



## JOB DESCRIPTION

<b>JOB TITLE:</b> Clinical assistant, administrator and coordinator to Compassionate Companion Scheme	<b>SALARY:</b> £16 ph
<b>ACCOUNTABLE TO:</b> Dr. Lindsey Crockett  Line managed by the Clinical Coordinator Kate Barber	<b>HOURS :</b> 12 hours a week increasing to 20 hours from October 2023 Fixed term Contract until 31/3/24  <b>LOCATION:</b> Variable, including visits to patient homes, care homes, hospital and home based
<b>JOB PURPOSE</b>	
<p><b>Compassionate Companions</b> is a unique scheme aimed to be owned by and led by communities with support and shared learning with the core Scheme team.</p> <p>The Core Scheme team will consist of: Scheme Lead – Dr. Lindsey Crockett Clinical Lead End of Life Doula UK trained companion lead Clinical assistant for clinical lead and Companions / Administrator / Coordinator Evaluation Team</p> <p>This scheme is an evolving programme which developed from the compassionate communities' pilot project (2019-2021) that developed at a community level directed and coordinated from the Peninsula practice <a href="https://www.compassionate-communities.co.uk/compassionate-companions">https://www.compassionate-communities.co.uk/compassionate-companions</a></p> <p>The scheme's potential was realised by Ipswich and East Suffolk Alliance End of Life Programme Board who identified the Compassionate Companion scheme as a unique approach to community-led end of life care which fully aligns with the NHS Long Term Plan for England (2019): This strategy outlined commitments to train staff in end of life care, provide personalised care plans to all, and to work more closely with hospices, local authorities, patients, families and the voluntary sector.</p> <p>Also with recommendations of the Public Health Report published in Suffolk in 2018: Lasting Legacies where "Community based support is a public health approach to end</p>	



of life care recognising that communities have skills, capacity and networks to support each other before and after end of life”

Thomas C (2018) *The state of end of life care: Building back better after Covid-19*, IPPR. <http://www.ippr.org/research/publications/the-state-of-end-of-life-care>: “We must go further and faster on end of life care in the coming years. This should be based on delivering a managed shift to community-led end of life care. This would not be one size all – rather, it would be about a model led by the community, and through which people receive the specialist and non-specialist services that are right for them.”

The EOL Programme Board’s membership includes Ipswich and Colchester Hospitals, Ambulance Trust, local Hospices in Suffolk and Essex, Suffolk County Council Public Health and Adult Social Services, GPs and consultants.

## **JOB SUMMARY**

- Provide clinical assistance to the clinical lead including support with matching visits
- Using clinical knowledge navigate companions and or clients/ patients where necessary to appropriate services
- Support the service with ongoing and new initiatives to advertise and explain how it works including promoting the recruitment of new companions across the Ipswich and East Suffolk area – including visiting stakeholders such as care homes. INT teams and GP practices
- Clinically representing the CC service at IES wide clinical/ staff/ MDT/ GSF meetings where possible
- Making contact (flexible in how) with every companion as they are on-boarded to develop a portfolio of available companions
- Engage in regular contact with CC to enable support to clinical lead role.
- Engage in regular contact with evaluation team, and at least monthly with scheme lead (Dr Crockett)
- Act as first point of contact (companion team leader) for the companions upscaling queries where necessary
- Gather, document and liaise with CC to produce progress reports from **regular** team meetings,
- Share initiatives that may arise from the role to support the success of the scheme for example other ideas for effective monitoring and evaluation requirements,
- Update the Project plan as the project develops, identify risks and opportunities
- Maintain accurate records and provide regular progress reports for whole team and funding provider (End Of life board to report to IESCCG/ end of life Alliance board every 3 months)
- Provide administrative and coordination support to the companions, clinical lead and evaluation team to facilitate the delivery, testing and review of the compassionate companion model.
- Develop broader networks and understanding of the model in order to scale up a community based approach to End of Life in Suffolk



