holiday:	35 days per annum (including public holidays)
Hours:	37.5 hours / week (full-time), hours negotiable

Applications should be marked Private & Confidential and submitted to:

HR Department, Highland Hospice, Ness House, 1 Bishop's Road, Inverness, IV3 5SB, or by email to: recruitment@highlandhospice.org.uk by **12 noon, Friday 24 January 2020**.

Interview date week commencing 10 February 2020 at Highland Hospice, Inverness.

Informal enquiries can be made to Kirsty Bateson on 01463 243132 ext 230 or k.bateson@highlandhospice.org.uk

The Highland Hospice

When faced with life shortening illness, death and bereavement, the people of the Highlands deserve the best possible care and support. At Highland Hospice our ambition is to ensure they receive this.

Our Inpatient Unit and Day Therapy Centres offer specialist support to patients with a progressive, life shortening illness. By managing their pain and other physical symptoms, we help make time and space for reflection, for gaining perspective and for achieving a measure of calm and tranquillity. Crucially, our team also offers advice with the emotional, social and spiritual issues that may arise and works with patients, families and carers at a time of transition to help them enjoy, value and commemorate life.

As well as providing services direct to those in need, we want to serve care professionals and informal carers in the Highland community by sharing knowledge and resources so they can provide the best care they can.

Through our adult and child bereavement services and by working in partnership with others we aim to ensure support is available for all those in the Highlands living with grief, regardless of age or location.

By offering support, mentoring and learning our specialist staff are able to deliver and share our skills in local hospitals and care homes, and in people's homes, helping people to be provided with respect, dignity and choice during their declining health.

To extend the work and reach of the Hospice across the Highlands we want to work in partnership to enable communities to come together to harness their compassion to support each other at the end of life.

Our volunteers and those of our partner organisations offer befriending services providing practical support to those living at home, helping to reduce social isolation and offering carers a break.

We work with key individuals and groups, and engage with them and other stakeholders, working together to design community-led solutions to deliver and support health and social care services that meet the specific needs of that community.

Highland Hospice is committed to the principles of equality and diversity and our services are offered free of charge to all those in the Highlands who need them. We are an independent local charity reliant on our community and your contribution of time or money, as a volunteer or donor, can make a meaningful difference to people when they need it most.

Our Vision – A future where all people, their families and carers, living with a life shortening illness, have the support they need to live the best possible life and to experience the best possible death in the Highlands.

Our Values – Commitment, Compassion, Team Working, Transparency and Trust.

Please support your Highland Hospice.

Terms and Conditions of Employment

Salary

The salary for the post is contained in the advert. Highland Hospice has adopted the NHS Agenda for Change pay scales. Progression through the salary grade is normally by annual service increment. Annual pay increases are in line with those awarded to NHS staff.

Working Hours

Highland Hospice operates a 37½ hour week, exclusive of meal breaks for the majority of staff. Some nursing posts that involve shift working and weekend working attract enhanced rates of pay.

Annual Leave

The annual leave entitlement is 35 days (pro-rata), increasing to 37 days after 5 years' service and 41 days after 10 years' service. The leave year runs between 1 April and 31 March. Annual leave is calculated in hours.

The annual leave entitlement includes public holidays. There is no additional allocation for public holidays.

Pension Scheme

All employees over the age of 22 and under the State Pension age have the opportunity to be a member of the pension scheme. The rate of employee monthly contribution is 3% and the rate of employer monthly contribution is 6.5%. Full details of the scheme will be sent to new members of staff.

Staff joining Highland Hospice who have previously been a member of the NHS Superannuation Scheme will be eligible to apply to remain members of this scheme provided that any break in contributions has not exceeded 12 months.

Death in Service

Highland Hospice operates a Group Life Scheme for all permanent staff (excluding those in the NHS Superannuation Scheme). In the event of a death in service the scheme will make a payment of 4 x annual salary to named beneficiaries.

Health Questionnaire

All offers of employment are subject to satisfactory completion of a health questionnaire. Occupational Health support is provided by NHS Highland Occupational Health Services.

Probationary Service

New staff serve an initial six month probationary period.

Employee Benefits

Some of the Highland Hospice employees benefits are: Employee Assistance Programme, MyOffers, Cycle to Work, Subsidised lunch/By The River Café discount, Friends of Mercure, Tennis & Squash Club, IIP Silver Award, Healthy Working Lives Award, Carer Positive Award.





