

Staying in Touch Coordinator Excellence Profile

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| Relationship management | * Builds warm and trusting relationships, on the phone and in person, with retired Queen’s Nurses, and Volunteer Visitors.
* Builds trust within the team through delivering on actions agreed and exceeding the expectations of others.
* Maintains a flow of communication and news to the retired QNs who feel connected and valued.
* Uses the Institute’s networks to ensure we have a growing network of Volunteers covering the whole of Scotland.
* Brings joy and kindness to the lives of the older and frail retired Queen’s Nurses through thoughtful correspondence, connecting them to others and financial support where appropriate.
* Works closely with staff at RCN Archive ensuring we have great relationships.
* Seeks out and builds alliances with other organisations involved in nursing history which results in collaborative work.
* Negotiates brilliant deals with venues for events and gatherings, which make the best use of the charity’s funds.
* Makes positive links with other similar organisations involved in befriending which enhances our work.
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| Outputs and productivity | * Maintains and develops the database of retired Queen’s Nurse details, ensuring accuracy and excellent information governance.
* Brings a great blend of creativity, innovation and meticulous attention to detail to the planning of events for the retired QNs which leave people feeling truly valued.
* Provides highly efficient and cheery committee support to the QN Visitors and any other ad hoc groups that support this work.
* Enjoys writing to produce high quality newsletters for retired Queen’s Nurses, including news and researching information for inspiring obituaries.
* Cherishes and captures the narrative of nursing past, and present, finding new ways to record and share our story creatively.
* Scopes opportunities for small projects around our history.
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| Team work | * Builds and maintains a great rapport with colleagues.
* Demonstrates a ‘can do/will do’ attitude and a willingness to roll up sleeves and get involved in anything that needs doing.
* Understands the challenges and benefits of working in a small team and enjoys doing so.
* Shares knowledge, information, and ideas to support working as a team.
* Is enthusiastic about the role and energises those around them.
* Is invested in the purpose of the Institute.
* Has the confidence to ask others for support and looks for ways to support them.
* Takes time to celebrate after working hard to achieve goals. Balances the urgent and important and enjoys working flexibly.
* Brings a sense of fun to the team.
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| Technical know how | * Great telephone manner, so retired QN’s look forward to getting in touch.
* Highly developed skills in database and contacts management, ensuring that we have accessible and up to date information for all our retired QN’s.
* A good understanding of befriending, safeguarding and lone working to support and advise the Volunteer Visitors, keeping written guidance up to date.
* Expert formatting to produce clear and accessible documents in MS Word.
* Skills in project and event management; recording decisions and milestones so everyone knows what’s happening.
* A keen interest in oral history, nursing archives and ways to communicate our heritage.
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