

**JOB DESCRIPTION**

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| **Post Title:** | Relationship Centred Care and Service Coordinator |
| **Department:** | Nightingale Hammerson Care Services & Hospitality |
| **Work Location:** | Hammerson House & Nightingale House |
| **Full/Part Time:** | Full Time |
| **Hours of Work:** | 37.5 hours per week  flexible over the 24 hour 7 day a week shift pattern |
| **Postholder Reports to:** | Director of Care Services |
| **Postholder Supervises:** | RCCS Champions, DCM mappers, and any other team members as and when required. |
| **Main Purpose of the Job**  Nightingale Hammerson (NGH) provides holistic care, support and nursing for older Jewish people to who are either long or short term residents. The older people we care for live with a diversity of care needs, ranging from supported independence to full nursing and palliative care. Our service is delivered in one of our 2 care homes: Nightingale House and Hammerson House.  As with the evolving ageing population and enhanced medical intervention, many residents will have signs of early dementia and some will be living with advanced dementia. Relationship Centred Care (RCC) can be defined as care in which all participants appreciate the importance of their relationship with one another. It highlights the importance of not only meeting the needs of the residents but also addressing the needs of relatives who visit and team members who work in care settings. This approach recognises that quality care happens when there are strong relationships among everyone involved in care: residents, relatives, care, Hospitality and operations team.  The post holder will support every member of the Nightingale Hammerson team to sustain this vital model of care and continue to monitor, evaluate and develop care planning and processes and support and develop experienced and new team members in order that RCCS stays at the heart of the NGH care service.  We believe that RCCS will support the organisations’ objectives to understand what matters most to the residents and focus on positive goals and outcomes for their care. | |
| **Equal Opportunities**  Nightingale Hammerson is committed to achieving equality of opportunity both in delivering its services and in the employment of people and expects all staff to understand and promote equality of opportunity in all aspects of their work. | |
| **Health and Safety**  All staff are expected to take responsibility for their own health and safety, in so far as they can themselves, and to exercise reasonable care and caution in the execution of their duties. | |
| **Nightingale Hammerson Values**  We expect all staff to display and uphold our core values which are:   * Compassion * Respect * Excellence * Dignity * Integrity * Teamwork   More information on our Mission and Values can be found on our website | |

# Duties and Responsibilities

**1. Leadership and facilitation of RCCS and as a sustainable model of care**

1. To facilitate the development and delivery of consistently high quality relationship and person centred care and service(R & PCC) for all residents including those with complex and declining health and social care needs. Incorporating the core stated values of Nightingale Hammerson within the PCC education, evaluation and development of staff as part of the Care Home Education Centre vision.
2. To support the managers, department heads and Directors of the support services (activities, housekeeping, maintenance, catering and volunteers) in ensuring that R& PCC approaches are imbedded within all support services throughout NH, fostering a dignified approach to the delivery of all support services.
3. Provide day to day direction, support, coaching, mentoring and role modelling practice of RCCS for senior staff, nurses, carers, activities and any other team members on all households and other departments.
4. Proactively work in partnership with all nurses, therapies team and engagement team and support the RCCS champions, and the Dementia Care Mappers (DCM) to evaluate the use and application in practice of enriched care plans, identify deficits, plan and follow through improvements.
5. Design and implement a formal education and development programs for the RCCS model of care for all disciplines, including introduction, RCC mandatory learning for care staff, the RCC champions program, visiting student’s and relatives’ awareness program.
6. Establish an operational method for evaluation of RCC in practice and education programs.
7. Together with a colleague based at NH, to develop a robust reporting system for senior managers and the Care Quality Improvement Board (CQIB). To support and participate in the RCC sub-group meetings.
8. Lead and undertake as appropriate the relevant audits and KPIs analysis in line with our Quality Assurance Framework.
9. Take the lead responsibility as the key link between CQIB and the sub groups in relation to RCC. To facilitate and co-ordinate reports, reviews, agendas and meetings in line with the quarterly auditing cycle.
10. Ensure that clear and accurate records and communication systems relating to RCC care delivery are maintained and effectively used by staff
11. Plan, manage and contribute to, as appropriate, team and organisational meetings to sustain and develop the model of RCC in order to enhance the lives of all residents and the skills and confidence of all care team members.
12. Ensure that appropriate mechanisms exist and are utilised for active and effective communication throughout NH, to promote and maintain positive working relationships and ensuring high standards of care and service.
13. Support care leaders and team members in ensuring that the Jewish culture is understood and observed particularly regarding food rules, care at the time of a resident’s death and immediately after, the Sabbath and other Festivals.

