

Yorkley Health Centre and Bream Surgery

Care Coordinator Job Description

Hours:	24 Hours per week
Monday	Day Off
Tuesday	Day Off
Wednesday	8.30 am – 5.00 pm
Thursday	8.30 am – 5.00 pm
Friday	8.30 am – 5.00 pm
Responsible & Accountable to:	Operations Manager
Location:	Yorkley Health Centre & Bream Surgery

1.0 Job Purpose

The post holder will be working for the benefit of patients, providing and maintaining high standards of care for patients' health needs.

The post holder will carry out referrals to secondary care and other agencies and support the clinical staff to deliver desired standards of care to the patient population.

The post holder will become an integral part of the Practice multidisciplinary team, working alongside social prescribing link workers and other community providers to provide an all-encompassing approach to personalised care.

2.0 Main Duties and Responsibilities

- Implement processes for practices to proactively identify and work with patients, including the frail/elderly and those with long-term conditions, to provide coordination and navigation of care and support across health and care services.
- Work closely with GPs and practice teams to support them to manage a caseload of patients to develop individual personalised care and support plans, ensuring appropriate support is made available to patients and carers, helping them to understand and manage their condition and ensure changing needs are addressed.
- Provide admin support for all GPs including dealing with private medical and insurance reports, occupational health and medical reports and associated paperwork.
- Review patients' needs and help them access the services and support they require to understand and manage their own health and wellbeing, referring to social prescribing link workers, health and wellbeing coaches, and other professionals where appropriate.
- Assist GPs with referrals and other administrative tasks.
- Liaise with Social Prescribing Link Workers and Complex Care @ Home on current health resource and future work.

- Liaise and work with the ICB, practices, Integrated Locality Team, voluntary and other organisations to implement patient services.
- Co-ordinate Care Home Multi-disciplinary Team (MDTs) meeting and submit quarterly claim to the Primary Care Network (PCN) Business Manager in liaison with the Finance Manager.
- Support the practice and PCN in achieving QOF, DES and IIF targets and collating data.
- Involvement in Peer Review Meetings and Quality Improvement projects (for example Prescribing, cancer Care QOF, etc).
- Coordinate practice attendance at various MDT meetings (eg Dementia, Respiratory and Pain Management).
- Facilitate effective communication and engagement with the PCN and act as practice link (in liaison with senior staff) with the PCN Project Team.
- Support the PCN with the delivery of improved population health outcomes.
- Raise awareness of health promotion in practices, implementing, co-ordinating and supporting a variety of projects.
- Support the nursing team with admin tasks/searches and patient recalls for long term condition reviews (LTC).
- Support patients medical record access (NHS app) implementation and redaction of data as and when needed, providing copies of medical records when needed.
- Support note summarising.
- Provide admin support to all of the teams as and when needed.

3.0 SAFER RECRUITMENT

3.1 Equality & Diversity

The organisation is committed to achieving equality of opportunity for all staff and for those who access services. You must work in accordance with equal opportunity policies/procedures and promote the equality and diversity agenda of the organisation.

3.2 Health & Safety

The organisation recognises its duties under the Health and Safety at Work Act 1974 to ensure, as far as it is reasonably practical, the Health, Safety and Welfare at Work of all its employees and, in addition, the business of the organisation shall be conducted so as to ensure that all individuals having access to organisational premises and facilities are not exposed to risk to their health and safety.

All staff under contract will be expected to comply with all appropriate Health and Safety policies and ensure all statutory and mandatory training is up to date.

3.3 Risk Management

All staff will follow risk management policies and procedures at all times. All staff are personally responsible for risk management issues in respect of yourself and colleagues. If you identify a potential hazard you should report it to your manager/supervisor at once using the organisational incident reporting process. If in doubt you should speak to your manager for guidance.

All staff have a responsibility to report all clinical and non-clinical accidents or incidents promptly and when requested, to co-operate with any investigation

undertaken. All staff must use the safety equipment provided and report any defects to their manager. You must attend risk management training as directed by your manager.

If you are a manager or have line management responsibilities for staff, a department or area of work, you are responsible for the risk management issues in that area. In conjunction with risk management you will ensure that there is an annual risk management audit in your area, risks are identified on the local risk register and that where necessary, an action plan eradicating risks is drawn up and implemented.

3.4 Protection of Children and Vulnerable Adults

All employees have a duty for safeguarding and promoting the welfare of children and vulnerable adults. Staff must be aware of the organisational procedure for raising concerns about the welfare of anyone with whom they have contact.

The organisation believes that it is always unacceptable for a child, young person or vulnerable adult to experience abuse of any kind and recognises its responsibility to safeguard the welfare of all, by a commitment to practice which protects them.

