

Student Name Merleen Garvey

Student ID 21292266

Assignment Mock Interview

Job Description

Senior Coordinator LCCC

Marie Curie

Northamptonshire (On-site)

£19422 - £20305 per annum

Permanent

Job description

Title: Senior Co-ordinator

Salary:£19,422 to £20,305 (pro rata) per annum (for role covering office and out of hours)

Hours/Contract: 35 hours a week working a flexible shift pattern to cover the hub's operational hours, 7 days a week (these hours may be subject to change)

Contract Type: Full time, permanent

Based: Remote position

Closing date: 19/09/21

Interview date: Week commencing 20th September

Annual leave entitlement: 33 days (including 8 bank holidays)

Full time and Part time hours working Nights, Evenings and Day Shifts on a rota basis (For nights, we can support you working from home)

The Eastern Co-Ordination Call Centre Hub supports Marie Curie nurses and healthcare assistants to deliver services across the Rapid Response Team and overnight visits in people's homes across the UK, providing hands-on care and vital emotional support. The co-ordination hub operates over 365 days, 24 hours/day to ensure our front-line staff support our patients in a timely manner.

As a senior Co-ordinator you will be based in the hub, answering calls for referrals to the services. You will ensure information is gathered and recorded electronically and appropriate Healthcare Professionals are allocated to deliver the required care, as well as answering queries and passing on information. You will work closely with and support the Hub Manager, Clinical Nurse Managers (CNM) Senior Nurses (SN) Rapid Response Nursing Team (RR) Registered Nurses (RN) and Healthcare Assistants (HCA). You will also liaise with District Nurses, referrers and patient families and carers, as part of the co-ordination of the Marie Curie Nursing services.

- You will have excellent telephony and customer service skills
- You will have a sensitive manner ensuring we are supporting patients and careers affected by a terminal illness.
- You will be able to prioritise your workload, have strong IT skills alongside excellent communication skills
- You will be team player in a supportive friendly HUB that juggles a variety of changing and challenging demands
- You be motivated, flexible and reliable with a positive and professional can-do attitude

Marie Curie is committed to a world where everyone can thrive and fulfil their potential. We are devoted to the social justice imperatives and organisational benefits of full diversity, inclusion and equity in the workplace, and are a Stonewall champion. We actively encourage and welcome applications from candidates of diverse cultures, perspectives and lived experiences.

What's in it for you:

- **Continued access to NHS Pension Scheme (subject to eligibility)**
- **Marie Curie Group Personal Pension Scheme**
- **Season ticket loan**
- **Loan schemes for bikes; computers and satellite navigation systems**
- **Continuous development**
- **Industry leading training programmes**
- **Employee Assistance Programme**
- **Flexible Working**

If you would like an informal chat about this role please contact Katarzyna Michalska (Kate), Hub Manager on 07546064727

Marie Curie is committed to its values, which underpin our work. We take stringent steps to ensure that the people who join our organisation through employment or volunteering, are suitable for their roles and are committed to safeguarding all our people from harm. This includes our staff, volunteers and all those who use or come into contact with our services. We are dedicated to creating not just a safe place to work but also a supportive and rewarding one.

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This role will be subject to receiving a satisfactory criminal record check.

We reserve the right to close this vacancy early. Agencies need not apply.

About Us

Every day of your life matters - from the first to the last. When you work for Marie Curie, you understand that better than ever. We are a passionate, committed, and diverse team of

more than 4,400 staff and 12,000 volunteers, here for people living with any terminal illness, and their families. We offer expert care, guidance, and support, to help them get the most from the time they have left.

Everyone knows our daffodil, but it's our warmth, creativity and care that touch lives. Here, we take the time to really get to know the people we care for and those who love them. And we do whatever it takes to give them the final days and hours they deserve.