### **By Developing the Compassionate companion scheme, we aim to:**

- Train and learn with individual 'companions' living within their own communities and cultures, with tailored and evolving support, skills and knowledge, thus providing communities with skills, capacity and appropriate networks to support each other before and after end of life - to have EoL conversations and complete ARC (Advance plans; resuscitation discussions and Care wishes) processes
- Train and learn with statutory staff 'companion champions' working across the IES area to empower them with the necessary knowledge to have EoL conversations and complete ARC (Advance plans; resuscitation discussions and Care wishes) processes
- Improve awareness of choices for individuals in making 'Life plans' thus preparing for deterioration in health to retain autonomy and choice.
- Engage with diverse cultures, ethnic groups, and spiritual communities to share learning and build resilient communities in the context of end-of-life care.
- Reduce inappropriate/ unwanted hospital admissions at end of life for everyone by supporting appropriate documentation and communication of such to relevant systems.
- Support death literacy and help address the social stigma around talking about End of Life.
- Coordinate and support a community partnership approach to building a compassionate companion scheme within the Suffolk area, by empowering communities with support and training to those living within them.
- Gather robust data for evaluation to inform future development of the compassionate companion's model.

### **MAIN DUTIES AND RESPONSIBILITIES**

**To provide clinical assistance and coordinate the development and evaluation of, and administration for, the Compassionate Companions Scheme in Suffolk**

### **COMPANION CLINICAL ASSISTANT RESPONSIBILITIES**

- Support clinical lead with visits for matching individuals with companions
- Using clinical knowledge and with supervision from clinical navigate companions and or clients/ patients where necessary to appropriate services
- Support the service with ongoing and new initiatives to advertise and explain how it works including promoting the recruitment of new companions across the Ipswich and East Suffolk area – including visiting stakeholders such as care homes. INT teams and GP practices
- Clinically representing the CC service at IES wide clinical/ staff/ MDT/ GSF meetings where possible



- 
- Support and involvement in the application process of new companion applicants including involvement in interviews online
- Act as first point of contact for all companions providing support and addressing or upscaling any queries
- Organize and assist/lead peer group meetings alongside clinical lead and scheme lead (Dr. Crockett) recording and resolving issues raised at the meetings
- Promote and ensure evaluation data post client contact is recorded (via survey monkey) by companions in a timely manner to support continuation of the scheme
- Attend meetings including GP practice level GSF/ MDT/ PCN etc to identify potential referrals
- Actively promote the service to recruit new companions by visiting statutory institutions; attending and speaking at End of Life/Death and Dying meetings, forums and away days using clinical skills and knowledge

### **CO-ORDINATION RESPONSIBILITIES**

- Provide administrative and organizational support to companions
- Provide support to clinical lead; evaluation team; and scheme lead (Dr. Crockett) and share ownership equitably of the scheme alongside companions.
- Engage with companion scheme team as training resources are developed and be the link for provision of training material support to companions.
- Support the organization and diarize dates for companion scheme contacts with individuals/ organizations/ other groups.
- Introduce and coordinate referral mechanisms to companions from health and social care staff, voluntary sector organizations and local community groups\*
- Gather, document and present progress reports from regular team meetings,
- Formal reports to the end-of-life board to be presented every 3 months.

### **ADMINISTRATION RESPONSIBILITIES**

- Organize and support the Companion team with administrative support including providing the secretariat to the Group. *This role does not extend to any therapeutic/counselling responsibilities for personal individual companion needs which must always be directed to appropriate alternative sources.*
- Receive, engage with and process new applications from potential companions – including DBS checks/ confidentiality training etc.,
- Send out and support companion training packs including updates as they evolve
- Document individual companion progress, contacts and updates using systems to support evaluation for longer term impact measurement as per evaluation team direction.



- Share any initiatives that may arise from the role to support the success of the scheme for example other ideas for effective monitoring and evaluation requirements.
- Update the Project plan as the project develops, identifying risks and opportunities
- Maintain accurate records and provide regular progress reports for whole team and funding provider (End Of life board to report to Alliance/ end of life Alliance board every 3 months)

### **EVALUATION RESPONSIBILITIES – working alongside and supported by evaluation team**

- Coordinate evaluation processes including any new initiatives as the service develops to capture evidence ie survey monkey data facilitation and support
- Administer the collection of longitudinal data about the number of interactions between companions and patients (where, when, purpose of contact).
- Coordinate the collection of a breadth of service evaluation feedback where possible regarding companion involvement from the person being supported, their family, health and care professionals, supported by the evaluation team.
- Coordinate a reflective diary exercise for companions to document and share their experiences and learning their role.