**2. RCCS Champions**

1. To lead RCCS Champions project at Nightingale Hammerson.
2. Take the lead role in supporting existing champions to continue peer training and to support the resolution RCCS challenges in relation to individual resident’s care or care team skills.
3. Co-ordinate and supervise monthly target areas for champions to focus on
4. Disseminate your up to date knowledge & understanding of current issues in dementia care to champions
5. Develop, sustain and evaluate the new RCCS Champions education program
6. Report evaluation findings and education program evaluation to the Care Quality Improvement Board & RCCS steering group

**3. Hospitality and Customer Care**

1. To support the Director of Hospitality & Operations in the auditing, reviewing, improvement planning and education of the team members with regards to customer care and hospitality.
2. Work towards a set of KPIs to deliver a better hospitality experiences for residents and their families and generate positive reviews.
3. Assisting with creating and updating policies and procedures to create a culture of excellence in regard to customer care and service across all the households.
4. To build relationships with team members, residents and relatives, championing their experience, taking on board feedback and overcoming barriers to improve customer care.
5. Work alongside all departments to ensure residents and relatives receive a highly satisfactory customer experience.

**4. Care Responsibilities**

1. Act as a role model for excellent care practice.
2. To support the prevention, detection and monitoring of all issues and practices regarding Safeguarding.
3. To ensure that frequent shifts or part shifts are worked across the 24 hours, 7 days a week within the care team, providing opportunities to observe assess and mentor all elements of PCC practice within the team. And in order to ensure your own care skills are up to date and credible.
4. To be responsible for accurate, factual and contemporaneous care record keeping in accordance with NH policy, NMC guidelines and CQC requirements. Contribute towards the Education of all care staff in relation to care record keeping.
5. Report in a timely way all accidents, incidents and complaints. Conduct investigations as directed by the Director of Care following an accident, incident or complaint and support the use of lessons learnt translating these into practice
6. To ensure that effective relationships are maintained with the Engagement, Therapies & Volunteer Teams enriching the life opportunities of all residents, and encouraging and supporting the participation & development of all care staff in the delivery of the activities programme.
7. Work with the Director of Care and colleagues at NH to formulate strategies for service development, changes in service provision and practice and support the sustainability of the RCC model of care.
8. Undertake care audits as outlined within the NH CQIB Framework. Ensure action plans & recommendations are fully implemented.

**5. Dementia Care Mapping (DCM)**

1. When implemented to take the lead responsibility for the implementation of the DCM strategy across the home.
2. Support mappers and mapping at NH, ensure quality mapping is taking place through data submissions and feedback from mappers.
3. Collect, collate and report the DCM evidence to the CQIB and RCC steering group.
4. Take immediate steps in consultation with the Director of Care Services to address any urgent concerns following a mapping exercise.
5. Keep up to date with any developments within DCM and feed back to mappers
6. Embed DCM as an evaluative tool throughout the care service departments
7. Actively participate as a DC mapper yourself, keep knowledge and skills up to date.