JOB DESCRIPTION

1. JOB IDENTIFICATION

Job Title: Project ECHO® Coordinator
Responsible to: Project ECHO Development Officer
Department(s): Clinical

2. JOB PURPOSE

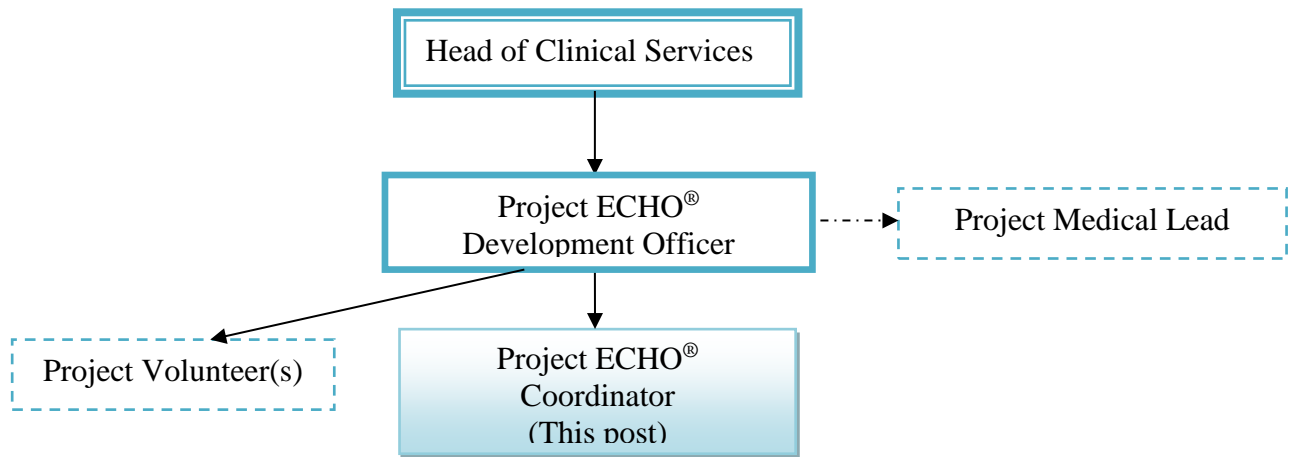
To provide comprehensive IT, digital software and administrative support to the Hub & Spoke tele-mentoring ECHO® project team at Highland Hospice. This role will support the Project Development Officer, developing clear lines of communication with participating communities of practice, managing the multi-video linkage for the ECHO® sessions, undertaking recording of attendees at all ECHO® training/clinic sessions, editing recording of sessions held for uploading onto a protected site, and ensuring a positive learning/support environment for those who participate.

The post holder will report directly to the Project ECHO® Development Officer

3. DIMENSIONS

- Provide digital software/IT/administrative support to The ECHO® Project team, comprising of the Project Development Officer, Project Lead (Medical Consultant), Project Facilitators, and project participants.
- To ensure efficiency in the programme development, communicating with participating teams, providing accurate feedback and audit to ECHO® teams in both UK & New Mexico, and participating in the further development of the project across the Highlands.
- To work autonomously at times and to exercise good decision-making skills within the context and limits of their role in the absence of the ECHO Development Officer or Medical Lead.
- To work flexibly occasionally to fit with ECHO® sessions held outwith normal office hours

4. ORGANISATIONAL POSITION



5. ROLE OF DEPARTMENT

Highland Hospice provides within its 12-bedded in-patient unit a high quality, safe and supportive environment in order to care for people living with complex pain, symptom, spiritual and psychosocial needs which require specialist palliative care interventions, rehabilitation or respite care. Highland Hospice also provides advice and support to other health professionals caring for those with palliative care needs in their own homes and in hospitals across the area, envisioning the provision of equitable access to palliative care based on clinical need regardless of diagnosis or geographical location. Highland Hospice helps to facilitate palliative care initiatives/developments in Highland through partnership working.

Project ECHO® is one of the developments which is seeking to improve palliative and end of life care across all settings in the Highlands using digital technology to aid learning, development, mentorship and sharing of clinical practice within a 'community' of professionals working across health and social care, both in the statutory and voluntary services.

6. KEY RESULT AREAS

Administration

- To play a key role alongside the Project Development Officer and Medical Lead in providing a central point of contact for participating health and social care professionals accessing the project, providing programme information, seeking commitment in attendance and presentation of case studies for learning opportunities, contacting presenters and ensuring the smooth running of all ECHO clinics/meetings.
- To play a key role in coordinating and researching marketing materials and contributing to the development of online and offline resources.
- To support the development of the Project with comprehensive, high level administrative and IT/digital software support, documenting and recording all programmes as required and collecting data and statistics from the programmes as advised by the Project Development Officer. This may occasional require flexibility in working hours to accommodate early evening sessions.
- To actively participate in ECHO® sessions and provide support to the project in times of annual leave or other absences of key members of the project team.
- To assist in the organisation of the programmes, ensuring room booking and hospitality are arranged as required for both the training programmes and individual clinic sessions.