3.5 Clinical Governance

The post holder will be expected to participate in clinical governance activities to assist the organisation to provide high quality services.

3.6 Infection Prevention and Control

The organisation is committed to reducing Healthcare Associated Infection. All employees are expected to comply with Infection Prevention and Control Strategies. All organisation staff are responsible for protecting themselves and others against infection risks and ensuring a clean safe environment is maintained. All staff regardless of whether clinical or not are expected to comply with current infection control policies and procedures and to report any problems with regard to this to their managers. All staff undertaking patient care activities must attend infection control training and updates as required by the organisation.

3.7 Policies and Procedures

Employees are expected to follow organisational policies, procedures and guidance as well as professional standards and guidelines. Copies of policies can be accessed via the staff intranet or external website or via your manager. The organisation operates a policy which promotes a smoke free environment.

3.8 Appraisal and Personal Development

The organisation is committed to lifelong learning for all staff and has put in place an appraisal and development infrastructure. All employees have a responsibility to participate in an appraisal with their line manager and to identify performance standards for the post. As part of the appraisal process employees have a joint responsibility with their line manager to identify any learning development needs in order to meet the agreed performance standards.

3.9 Information Governance

It is a contractual requirement for the post holder to ensure that as a minimum they acquire the necessary skills to implement good practice in all matters relating to information governance and in particular data which can be attributed to an individual.

The post holder must adhere to information governance policies and procedures including the Data Protection Act, Caldicott principles, NHS Code of Confidentiality, Records Management, NHS Code of Practice Parts 1 and 2. Managers have a responsibility to ensure that their staff are equipped with the necessary tools to use in the implementation of information governance.

3.10 Records Management

The post holder has a responsibility to adhere to the standards defined within policies in the creation, use, closure, retention, and disposal of records. The types of record held may consist of patient or staff records, administrative records, photographs, microfiche, audio and tapes, e-mails, electronic and scanned records and text messages.

3.11 Data Quality

The organisation is committed to producing relevant and reliable data and information to support decision making, manage performance and provide evidence to demonstrate compliance with CQC standards. The post holder is responsible for ensuring any data and information recorded by the individual complies with the Data Quality Policy.

3.12 Partnership Working

The organisation is committed to partnership working and staff involvement, underpinned by the values of openness, trust, staff involvement, development, diversity at work, commitment to modernisation and delivering the highest standards of performance.

3.13 Equal Opportunities

The organisation is committed to respect for others (staff and patients), equality of opportunity and diversity in the workplace. All managers and staff must know what is expected of them and are responsible for ensuring that this is delivered in practice in their day to day working lives. The organisation will not tolerate any forms of bullying or harassment in the workplace.

3.14 Financial Instructions

Budget management and control is an element of each member of staff's job description where they are designated as being budget holders. The post holder must comply with the Financial Standing Orders, Standing Financial Instructions and Scheme of Delegation as appropriate to this role.

Person specification – Care Co-Ordinator		
Qualifications	Essential	Desirable
Educated to GCSE level or equivalent	✓	
GCSE Mathematics and English (C or above)		✓
NVQ Level 2 in Health and Social Care		✓
Experience	Essential	Desirable
Experience of working with the general public	✓	
Experience of administrative duties	✓	
Experience of working in a healthcare setting		✓
Skills	Essential	Desirable
Excellent communication skills (written and oral)	✓	
Strong IT and typing skills	✓	
Audio typing skills		✓
Clear, polite telephone manner	✓	
Competent in the use of Office and Outlook	✓	
SystemOne or equivalent user skills		✓
Effective time management (planning and organising)	✓	
Ability to follow instructions	✓	
Ability to work as a team member and autonomously	✓	
Good interpersonal skills	✓	
Problem solving and analytical skills	✓	
Ability to follow policy and procedure	✓	

Personal Qualities	Essential	Desirable
Polite and confident	✓	
Flexible, co-operative and supportive	✓	
Motivated	✓	
Forward thinker	✓	
High levels of integrity and loyalty	✓	
Sensitive and empathetic in distressing situations	✓	
Ability to work under pressure	✓	
Ability to work effectively in a team (including covering for colleagues)	✓	
Other requirements	Essential	Desirable
Flexibility to work outside of core office hours	✓	
Disclosure Barring Service (DBS) check	✓	
Flexible to work between main site and branch site	✓	

Notes:

The job description and person specification may be amended following consultation with the post holder to facilitate the development of the role, the organisation and the individual.

All personnel should be prepared to accept additional, or surrender existing duties, to enable the efficient running of the organisation.