

# nightingale hammerson

## JOB DESCRIPTION

<b>Post Title:</b>	Residents Services Coordinator		
<b>Department:</b>	Residents Services		
<b>Full/Part Time:</b>		<b>Hours of work</b>	37.5 hrs (Mon – Fri 9-5.30)
<b>Postholder reports to:</b>	Residents Services Manager		
<b>Postholder supervises:</b>	None		
<b>Job Summary: To facilitate admissions to Nightingale Hammerson and liaise with residents and their families on non-clinical matters</b>			
<b>Purpose of the role:</b>			
<ul style="list-style-type: none"><li>• To facilitate the admissions process of potential residents to Nightingale Hammerson care homes by guiding them through the admissions process in line with Nightingale Hammerson policies and procedures</li><li>• To support residents and their families and advocates with a range of non-clinical issues to promote their wellbeing and integration into the life of the home</li><li>• To liaise with a number of disciplines across the homes to facilitate a smooth admission</li></ul>			
<b>Equal Opportunities</b>			
Nightingale Hammerson is committed to achieving equality of opportunity both in delivering its services and in the employment of people and expects all employees to understand and promote equality of opportunity in their work.			

### Duties and Responsibilities

1. To respond to enquiries from individuals, families, advocates and statutory agencies about accommodation at all properties within the Nightingale Hammerson portfolio. Conversations include all aspects of moving to a care home including funding of care.
2. To advise and assist applicants and their representatives in applying for funding packages from local authorities and Clinical Commissioning Groups
3. To negotiate funding packages for incoming and existing residents with local authorities and Clinical Commissioning Groups
4. To negotiate 3<sup>rd</sup> Party contributions from families in line with agreed procedures
5. To attend introductory meetings with potential residents, their families and advocates by undertaking tours of the Nightingale Hammerson buildings or visiting them in their current homes

6. To undertake all necessary administrative duties and processes to facilitate the admission of prospective residents
7. To communicate and collaborate with colleagues across all teams within Nightingale Hammerson to ensure that all processes are completed to ensure a smooth and successful new admission.
8. To ensure the smooth transition of a resident into life at Nightingale Hammerson and to remain in regular contact with the resident, their family and advocate / social worker.
9. To respond to other resident enquiries for non-clinical support as may occur from time to time e.g. dealing with phones and newspapers
10. In conjunction with colleagues within the team to ensure all residents are on the electoral register and that this is updated as necessary
11. In conjunction with colleagues to participate in all necessary administrative duties in relation to the Residents Services Department, to keep records and databases up to date and compile statistical reports on trends and developments as required and in line with KPI's
12. In conjunction with colleagues and as required, to collect payments from residents and family members for services provided by Nightingale Hammerson
13. To liaise and provide guidance to relatives on the procedure and regulations set by the local authority following the death of a resident. From time to time, in the absence of a relative or friend to personally register the death
14. To attend team meetings, training, supervision and appraisal meetings as required
15. To undertake such other duties, within the competence of the post holder, as may be required from time to time

### **Health & Safety**

To comply with Nightingale Hammerson's Health & Safety Policy and Procedure.

## PERSON SPECIFICATION

The requirements listed below are considered to either be **essential** to successfully undertake the duties and responsibilities of the post or are considered **desirable**.

**Applicants should make reference to each point as part of your application.**

Criteria	Essential or Desirable
<b>Experience</b>	
1. Experience of working with older people	Desirable
2. Experience of working in an organisation comprising many teams with proven ability to communicate and liaise effectively across all teams	Desirable
3. Experience of working in a customer care or customer focussed role	Essential
4. Experience of working in a local authority social service team	Desirable
<b>Knowledge</b>	
4. Understanding of issues facing older people	Desirable
5. Knowledge of funding in the older adult care sector	Desirable
<b>Skills</b>	
6. Ability to effectively communicate calmly and clearly, often under pressure by phone, in person and in written form with a wide range of people including potential residents, relatives, advocates, carers, Nightingale Hammerson colleagues and other agencies	Essential
7. Ability to multi-task by prioritising and juggling competing demands	Essential
8. Experience/ Proficiency in Microsoft Office, Excel	Essential
9. Ability to maintain, update and manipulate excel databases to produce reports and statistics as required	Essential
10. Ability to research, prepare and facilitate presentations	Desirable
<b>Special Conditions</b>	
11. Work across both Nightingale Hammerson sites. South London site based at SW12, North London site based at N2	Essential