- To prepare agendas and minutes for project meetings, noting action points as required.
- To process applications to participate in Project ECHO® for the Project Board to consider and provide feedback through direct contact with applicants.
- To liaise with external agencies related to Project ECHO in developing programmes.
- To maintain an accurate and up to date Project Administration System including the input of relevant data.

7a. EQUIPMENT AND MACHINERY

Use a wide range of general office and IT equipment, a sample of which is noted below.

- Email, Internet, Printer, photocopier, scanner, digital camera and software, lap top, personal computers, power point etc.,
- Various specialist software related to ECHO® project e.g. Zoom conferencing, i-ECHO.

7b. SYSTEMS

- Microsoft Packages: Word, Excel, Powerpoint, Access, Publisher, Outlook and diary management.
- Advanced Keyboard Skills.
- Adobe Acrobat / CutePDF Writer (for PDF creation).
- Use of/ creation of databases for audit analysis.
- Use of CRM for e-mail and mail merge, customer records and reporting.
- Use of CMS for web page management and other content platforms such as Moodle and Box.
- Use of video conferencing equipment and cloud based conferencing software.

8. ASSIGNMENT AND REVIEW OF WORK

The post holder will:-

- Be responsible to the Project ECHO® Development Officer for guidance and management, work review and formal appraisal of performance.
- Work autonomously but meet regularly with the Project ECHO® Development Officer to discuss plans and report on implementation/development of projects.
- Attend relevant project meetings, and attend staff meetings to ensure all multi-disciplinary staff are kept abreast of developments within the project.

9. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

- Coping with a varied, demanding workload.
- Assisting with the negotiating, communicating and influencing decision-making within the project across a complex organisation and the area it serves.
- Meeting the demands of managing several arms of the project running concurrently
- Supporting staff participating within each project clinic/training.
- Providing IT information and support to ECHO participants, including going to visit potential Zoom sites, holding connection tests and developing easy walk through

instruction for different user groups.

10. COMMUNICATIONS AND RELATIONSHIPS

Internal

- Provides accurate and comprehensive information to all members of the ECHO® Project team
- Promotes and maintains good relationships with all members of the project and multidisciplinary team throughout the Hospice and across the Highlands.
- Support to other secretarial/administrative/voluntary staff when required

External

- All relevant clinician and multi-disciplinary team members participating in Project ECHO® work e.g. Macmillan Specialist Nurses, Community Nursing Teams, General Practitioners, Care Homes, Care @ Home etc.
- All participating partners (UK and beyond) related to project ECHO® delivery

11. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB

Physical/Environmental Demands

- Light physical work.
- Use of Computer and VDU or Laptop for prolonged periods.
- Requirement of speed and accuracy of work, advanced keyboard skills.
- Will work predominantly in an office
- Occasionally will need to work flexibly at different hours to accommodate the project clinic times.

Mental/Emotional Demands:

- Frequent periods of time where intense concentration (usually for periods greater than two hours) is required
- Able to focus on task in hand, prioritise effectively, multitask, and work to deadlines
- Able to work simultaneously but methodically on multiple tasks and contribute to the development of workflows, which improve efficiency and reduce unnecessary tasks.
- Able to analyse customer needs and identify emerging situations that may need attention from the Project Development Officer or Medical Lead.
- Able to exercise diplomacy and integrity in communications and be sensitive to the needs of the audience.
- Developing and maintaining good working relationships with a diverse range of people

12. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

- Administrative level SCQF 7 or equivalent experience
- Advanced computer literacy, able to offer guidance and support to clients using IT equipment as part of ECHO® participation.
- Working knowledge of data protection and data storage (GDPR)

- Good organisational skills and ability to prioritise workload.
- Experience and evidence of commitment to multidisciplinary team working.
- Excellent communication skills.
- Ability to work independently.
- Good time management skills with flexibility to adapt to changing situations.
- Positive attitude towards and knowledge of working with groups.
- Good creative knowledge and skills.

13. GENERAL

- In addition to the specific duties and responsibilities outlined in this job description, all staff members should be aware of their specific responsibilities towards the following:
- Highland Hospice operates a no-smoking policy. The post holder should either be a non-smoker or be prepared not to smoke in any Highland Hospice premises, grounds or vehicles or when on Highland Hospice business outside the office.
- Adhere to all health and safety and fire regulations and to co-operate with Highland Hospice in maintaining high standards of health and safety.
- Uphold ethical and professional standards and not behave in a manner that is likely to bring Highland Hospice into disrepute.
- Promote and sustain a responsible attitude towards equal opportunities and diversity within Highland Hospice.
- Demonstrate a commitment to ongoing registration requirements or any national professional or occupational standards associated with the role.
- Demonstrate a commitment to ongoing learning and development and to participate in any training and development relevant to the role.
- For designated roles, the post holder will be responsible for health & safety, business continuity planning and/or risk management. (These responsibilities will be notified on appointment).

