

JOB SUMMARY/ADVERT

Care Coordinator

Compass House Medical Centres is a well-established and friendly practice dedicated to providing high-quality healthcare services to our community. We are seeking a caring and empathetic Care Coordinator to join our growing team as the first point of contact for our patients.

As a Gold-accredited Investors in People organisation, we offer a welcoming and supportive environment, regular training opportunities, and a role where you can genuinely make a difference. Our excellent support team, consistently high patient-satisfaction scores, and low staff turnover reflect the positive, rewarding culture we've built.

We're now looking for someone who shares our values and enthusiasm to join us as we continue to develop our exciting plans for the future.

This is a 12-month fixed-term contract to provide maternity leave cover.

The role is full-time at 38 hours per week. The starting salary is **£12.81 per hour**, with a review upon successful completion of your probation period.

If you'd like to apply, please send us your CV along with a covering letter explaining why you feel you would be a great fit for this role.

The closing date for applications is **8 September 2026**, although we reserve the right to close any vacancies from further application when we have received a suitable number of applications from which to make a shortlist. We therefore suggest that you apply at an early stage to avoid disappointment.

For further details about the opportunity please contact our Care Coordinator Management team via email (compasshouse@nhs.net).

Main duties of the job

The Care Co-ordinator role is an important first step in each patient's journey. You'll play a key part in helping people access the care and support they need, offering a welcoming first point of contact and keeping everything running smoothly behind the scenes. This is a varied and rewarding role that combines patient-facing work, call handling, and essential administrative tasks.

In this role, you will:

- **Book appointments and support patient enquiries**, offering clear explanations and helping patients feel confident about their next steps.
- **Use good judgement and strong communication skills** to ensure that patients who need urgent attention are seen promptly and in a calm, organised way.
- **Manage incoming and outgoing calls**, taking accurate messages, directing calls appropriately, and ensuring every patient feels listened to and supported.
- **Keep patient records up to date** by filing correspondence, reports, and results promptly so clinicians always have the information they need.
- **Process referrals** efficiently and accurately.
- **Handle insurance reports and private work requests**, including managing copy notes through paper requests and iGPR.

Alongside these tasks, you'll also:

- **Welcome, assist, and direct patients** to the most appropriate service or healthcare professional in a courteous, efficient, and reassuring manner.
- **Provide general support to the practice team**, projecting a positive and friendly image to patients and visitors, whether in person or over the phone.
- **Carry out a variety of administrative duties** that help the practice run smoothly, including secretarial and clerical support for clinical staff and other team members.
- **Facilitate effective communication** between patients, the primary care team, secondary care, and other healthcare agencies, helping ensure everyone stays connected and informed.

This role is ideal for someone who enjoys helping others, thrives in a busy environment, and wants to make a meaningful difference in their community. It's a chance to be part of a supportive team and to play a vital role in delivering excellent patient care

About us

Compass House is a dynamic, forward-thinking practice, rated Outstanding by the CQC and based in a fantastic purpose-built centre in Brixham. With a growing patient list of more than 15,000, we're proud to provide high-quality care at the heart of our community.

We run clinics from Brixham Hospital as well as our branch surgery in the village of Galmpton, helping us stay closely connected to the people we serve.

We're also part of the Baywide PCN — a vibrant, collaborative network of three Torbay practices caring for a combined population of 50,000 across Brixham, Paignton and Torquay. Being part of this forward-thinking partnership allows us to share expertise, innovate, and continually improve the care we offer.



Job Type: Full-time

Benefits:

- Company pension
- Employee discount

Work Location: In person

Please note we gather and process the personal data of job applicants as part of the recruitment process. For further information please request a copy of our GDPR Privacy Notice. Recruitment information is available (on request) in alternative formats, for example, large font.