

JOB DESCRIPTION



Title of post	Major Trauma Patient Support Service Coordinator
Responsible to	MTPSS North, Line Manager
Hours	18 hours per week
Salary	Dependent on experience. Travel expenses and parking paid in addition
Location	Remote role, working in Blackpool Teaching Hospital NHS Foundation Trust

Main purpose of the job

To coordinate and deliver an outreach service to patients and their families.

Main duties and responsibilities

Enhanced DBS check is required for this post due to working with vulnerable adults.

Must hold a full UK driving license and have use of a car.

1. To deliver an outreach service to people in hospital who are newly injured through major trauma.
2. To operate a booking system for patients and offer advice via a range of methods, including face-to-face interviews, telephone and email, both on site and/or via home visits.
3. To provide initial advice on a range of welfare-related issues including welfare benefits, housing and legal matters, signposting where necessary.
4. To liaise and work alongside hospital staff.
5. To enable and empower patients and their families to act for themselves wherever appropriate.
6. To record and report on work carried out using an excel database and handwritten notes
7. To undertake mandatory clinical supervision.
8. To report to the MTPSS North Line Manager.
9. To support other charity projects as they arise.
10. To support charity events when possible.

Teamwork

1. To work closely with others ensure the effective running of MTPSS North ensuring a high standard of service is delivered and maintained to individuals and their families, following major trauma.
2. To give support to other workers during busy periods or staff shortages as necessary.
3. To attend and contribute to staff group supervision meetings and staff development/training days.
4. To keep up to date with relevant information and share with other team members.

Other duties

1. To keep concise files on each client using the charity database.
2. To inform the manager or a committee member re any areas of concern.
3. Attend meetings and training courses agreed with the manager.
4. To implement the policies and procedures of MTPSS North.
5. To maintain confidentiality in matters relating to MTPSS North.
6. To attend appraisals when required.
7. To monitor and evaluate work.
8. To be open to the concept of progress and development, both personal and organisational.
9. To undertake any other reasonable duties as and when may be required.

PERSONAL SPECIFICATION

E Essential **D** Desirable

Knowledge/Training

1. Ability to use computerized systems and to produce own documents using Microsoft Office **E**
2. Ability to accurately record numerical and monitoring information using computerized database systems as well as maintaining written records **E**
3. Knowledge of welfare benefits and claim processes **D**
4. Knowledge of legal services **D**

Abilities

1. Be approachable and non-judgmental **E**
2. Ability to work as part of a team and independently **E**
3. Ability to assist with leading a drop-in session **E**
4. Ability to present information **E**
5. Ability to work under pressure using own initiative **E**
6. Ability to respond to conflicting demands and to prioritize and organise own work **E**
7. Ability to be able to work within professional boundaries **E**
8. Good administrative and clerical skills **E**
9. Good communications skills, both verbal and written **E**
10. Good organisational skills including ability to meet deadlines **E**

Experience

1. Knowledge and understanding of the effects of life changing injuries on the lives of the individual and their family **D**
2. Experience of voluntary work or working within a charitable organisation **D**
3. Experience of working with disabled people from a range of backgrounds and cultures **D**
4. Understanding of care and support needs **D**
5. Knowledge and understanding of relevant statutory and voluntary organisations **D**
6. Experience of liaising with a range of organisations, groups and individuals **D**
7. Proven experience of working in a busy and demanding environment working in a drop-in center or similar environment **D**
8. Experience of running small events **D**

Other requirements

1. To be open minded and supportive **E**
2. Enthusiastic, self-motivated and a positive outlook **E**
3. Understanding of confidentiality issues **E**
4. Hold a full UK driving license and have use of a car **E**
5. Able to work pre-arranged overtime out of office hours **D**

If you think this role is for you please email your CV to info@mtpss.org and one of the team will be in touch.