

JOB DESCRIPTION

Title:	Care Coordinator
Responsible To:	Finance & Operations Manager

Main Purpose of the Post:

Care coordinators provide extra time, capacity and expertise to support patients in preparing for or in following-up clinical conversations they have with primary care professionals. They proactively identify and work with people, including the frail/elderly and those with long-term conditions, to provide coordination and navigation of care and support across health and care services. They will work closely with the GPs and other primary care professionals within their practice\the PCN to identify and manage a caseload of identified patients, making sure that appropriate support is made available to them and their carers, and ensuring that their changing needs are addressed. They focus delivery of the comprehensive model to reflect local priorities, health inequalities or population health management risk stratification.

Basic Duties & Responsibilities of the Post:

Patient Care;

- Communicate effectively and sensitively and use language appropriate to a patient and carer/relative's condition and level of understanding
- Effectively use all methods of communication and be aware of and manage barriers to communication

Recall System;

- Overall responsibility for completing practice recalls for patients for; QoF, Learning Disabilities, and any other Enhanced service.
- Ensure the correct coding is entered onto SystemOne with regards recalls.
- Ensuring that the correct bloods tests etc are arranged for these appointments.

Patient Identification;

- Use Ardens Searches to identify the patients needing recall in the month of their birth.
- Use audits\spreadsheets to check for any missing patients and recall as appropriate.

IT requirements;

- Ensure that any patient recalled etc is coded correctly in SystemOne
- Create and use searches within SystemOne to identify patients as required
- Utilise Excel Spreadsheets to determine data as required
- Act as Website Administrator for the practice, updating the website as instructed.

Communication and Working Relationships;

- Demonstrate ability to work as a team member
- Ability to recognise personal limitations and refer to a more appropriate colleague when necessary
- Actively work towards developing and maintaining effective working relationships both within and outside the practice and PCN
- Liaise with other stakeholders as needed for the collective benefit of patients including but not limited to Patients GP, Nurses, other practice staff and other healthcare professionals including pharmacists and pharmacy technicians from provider and commissioning organisations.
- Act as point of contact for recall patients
- Meet regularly with the EHS Data team to ensure smooth recall systems

Other Responsibilities;

- To be able to plan and respond to workload according to operational priorities
- To support the delivery of these functions across wider locality areas where necessary
- To undertake any training required in order to maintain competency including mandatory training
- To contribute to, and work within a safe environment

- To perform duties and responsibilities with due regard to the GP Practice's equal opportunity policies and procedures and act at all times in an anti-discriminatory manner
- To take responsibility for self-development on a continuous basis, undertaking on-the-job training as required
- To be aware of individual responsibilities under the Health and Safety at Work Act, and identify and report as necessary any untoward accident, incident or potentially hazardous environment.

Confidentiality:

- As per both Government legislation and Practice policies ensure that all confidentiality, data protection and information governance policies and guidelines are followed and strictly adhered to. Reporting any infringements to the Business Partner immediately.
- Ensure security of patient and practice data at all times and in line with Information Governance and GDPR guidelines.

Health & Safety:

- Assist in promoting and maintaining own and others' health, safety and security as defined in the Practice Health & Safety Policy and related Risk Assessments.
- Participate in fire drills

Equality and Diversity:

- Support the equality, diversity and rights of patients, carers and colleagues in line with Practice Policies.

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.
- Actively take part in mandatory and internal\external training as requested.

Quality:

The post-holder will strive to maintain quality within the Practice, and will:

- Alert other team members to issues of quality and risk
- Assess own performance and take accountability for own actions, either directly or under supervision
- Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team's performance
- Work effectively with individuals in other agencies to meet patients' needs
- Effectively manage own time, workload and resources, and lunch times within the team

Communication:

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

- Communicate effectively with other team members
- Communicate effectively with patients and carers, being aware of all other services that are offered within the practice and signposting appropriately
- Recognise people's needs for alternative methods of communication and respond accordingly.

Contribution to the Implementation of Services:

The post-holder will:

- Apply Practice policies, standards and guidance
- Discuss with other members of the team how the policies, standards and guidelines will affect own work and Assist the Executive team to ensure that Surgery Protocols are kept up-to-date and accurate.
- Participate in audits where appropriate

Any other delegated duties considered appropriate to the post.

JOB DESCRIPTION

This job description is not intended to be exhaustive, but to indicate the main areas of responsibility. After probation duties and responsibilities may also include some/all of the following roles depending on the demands of the business and ongoing staff development; Additional Administrative Duties

The job description may be changed after consultation with the post holder. The employee shares with the employer, the responsibility for review and modification of duties. Suggestions and discussions are welcome.

Policies and Procedures; the duties and responsibilities of the post will be undertaken in accordance with the policies, procedures and practices of the Practice, which may be amended from time to time. You are required to be flexible and the practice reserves the right to alter such fixed hours and location of work as may be considered necessary to ensure the practice runs smoothly.

Person Specification:		
	<i>Essential;</i>	<i>Desirable;</i>
Skills	<ul style="list-style-type: none"> • Excellent communication and interpersonal skills • Able to deal with service users sensitively • Excellent motivational and influencing skills • Strong analytical and judgement skills • Ability to analyse and interpret information and present results • Excellent organisational and administration skills 	
Qualifications	<ul style="list-style-type: none"> • Good level of spoken English 	<ul style="list-style-type: none"> • Long Term Conditions training • NVQ level 3 (or equivalent)
Knowledge	<ul style="list-style-type: none"> • Microsoft Office 	<ul style="list-style-type: none"> • SystemOne • Excel
Experience	<ul style="list-style-type: none"> • Min 2 years' experience within an NHS care setting • Able to demonstrate a clear understanding of working with confidential information and an understanding of service user confidentiality • Knowledge/familiarity with medical terminology 	<ul style="list-style-type: none"> • Understanding of health and social care processes
Personality	<ul style="list-style-type: none"> • Professional attitude and assertive approach • Conscientious, hardworking and self-motivated to work with minimal supervision • Ability to work with information, clinicians, social workers and managers • Ability to meet deadlines and work under pressure • Ability to engage and sustain relationships with all professionals, other organisations and service-users • Approachable and flexible • Honest and reliable • Enthusiastic • Sensitive to patients' needs 	<ul style="list-style-type: none"> • Sense of Humour • Creative and tenacious in finding solutions to difficult problems
Other	<ul style="list-style-type: none"> • Able to work as part of a team • Able to prioritise and manage own workload 	<ul style="list-style-type: none"> • Committed to development