More about Marie Curie



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Cover Letter

25 February 2023

Dear Kate

Upon learning about the Senior Coordinator posting with Marie Curie I was eager to contact you with my interest. When reviewing the job description, I was excited to see how well my experience aligns with your company's needs and position requirements. From reading your company's website, I feel your core mission and culture suit what I offer as a professional.

As an Adept Public House Manager, I have a well-rounded skill set in administrative support and housed talents in scheduling and records management, making me an ideal fit for the Senior Coordinator position. Further, I am a recognised expert in customer service and a communicative collaborator. My previous roles have strengthened my capabilities in communication and leadership including attention to detail and accuracy.

I can also point out that having worked within the (NHS) National Health Service sector I have acquired skills to deal with the public having a caring and sensitive approach yet a demanding environment that I find rewarding as I can put a person at ease in such challenging times.

I am excited at the prospect of bringing my talents to Marie Curie Palliative Care, I look forward to hearing from you at your earliest convenience to discuss how my experience and qualifications will prove valuable to the Senior Coordinator role.

Thank you for your time and consideration.

Sincerely

Merleen Garvey

Curriculum Vita

Merleen Garvey

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Birmingham

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PROFILE

A highly motivated, versatile, and excellent candidate who has extensive experience in management, customer service, and administration. My valuable experience has been gained working in a demanding and challenging environment, where I have developed various qualities: I would welcome the opportunity to expand my skills in a management/lead role where I can contribute to the efforts of a team and deliver the highest level of service possible to customers. I consider myself to be self-motivated and enthusiastic with the ability to work on my initiative with minimal supervision. Currently studying for my degree for the Certificate in Higher Education:

EDUCATION & QUALIFICATIONS

Work Based Qualification - NVQ Level 2 & 3 Business and Administration Communication in a business environment.

Principles of providing administrative services.

Principles of business document production and information management.

Understand employer organisations.

2009

An excellent way to study and progress whilst working as an employee. Being monitored and assessed by the course tutor enabled me to further gain my qualifications with the encouragement and support of my manager.

Handsworth Collège - BTEC National Diploma in Computer Studies

Introduction to Programming. Pass

Computer Systems. Pass

Information Systems. Pass

Quantitative Methods. Pass

Communication Skills. Merit

Accounting and Auditing. Pass 1994

As a student, the opportunity to undertake work experience provided me insight as an employee in a working environment

Handsworth College - City & Guilds, Level 2. Information Technology Pass

Introductory to Programming Pass

Sage Accounts Cambridge ICT Pass

English Language Pass

Touch Typing Pass

Pitman 2000 Shorthand Pass 1992

Completing the course and obtaining the qualifications encouraged me to study for a computer course, this also helped me to become computer literate.

Hall Green College - Secretarial Course Pitman Level 2 Business Diploma 1979

Level 2 Award in Touch Typing, Audio Transcription,
and Shorthand.

Level 2 Certificate in IT User Skills

Yardleys - CSE English and Touch-Typing Grade 2

Pitman Shorthand History and Geography Grade 3

Home Economics Grade 3

Maths Grade 4 1978

Home Economics is an alternative to being able to cook and gaining knowledge of food safety preservatives

WORK EXPERIENCE

ED Receptionist Administrator | Queen Elizabeth Hospital Birmingham 2012 to Sep 2016

First point of contact for patients accessing the Urgent and Emergency Department and other areas of the hospital. Assisting patients in using tools to navigate them to the best place of care for their presenting symptoms and provide administrative duties to the Urgent and Emergency Care Teams.