### **COMMUNICATION AND PROMOTION RESPONSIBILITIES**

- Develop social media content and keep current and up to date with relevant news stories and information uploaded on compassionate communities website and Facebook etc.
- Promote/advertise/market/network to recruit more companions etc.
- Manage the Scheme's mobile phone for operational concerns/ enquiries only (non-urgent and non-clinical purposes only).
- Support companions to organize and facilitate events, workshops, information sessions and meetings to raise awareness of the Compassionate Community approach.
- Support companions to plan, prepare and deliver presentations and talks to local organizations and businesses to raise awareness of the Compassionate Companion and Community approach.
- Explore, scope and engage provider(s) of creative arts and intergenerational activity to facilitate better end of life conversations through community projects; engage with young people, care homes, local funeral directors etc. to participate in such projects.



- Identify clear and consistent messages for use in promotion and publicity material to promote the purpose and benefits of the Compassionate Companion approach.

## DEVELOPING NETWORKS

- Lead community networking with relevant stakeholders and interested participants from voluntary, community, public and private sectors.
- Promote the Compassionate Companion role with local people and stakeholders
- Create stronger connections between people living within their communities to support each other before and after end of life
- Develop a resource bank of relevant support for use locally
- Explore sustainable options for the future
- Develop and maintain a working knowledge about the diverse range of Community Action Suffolk (CAS) products and services and seek to raise awareness and promote these wherever possible

## PERSON SPECIFICATION

Knowledge Experience and Skill	ESSENTIAL	DESIRABLE
	<ul style="list-style-type: none"> <li>• Proven track record in developing, engaging and maintaining good collaborative working relationships, with a diverse range of people, organizations and communities</li> <li>• Clinical knowledge around End of Life care needs including advance plans. Resuscitation and care wishes</li> <li>• Good presentation and facilitation skills and the ability to share clinical knowledge in a range of settings</li> <li>• experience in organising and managing priorities and time, including running events and forums</li> <li>• Good understanding of the importance of safeguarding, equal</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of supporting voluntary and community organizations and VCSE organizations</li> <li>• Experience of working with multi-cultural and multi faith communities</li> <li>• Experience of working with marginalized and vulnerable individuals including the frail and elderly and dementia</li> <li>• Good presentation skills and the ability to share and disseminate knowledge and learning in a range of different settings, including</li> </ul>





<p><b>Inter - personal skills</b></p>	<p>opportunities, and health and safety policies relevant to volunteering</p> <ul style="list-style-type: none"> <li>• Good knowledge of managing basic websites/ web pages</li> <li>• Using and creating social media pages and accounts (Facebook, Twitter, and Linked -In)</li> <li>• Excellent communication skills and both verbal and written</li> <li>• Experience of setting and working to targets within an outcome framework</li> <li>• Skilled in handling data and able to work closely with evaluation team to assist analysis and interpret data to identify key issues, risks and opportunities</li> <li>• experience in organizing and managing priorities and time,</li> <li>• Excellent administrative skills and experience of using a wide range of IT applications (Word, Excel, PowerPoint)</li> <li>• Ability to work under own initiative</li> <li>• Good understanding of different volunteering models and best practice</li> <li>• Approachable, warm and reassuring</li> <li>• Ability to articulate messages to a variety of people</li> <li>• Able to monitor the scheme and make improvements</li> <li>• Flexible, resilient and adaptable, motivational and a problem solver</li> <li>• Well-developed communication skills</li> <li>• Driving license</li> </ul>	<p>chairing and facilitating meetings</p> <ul style="list-style-type: none"> <li>• Understanding of General Data Protection regulations (GDPR)</li> <li>• Development and use of publicity and promotional materials</li> <li>• Understanding of asset based approaches to community working</li> <li>• Proven project management and coordination skills</li> <li>• Local knowledge of VCS schemes in particular Community Action Suffolk including Good Neighbourhood Schemes</li> </ul>
---------------------------------------	--	--



- Community and voluntary sector teams include but are not limited to: Integrated Neighbourhood teams, Social Prescribers, Hospice clinical nurse specialists, Good Neighbourhood schemes, faith and spiritual groups etc., County, District and Parish councils