

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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