

## **JOB DESCRIPTION**

**Job Title: Care Coordinator**

**Location: Baywide & Torquay Primary Care Network**

**Salary: £9-£11 per hour dependent on experience**

**Working Hours: 37.5 hours - working hours which will vary between 8am-6pm Monday to Saturday**

### **Job Summary**

Work within our network of GP Practices to provide a central co-ordination role for patient care planning. The role will be patient facing, with the core responsibility being excellent patient care.

Assist with the co-ordination of the COVID vaccination programme, such as making patient appointments, undertaking the administrative tasks needed on the day at the vaccination centre and supporting the surgeries where required to help deliver the vaccination rollout.

Co-ordinate care packages for patients as identified by the GP across health, social care and mental health as appropriate, providing a single-point of access for staff & service users, actively managing patients' care plan delivery

Facilitate smooth and planned discharge and handover between care settings across the health and social care system, including GP, acute, community, and be responsible for facilitating inter-agency communication and support

Identify and work with a list of named patients with the aim of encouraging independence, enabling people to remain at home, reducing unnecessary admissions to hospitals and supporting early discharge from hospital, improving the quality of care.

Work as essential team member within the Primary Care Network & other Networks.

Provide feedback to the practices and services troubleshoot and escalate actions as necessary.

### **Job responsibilities**

1. Facilitate and ensure the effective delivery of patient-centred, personalised health and social care plans for patients, monitoring progress and reporting outcomes, contributing to patient reviews and care planning within appropriate time frames
2. Assisting with the co-ordination of the COVID-19 vaccination delivery, such as calling patients eligible for the vaccine, liaising with PCN's and management teams to ensure staff cover on the day, supporting patients on the site to ensure the continued flow of the vaccination delivery.
3. Explain the management of a patient's pathway to clinical staff, liaising between services and service users, contacting services using the appropriate procedures/referral mechanisms
4. Work closely with all relevant care agencies (primary care, secondary care, community services, Mental Health, Social Services, Ambulance Service, Voluntary services and other relevant service providers) to ensure a coordinated and of the patient's care plan, without requiring a further referral from the GP.

5. Maintain accurate records and statistical returns as required by the CCG, including providing patient-related information for entering into Clinical Reporting Systems, within the required time frame.
6. Ensure that a proper handover of care between different settings has taken place, including mutual transfer of all organisations' communications & patient notes and ensuring care packages are set up
7. Collect data on patients/carers for recognised outcome measure and document for service interpretation. Ensure all patient notes are updated to reflect any changes, including details on plans
8. Managing operational meeting processes, identifying patients for discussion and working closely with clinicians to define and lead the meetings. Organise and attend relevant meetings when required including Integrated Care meetings, ensure a programme of regular meetings is established, ensuring that all necessary documentation is circulated in advance
9. Ensure that meeting actions are recorded, disseminated and followed up in a timely way; ensure relevant practitioners are aware of meeting decisions and actions / outcomes, and chase for action resolution and update.
10. Network and develop strong relationships with all levels of the NHS's key local players including the CCG, GPs and other primary care contractors, Social Services, Mental Health Trusts, Community Trusts, and other providers including the voluntary sector
11. Be a contact point for GPs / practices and establish systems and processes which will ensure a timely and appropriate response to queries from clinicians and other stakeholders

#### **Other duties**

- Work within the policies of scheme and Practices.
- Maintain a good working knowledge of health and safety procedures.
- Promote client involvement in the management of the service.
- Participate in regular appraisals.
- Attend training and development activities as identified and participate in meetings as required.
- Maintain administration systems and workspace used in a clean and tidy condition.
- Maintain a good working knowledge of Health and Safety procedures and fire precautions, and operate the correct procedures and participate in policy development and data collection where appropriate.
- Work flexibly to meet the needs of patients and be able to adapt to change
- To undertake any other duties appropriate to the grade and purpose of the job as may be agreed by the post holder.

#### **Patient Services**

- To provide services to patients via clinics in the PCN, domiciliary visits and in residential and nursing homes, and to deliver care plans that improve the quality of patient care.
- To present at patient group meetings or other appropriate events to give advice.
- To produce patient information leaflets and posters and run awareness projects throughout the year.
- To help plan, develop and support the introduction of new working processes within the PCN to optimise the patient uptake.

### **Communication**

The post-holder should recognize the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members.
- Communicate effectively with patients and carers
- Recognise people's needs for alternative methods of communication and respond accordingly.

### **Health & Safety**

The post-holder will assist in promoting and maintaining their own and others' health, safety and security as defined in the practice Health & Safety Policy, the practice Health & Safety Manual, and the practice Infection Control policy and published procedures. This will include:

- Using personal security systems within the workplace according to Practice guidelines Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks
- Making effective use of training to update knowledge and skills
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards
- Actively reporting of health and safety hazards and infection hazards immediately when recognised
- Keeping own work areas and general / patient areas generally clean, assisting in the maintenance of general standards of cleanliness consistent with the scope of the job holder's role
- Undertaking periodic infection control training (minimum annually)
- Reporting potential risks identified

### **Confidentiality**

- While seeking treatment, patients entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately.
- In the performance of the duties outlined in this job description, the post-holder may have access to confidential information relating to patients and their carers, practice staff and other healthcare workers. They may also have access to information relating to the practice as a business organisation. All such information from any source is to be regarded as strictly confidential.

- Information relating to patients, carers, colleagues, other healthcare workers or the business of the practice may only be divulged to authorised persons in accordance with the practice policies and procedures relating to confidentiality and the protection of personal and sensitive data.

### Personal/Professional Development

The post-holder will participate in any training programme implemented by the practice as part of this employment, such training to include:

- Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work

### Person Specification

Education/Qualifications	Essential	Desirable
	Relevant degree or equivalent level of training and experience	Qualification in health or social care allied profession
	Evidence of consistent pattern of learning from education, training and experience	
<b>Skills &amp; knowledge</b>	Understanding of human needs – physical, emotional, social	Familiarity with IT systems currently in use in health and social care settings
	Proven ability to recognise and manage risk	
	Knowledge of the needs of vulnerable adults, safeguarding and the associated legislative framework	
	Ability to understand budgetary requirements; ensure that packages are cost effective and value for money; and highlight inefficiencies.	
	Understanding of basic health and social care terminology	
	Good interpersonal skills	
	Ability to communicate confidently with staff of all seniority levels	
	Ability to work well across teams	
	Good time management and prioritisations skills, ability to work to strict deadlines	

	Ability to work on own initiative without direct supervision, understanding where clinical input is needed	
	IT skills and experience in the use of Microsoft Excel	
<b>Experience</b>	Coordination of services from a variety of organisations	Experience of health and social care assessments
	Communication and relationship building	Demonstrated successful outcomes delivery within determined timeframes
	Experience in health or social care	
	Experience of developing relationships with a wide variety of people	
<b>Behaviours</b>	Highly organised	
	Adaptability and a flexible, positive approach	
	Highly reliable	
	A common sense, pragmatic approach	
	Willingness to undertake further training and learning	
	An understanding of the importance of confidentiality	
	Ability to take responsibility for own actions	
	Ability to share information and good practice appropriately	