**6. Education, Learning & Research**

1. To work in close liaison with the Lead for Education & Development and the HR Department in identifying core areas for RCC practice development.
2. Support the delivery and adherence to all mandatory learning and developmental practice education, supporting the translation of learning into practice. Act as education facilitator as appropriate.
3. Lead by example the practice of receiving supervision and act as an ambassador for the benefits of active supervision.
4. To take responsibility for your own personal and professional development to ensure the care service at NH remains current, of a high quality and adheres to the principals of RCCS.
5. To network with colleagues within and outside NH to maintain knowledge through current research and evidence relating to our field of care, and in particular to the developments in caring for people with Dementia and support the development and promotion of partnership projects which support innovation and creativity e.g Namaste.
6. To lead and support the RCCS subgroup of Care Governance through auditing, producing reports and recommendations of practice.
7. Setting agendas and liaising with the chair of the RCC subgroup whilst ensuring attendance at each meeting.

**7. Professional**

1. To always behave in a manner that is professional and positive, ensuring confidentiality is paramount and professional boundaries always assessed and applied.
2. To always act in accordance with your own identified limits of competence, conduct and personal accountability.
3. To adhere to and promote the policies, procedures and guidelines produced by NGH in relation to care practice and more general issues.
4. To ensure that the Registered Manager HH and the Director of Care Services for NGH are kept fully informed of any areas of concern in care practice across NH, intervening immediately in situations where the risk of significant harm is evident or possible
5. To safeguard at all time the confidentially of all information, paper, electronic and verbal relating to all residents, their families and the business and employees of NH
6. To actively promote and lead by example the non-discriminatory practices and behaviour of all and to all residents, their families, NH employees and visitors to NH. Discrimination relates to age, religion, race, sexual orientation and disability.

**8. Any Other Duties**

1. Such other duties, within the competence of the post holder, as may be required from time to time.



**PERSON SPECIFICATION**

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| **Post Title:** | | Relationship Centred Care Coordinator | |
| **Department:** | | Care Services | |
| The requirements listed below are considered to either be **essential (E)** to successfully undertake the duties and responsibilities of the post or are considered to be **desirable (D).** | | | |
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| **Qualifications** | | | |
| 1. | NVQ level 3 / QCF level 3 in Health & Social care or equivalent | | Essential |
| 2. | Person Centred Care modular training | | Desirable |
| 3. | Attendance at Certificated Dementia Mapping course | | Desirable |
| 4. | NVQ / QCF Assessor Qualification | | Desirable |
| **Experience** | | | |
| 5. | Experience of working in an older people’s residential and / or nursing environment | | Essential |
| 5.a | Experience in Hospitality setting | | Essential |
| 6. | Experience of designing & implementing a RCC care model | | Desirable |
| 7. | Experience of evaluating individual care plans for evidence to support PCC | | Desirable |
| 8. | Experience of project management and embarking upon service development | | Essential |
| 9. | Experience of facilitating learning and development sessions | | Essential |
| 10. | Experience of undertaking care audits in line with care governance frameworks | | Desirable |
| **Knowledge** | | | |
| 11. | Extensive knowledge of the principles of PCC | | Essential |
| 12. | Knowledge of evaluation methods and tools | | Desirable |
| 13. | Knowledge of current national initiatives in social  care practice with respect to caring for older people | | Desirable |
| 14. | Good knowledge around customer satisfaction and hospitality standards. | | Essential |
| 14.a | Good Knowledge of Customer Service strategy implementation | | Essential |
| **Skills** | | | |
| 15. | Evidence of effective organisational qualities | | Essential |
| 16. | Evidence of effective verbal and written communication and evidence of positive communication with those that have lost verbal skills | | Essential |
| 17. | Proven ability to develop and maintain effective and appropriate relationships | | Essential |
| 18. | Demonstrable evidence of high energy levels and the ability to proactively motivate teams & individuals to continuously develop PCC practices performance | | Essential |
| 19. | Experience of report writing and presentation of reports to managers and at forums | | Desirable |
| 20. | Good IT skills (Able to work with Word, Excel, PowerPoint, MS Teams) | | Essential |
| **Special Conditions** | | | |
| 21. | Ability to work on a flexible basis, including evenings, weekends and public holidays in order to meet the needs of the service and team development | | Essential |
| 22. | Ability to work at Hammerson House and Nightingale House | | Essential |