

Job Description

Job Title: Team Coordinator (Team Leader)
(Clinical Services Coordination Team)

Reporting to: Quality & Patient Safety Lead (*as the Team Budget Holder*)

Job purpose: Our Vision is to make every day the best day possible for patients, and those closest to them, living with life-limiting illnesses in South Devon.

The Team Coordinator provides leadership and coordination for the Clinical Services Coordination Team, ensuring seamless administrative and operational support across the Inpatient Unit (IPU), Hospice at Home, Community and Medical teams. The role supports high-quality patient care through effective service coordination, referral management, clinical systems support, and continuous improvement.

Our Values: Honesty & Integrity, Generosity of Spirit, Respect, Team Player

Key Roles and Responsibilities

- Lead a collaborative, 'one team' approach across IPU, Community and Hospice at Home, working with the Quality & Patient Safety Lead and Clinical Systems Lead.
- Attend team meetings and service briefings, act as the administrative link between services.
- Liaise with clinical teams and external healthcare providers to support continuity of care.
- Coordinate rotas and seven-day cover, ensuring effective and consistent service support.
- Act as the first point of contact for referrals and enquiries, responding promptly and sensitively.
- Support patient experience feedback, quality improvement and service development.
- Coordinate core administration, including databases, meetings, timesheets, mileage claims, typing and accurate data entry.
- Maintain effective administrative systems, using technology and data to support compliance and efficiency.
- Review administrative processes and shift-cover arrangements with relevant leads and managers.
- Oversee clinical-service supplies and provide cover for the Medical Secretary when required.
- Provide enhanced Superuser support for SystmOne, DCCR, Epic, Allocate Optima and Vantage, including training, onboarding, reporting, data checks and escalation.



- Participate in Clinical IT working groups and meetings, and support digital improvement projects involving systems such as SystmOne, Vantage and AI.
- Work with senior clinical and operational leads to support CQC compliance, risk management, contracts and policies; assist with inspections, audits and improvement actions.
- Promote continuous learning, wellbeing and reflective practice within the team.
- Maintain confidentiality and data protection standards, follow Health & Safety and infection-control requirements, and keep mandatory training up to date.
- Line manage Team Support Assistants and volunteers, including recruitment, induction, supervision and performance management.

This list can never be exhaustive but covers most of the work you'll be doing. What it can't replace is talent, initiative and a commitment to great customer service.

Infection Prevention

All Rowcroft employees both clinical and non-clinical are required to adhere to the Infection Prevention and Control Policies and make every effort to maintain high standards of infection control at all times to reduce the burden of Healthcare Associated Infections, including MRSA.

You agree to the following responsibilities:

- Decontaminate your hands prior to and after direct patient care or contact with the patient's surroundings.
- Take part in mandatory infection control training provided.
- Responsibly manage your own infections (other than common colds and illness) that may be transmittable to patients, including contacting Occupational Health for guidance.

Place of Work:

This role has been identified as an on-site worker (works at a Rowcroft site for the majority of their working time). This will be fully discussed and agreed with the postholder to meet individual and business needs.



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Registered Charity No: 282723

PERSON SPECIFICATION

Referral Coordinator (Team Leader)

Attribute	Essential Requirements	Desirable Requirements
Qualifications and Training	• Good standard of general education, specifically, Maths and English. • Evidence of continued professional development. • Proficiency in using and managing databases.	• Audio typing experience. • Training in team supervision or line management.
Knowledge and Skills	• Excellent verbal, written and interpersonal communication. • High accuracy, attention to detail and professional presentation under pressure. • Strong problem-solving, adaptability and prioritisation skills. • Ability to manage complex workloads, including high volumes of calls, with discretion and confidentiality. • Knowledge of database management, basic statistics and project management. • Effective organisation and time management; able to work independently. • Sound knowledge of compliance, governance, policies and administrative procedures. • Advanced Microsoft 365 skills (Word, Excel, PowerPoint, Teams and Forms). • Accurate data entry and minute-taking.	• Supervisory or line management skills. • Awareness of quality assurance and improvement methodologies. • Knowledge of medical terminology and healthcare records systems. • Understanding of hospice care, palliative care, and the wider healthcare community. • Knowledge of Patient Safety and Experience initiatives.
Experience	• Working within an administration team. • Supporting team operations, including project work and service improvements. • Using electronic patient records and providing IT support • Minute-taking • Mentoring or training team members. • Working to deadlines using a proactive, flexible approach. • Supervisory or team management experience.	• Working within a Restorative culture. • Working with volunteers. • Leadership of volunteer teams.
Personal Requirements	• Willingness to undertake further training and professional development. • Ability to handle sensitive information with confidentiality and discretion.	• Strong understanding of the purpose, values and strategy of Rowcroft Hospice.



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| | <ul style="list-style-type: none">• Excellent interpersonal skills to build effective relationships.• Ability to share best practice and motivate others.• Resilience in managing conflict and complex situations.• Ability to work with a calm, caring and compassionate approach.• Leadership through creative problem solving, a positive can-do attitude and a willingness and desire to ensure all who come into contact with Rowcroft have the best possible experience.• Proven ability to be part of a committed and hardworking team in line with the ethics and values at Rowcroft Hospice, acting in the best interests of Rowcroft at all times. | |
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