

Job Description

Job Title	Grade/Salary
Creative Activities Coordinator – Wellbeing Service	£23,810 FTE
Accountable to	Responsible for
Clinical Lead Wellbeing and Community Services	Volunteers

Job Purpose and Role

The Creative activities coordinator will be a member of the Wellbeing Centre team delivering Creative therapeutic intervention to patients with life limiting illness/conditions. The service is delivered from the Hospice and out in the community to support individuals and their families in coping with a wide range of psychological issues – such as anxiety, depression, low self-esteem, lack of motivation, loss of purpose or interest, body image issues and social isolation.

The post holder will plan, coordinate and deliver a diverse programme of therapeutic, creative and social wellbeing activities for individuals attending the Hospice Wellbeing Centre. The post holder will support people with life limiting conditions to improve their quality of life, promote independence, and enhance emotional and social wellbeing through meaningful engagement.

Main Duties and key result areas

General duties	- To provide creative therapeutic interventions to patients attending the Wellbeing Centre on Hospice and satellite sites. - To provide an atmosphere where patients are encouraged and stimulated to join various activities, either as an individual or in a group, adapting activities to accommodate different physical, cognitive and emotional needs ensuring full inclusivity - Involve service users in co-designing and evaluating activities to promote engagement and empowerment - Work closely with the Wellbeing centre team to plan the most valuable activities to support the patient's individual needs - Confidently deliver group activities which will encourage social engagement, talking, laughing, distraction from their worries and concerns - Provide training and support to volunteers in the Wellbeing Centre so that the provision of activities/group work can be increased in this setting. - To be responsible for the planning and coordination of a programme of activities.
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Responsibilities	• Responsible for the maintenance of a safe environment, complying with Health and Safety at Work regulations and Teesside Hospice Care Foundation policies and procedures, including risk assessments while undertaking this role • Complete COSHH as required for all products used in any creative activity • Be aware of and work in adherence to the requirements of the Care Quality Commission • Work closely with the clinical team and recognise limitations of the role and skills • Attend and complete all identified mandatory training including e-learning appropriate to the role • Access THCF in-house training programme to further develop your palliative care knowledge where appropriate • To assist in providing a relaxed informal space where patients and carers feel able to communicate openly in a safe environment • To communicate effectively with patients and carers and provide appropriate emotional support for patients and carers • To plan and undertake projects with individual patients and groups • To monitor and evaluate the effectiveness of the creative activities service in relation to agreed standards • To contribute to education and research as required. • To gain consent from patients and carers as they are involved in the programme of activities • Ensure patients preferences are always considered • Gain feedback from patients and carers involved and demonstrate changes as identified • To monitor patient satisfaction with the service and respond promptly to patient complaints and comments in accordance with the organisation's complaints policy. • To maintain patient confidentiality always • Maintain a professional interest in your own professional development to ensure provision of an up to date, evidence based creative activities service within the organisation • In collaboration with the Wellbeing Centre team will provide support to volunteers interested in developing skills in order that activities/projects can be delivered throughout the week. • To work closely with the clinical team to ensure there is ongoing review of the activities undertaken and the therapeutic effect considered • To act in such a manner as to safeguard and promote the interests of individual patients • Adhere to policies and procedures relevant to the role • Maintain professional behaviour when representing the Hospice undertaking the role • To ensure that resources necessary for the service delivery are deployed effectively and effectively and efficiently within budgetary limits and in conjunction with overall activities within Teesside Hospice • To participate in quality assurance through participating in any appropriate audits. • To contribute to the identification of new solutions to improve service delivery and ensure effective implementation when appropriate • The Coordinator will be accountable and responsible for their own actions and will act in the best interest of the patient and carers they are working with at all times . • Liaise with external practitioners, community groups and volunteers to enhance the activity programme. • Maintain accurate records of attendance and participation.
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Delivering to our Values

Accountable

- Able to justify actions or decisions
- Takes personal responsibility for their actions
- Able to describe the impact of their work in a way others understand
- Welcomes feedback as an opportunity to grow and develop

Principled

- To adhere to professional and clinical standards
- Maintain appropriate boundaries and relationships which are built on trust and honesty
- Avoid and speak out against any actions, or behaviours, that conflict with our values or could cause harm to any stakeholders
- Demonstrate strong moral principles which embody Teesside Hospice's vision and bring our values to life
- Do the right thing even in difficult situations, and always endeavour to work effectively and efficiently to maximise results and service

Compassionate

- *Feeling or showing kindness and concern for others*
- *Able to empathise with people who dealing with a terminal illness*
- *Being kind in use of language and behaviour*
- *Caring for others who need our support and help*

Trustworthy

- Working collaboratively with beneficiaries, colleagues, partners and supporters
- Being authentic and transparent
- Trusted to respond to needs and deliver what is expected of us
- Projecting a professional image that engenders trust

Skilled

- Having and showing the knowledge, ability or training to work well
 - Seeking opportunities to learn from a wide range of sources
 - Contributing to the provision of excellent, safe and effective care no matter what your role is in the organisation
- Ensuring that the treatment, support and services we offer are effective

All employees are expected to:

- Live the Hospice's values so that the highest standards of patient and customer care can be achieved.
- Be committed to diversity and inclusion of all, promote and improve service standards, so that excellence in all that we do is perused through continuous improvement.
- Contribute to development of and strive to meet departmental, team and individual targets
- Participate in the staff appraisal and development scheme, one to one performance discussions and attend identified training to ensure continuous learning and improvement
- Comply fully with the Code of Conduct, health and safety requirements, legislation, regulations, policies and procedures
- Attend meetings or provide services outside of the usual working hours where reasonably requested to do so
- Have an overall understanding of the risks and implications associated with the requirements of the role and takes appropriate action to mitigate any potential consequences.
- Embrace digital ways of working to help improve efficiency and save costs to the Charity.
- Respect privacy and dignity at all times.

The duties outlined in within this document are not exhaustive and other duties may be expected in line with the level of the role at the discretion of the Head of Service. Teesside Hospice reserves the right to amend the job description at any time.

I have read and understand the duties required for the role.

Signed

Date

Print name

Person Specification

Attribute	Detail	Essential or Desirable
Skills & Abilities	Excellent written and verbal communication skills are essential	E
	Good IT Skills, specifically Microsoft Word, Excel	E
	Knowledge & use of SystmOne	D
	Ability to communicate with a wide range of people	E
	Ability to organise and prioritise	E
	Motivated to provide a safe working environment	E
Knowledge & Experience	Experience of working with patients with life limiting illness and have palliative care needs	D
	Experience of facilitating groupwork and group activities	E
	Experience of independently and as a team member, including working as a part of a multidisciplinary team	E
	Understanding of different ways of working therapeutically with people who have life limiting illness/conditions	E
Education & Qualifications	NVQ 3 or Education to include min GCSE pass (A-C) in maths and English	E
	Qualifications in delivering therapeutic interventions including creative art	D
Personal Attributes/ Key skills	Team Working	E
	Strong interpersonal skills and relationship management	E
	Planning and Control	E
	Communication and Influencing	E
	Ability to work flexibly in ever changing environment	E
Other	Be able to independently travel to venues to deliver services	E



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