JOB DESCRIPTION AGREEMENT

Job Holder's Signature:

Date:

Head of Department Signature:

Date:

Person Specification – Project ECHO® Coordinator

Criteria	Essential	Desirable
<u>Qualifications</u> Educational/Professional/technical qualifications to undertake the role	SCQF 7 or equivalent experience. Advanced keyboard skills with the requirement for speed and accuracy of work.	A business or IT qualification and understanding of how to apply this in a charitable organisation.
<u>Work Experience/history</u> Type of experience/specialism and the level and depth required	Excellent IT skills and a broad understanding of IT hardware and software functions with evidence of use. Good organisational skills and ability to prioritise work as required.	Experience of working in a health environment.
<u>Communication</u> Ability to communicate effectively to provide excellent care/service	Ability to communicate professionally with people from widely diverse backgrounds. Excellent telephone skills High regard and understanding of the need for confidentiality.	Some knowledge of marketing and/or visual communication.
<u>Personal and People Development</u> Commitment to own and/or others development e.g. training courses or on the job training	Interested in own personal development and willing to undertake training to expand skills/knowledge	
<u>Health and Safety and Security</u> Understanding of policies, procedures and standards	Knowledge of Data Protection/GDPR	Willing to acquire knowledge of a full range of administrative and organisational policies
<u>Service Improvement</u> Commitment to service delivery and the smooth running of the organisation	Experience and evidence of commitment to multidisciplinary team working	
<u>Quality</u> Commitment to high standards either as an individual or as part of a team	Excellent organisational skills and strong commitment to maintaining high standards. High degree of dedication, loyalty and sensitivity to personal and professional boundaries.	



**Who we are
and what we do**

Highland Hospice 

Alison McRitchie's dad, Stanley, was cared for by the Hospice in 2010. Shortly afterwards, her sister Linda also experienced our care aged only 50 and with a young family.

Alison says, 'The passion, devotion, kindness and calm peaceful ambience displayed by the staff who cared for Dad and Linda was amazing. So too was the care for our family as a whole, including that from the Family Support Team. They put no timescale on dealing with grief, and that was reassuring and a huge help, not only for me but to Linda's daughter who was only 11.'





Some History

The idea of a hospice in the Highlands came from two determined individuals, Flora MacKay and Cecilia Bottomley. Whilst working as nurses at the old Culduthel Hospital in Inverness, they decided that they could and should be able to provide better care to those with a life shortening illness. In the spring of 1983, Flora and Cecilia brought together a committee to drive forward their vision and Highland Hospice was born.

Less than five years later, on November 17th 1987, the first patient entered through the doors of the Day Hospice and a year after that the purpose-built Inpatient Unit opened. Over the next three decades, with the generous support of the Highland public, the Hospice has extended, renovated and replaced all its buildings on our riverside site in Inverness and on November 17th 2016 the first patients were welcomed to the new Highland Hospice.

What We Offer

In tandem with improving our facilities we have expanded the range of services available in Inverness and across the region. In addition to inpatient and day therapy care in Inverness we offer:

- **Family and bereavement support**
- **Day therapy sessions in Caithness**
- **Education and tele-mentoring opportunities for healthcare professionals in GP practices, local hospitals, care homes and other community settings**
- **Direct support to patients and families through the medium of the internet**
- **A voluntary befriending and support service for patients living at home**
- **Hospital and home visits by our specialist clinical team which includes doctors, nurses, physiotherapists and occupational therapists**

Every year Highland Hospice touches the lives of over 1,000 patients and carers through our direct services and as a result of the support we provide to others who deliver palliative care in their community.



How We Are Funded

We are an independent local charity reliant on our community. The region we cover has a population of over 230,000 scattered across an area the size of Belgium. The NHS provides an annual grant but we still need additional funds of over £7,000 a day to cover the costs of delivering all our services. We raise this money from our fundraising and retail activities which include a wide range of events for all age groups; supporting community members and companies to fundraise on our behalf; encouraging small donations and legacies from individuals; sourcing grant funding from charitable trusts and operating 12 charity shops across the region.

Your contribution of time or money - as a volunteer in the Hospice or one of our shops; organising a fundraising event; making a cash donation; offering goods to sell in our shops; or shopping with us - can make a meaningful difference to people when they need it most.

Please support your Highland Hospice.



Did you know ...

Highland Hospice supports a community of more than 230,000 people!

To contact Highland Hospice:
please call 01463 243132 or email
generalenquiries@highlandhospice.org.uk

www.highlandhospice.org

Highland Hospice, Ness House, 1 Bishops Road, Inverness IV3 5SB.
Highland Hospice is a registered Scottish Charity No: SC011227



EVERYONE'S PEOPLE



Voluntary Federation