- To provide a fast, accurate, and effective face-to-face service to patients at the Urgent and Emergency Department
- To work with patients and carers in a person-centred way as well as other staff in different services to help facilitate the patient/carer to the right service
- To take, record and process information received accurately and concisely using nationally recognised software
- Provide floor-walking and front of house support to users of ED Streamer and recognise when digital triage is not appropriate e.g., accessibility issues, capability, capacity

- To be able to gather essential information in a time efficient manner whilst remaining polite and courteous at all time
- To respond to telephone calls as the first point of contact for external communications, ensuring all calls are dealt with tactfully and confidentially
- Follow processes to register patients into the Emergency Department
- Understand the different routes/pathways that patients access Urgent and Emergency Care
- Develop an understanding of local referral pathways within the local health system
- To provide administrative support to the Urgent and Emergency Care teams and undertake any clerical work, administrative, data inputting and any other duties relevant to activities.
- Deal with enquiries face to face regarding other areas of the hospital
- To be able to communicate clearly, sensitively, and effectively with patients, carers and other professionals considering diverse cultures, beliefs, and communication needs
- To carry out duties in a courteous, empathetic, and helpful manner that promotes values of equality and diversity
- Be emotionally resilient and remain calm under pressure
- Identify when a patient needs urgent help and intervene appropriately by alerting relevant professionals
- Liaise with a wide range of medical professionals
- Work within all relevant policies and procedural guidelines including service policies, procedures and processes which have fallen out of investigations and complaints.
- Cooperate with the Clinical Governance and management team when investigating complaints and incident
- Excelled as a customer service professional
- Developed skills working in an extremely busy demanding department
- Valuing the needs and importance of patient care
- The recognition as a pioneer for working in a reputable organisation

Head Receptionist Administrator | Hodge Hill Family Practice Oct 2009 to Mar 2012

Managing the reception department and assisting with the smooth running of the practice. Leading the reception team ensuring an efficient and professional manner is maintained and providing a focal point of communication between patients, doctors and other medical staff

- Organising the daily workload of administration staff.
- Dealing with issues quickly and efficiently.
- Training inexperienced staff members.
- Setting up and maintaining procedures and systems that are effective for the practice.
- Responsible for the staff's rota
- Arranging appointments and referrals on the appointment system
- Entering clinical notes on the medical record system

GP Receptionist Administrator | Dr Majeeds Medical Practice Jan 2007 to Sep 2009

Compassionate caring discrete professional with a prominent level of organisation skills. Attention to detail dealing with sensitive and confidential information on a day-to-day basis.

- Ensure that all visitors and telephone callers to the practice are greeted professionally.
- All telephone calls are managed appropriately.
- Manage the flow of patients arriving at the reception desk, for appointments, prescriptions, or queries.
- Clinical staffs receive medical records as requested.
- Repeat prescriptions are generated accurately and efficiently, within the 48 hours specified by the practice.

- Knowledge of the medical system and its terminology
- Progressed to the position of head receptionist
- Gained an NVQ Level 2 work-based Diploma in Business and Administration

Customer Service Advisor | Vodafone UK

Nov 1999 to Apr 2006

A telephone-based role dealing with a wide range of queries from customers, this could be anything from helping them to understand their bill, updating on delivery timescales or handling complaints.

- Manage the timely resolution of customer concerns
- Assist in the monitoring of device status and problem-solving to resolve device malfunctions at the first stage
- Process personalised customer communications ensuring GDPR compliance
- Update and maintain customer information and manage the change of vehicle ownership
- Deliver business processes to ensure service levels are achieved
- Ensure procedures are followed so customer experience meets our business expectations
- Manage customer and colleague expectations through good-quality communication
- Obtain subscription renewals through inbound and outbound calling
- Process customer subscription payments and resolve failed transactions
- Maintain a strong working relationship with vehicle suppliers and dealerships, manage the device commissioning process in conjunction with my peers
- Actively seek support from within the VFAUK community to help achieve business targets and personal goals
- Pro-actively suggest ways to improve service delivery
- Receiving thank you emails from customers
- Took the lead to work on a project of raising funds for cancer research
- The ability to Identify problems and resolve them in a timely manner

INTERESTS

I enjoy fine dining

Going to cinemas and love the theatre

Traveling

Reading

REFERENCES

Monica Reid | Practice Manager Hodge Hill Family Practice Hodge Hill Birmingham

