

**Job Description: Bookings Co-ordinator**

**Reports to: Head of Governance and Deputy Director of Care**

### **Job Summary**

- To provide an efficient booking service ensuring that the children, young people, and families have access to our services in a fair and consistent manner according to agreed guidelines and to ensure that the hospice is used to capacity.
- To work as part of the Care Administration team ensuring a timely response to telephone enquiries, urgent requests, and secretarial tasks.
- To liaise with other staff throughout the Trust to ensure effective communication to optimise the use of Volunteer support.
- To provide cover for general care administration when other colleagues are absent.

### **Key Tasks**

#### **Bookings**

- To provide an efficient booking service for families to make best use of the respite and palliative care services that Naomi House and Jacksplace provides.
- To work proactively with the Heads of House to fill the hospices to capacity.
- To liaise with families, care team members and the care management team as well as other care professionals to ensure that all requests for respite or palliative care are dealt with efficiently.
- Under the guidance of the management team, to deal with requests in a consistent and fair manner, assessing requirements, applying the agreed bookings criteria, and escalating any crisis issues to a member of the care management team.
- To add new referrals to the Care Database and request and chase information that support the referral and review process.
- To book Bank and Agency staff as agreed with the Heads of House.
- To develop the use of the database to show dependency levels of children so that accurate staffing can be booked to match the needs of the children.
- To liaise with colleagues in the care team and administration to ensure that all relevant information, including new referrals is recorded on the database and that any written communication is issued in a timely way and recorded appropriately.
- To liaise with external Healthcare Professionals to facilitate the referrals process.
- To support certain aspects of care documentation under the specific guidance of the care managers, with particular attention to detail when inputting data.

#### **Events Administration**

- To support the Activities Team and Family Support Team by producing database information for activities.
- To produce and distribute correspondence relating to Remembering Days, Young People's Weekends, Siblings Activities and other special outings or events.
- To assist in the administration of outings and special events, as requested by the Activities Team.
- To assist in the administration of sibling and family events by co-ordinating invitations, ordering equipment and supplies etc., as requested by the Family Support Team.

## **Secretarial and Administrative Duties**

- To develop and produce regular reports for the management team as required.
- To source work for front office volunteers, manage reception cover and assist with arrangements for other Care volunteers, liaising with Volunteer Service Manager as required.
- To arrange photocopying and collation of documents as required by the Care Team.
- Reconcile and distribute invoices for care related resources.
- To reconcile petty cash, ensuring accurate documentation, liaising with Finance department as appropriate.
- To take minutes of clinical meetings as required.
- To attend database user groups as required.

## **Skills Required**

### **Essential**

- General education to at least GCSE English and Maths standard.
- Excellent communication skills – able to liaise with families, care team members, care professionals and deal with sensitive matters in a calm and appropriate manner.
- A diplomatic and sensitive approach when assessing the respite needs of children and families and to understand, with guidance, what type of resources are required to facilitate that care.
- Ability to work to deadlines, with a disciplined approach to adhering to processes.
- To be computer literate, preferably with experience using databases and spreadsheets.
- Good attention to detail, thorough and precise.
- Demonstrate flexibility and team working.
- Proven organisational and planning skills.
- Ability to work autonomously after a comprehensive induction period.

### **Desirable**

- Administrative hotel or secretarial experience, preferably in a caring environment.
- An understanding of the needs of children with life-limiting illness and that of their families.

**The job description does not attempt to describe all the tasks and responsibilities of the post, but rather illustrates with examples the main role of the post-holder. It is therefore subject to alteration and development and will be reviewed jointly with the post-holder and Director of Care. There is every likelihood that the job will evolve as the needs of the service change and the individual appointed will be expected to have the flexibility to cope with new elements of work.**