**Harlow South Primary Care Network**

**Job Description**

**JOB TITLE: Care Co-ordinator**

**EMPLOYED BY: Lister Medical Centre on behalf of Harlow South PCN**

**REPORTS TO: Clinical Director/ Practice Managers**

**SALARY: £24,400 - £25,200 (based on experience)**

**HOURS: 37.5 hours per week (negotiable)**

The care co-ordinator role will ensure patient health and care planning is timely, efficient, and patient-centred. The role will include responsibilities for the coordination of the patient's journey to meet their physical and/or mental health needs.

This role involves working closely with the three practices in the Primary Care Network (PCN) ensuring all patients receive the best possible care and service. You will support patients preparing for clinical conversations they may have with a primary care professions or following- up clinical conversations they have had.

You will become an important member of your PCN multidisciplinary team (MDT) identifying patients in need of proactive support ensuring the appropriate support is made available to them and their carers and any needs are addressed.

The care co-ordinators role requires them to be able to work with, and understand the roles of a variety of different people working in the practices and across the PCN including; doctors, nurses, healthcare assistants, social prescribing link workers, physiotherapists, physician associates, paramedics, health and wellbeing coaches, podiatrists, occupational therapists and clinical pharmacists as well as administrative team.

The post holder will work closely with members of the primary care teams and multidisciplinary team (MDT’S) to provide well-resourced, integrated care closer to home and support patients to manage their own conditions, remain in good health and lead independent lives.

You will work in partnership with the health and wellbeing coaches and the social prescribing link workers and taking referrals from all member practices.

Care co-ordinators responsibilities include but are not limited to the following:

* Co-ordinate and minute Adult and Child Multi-Disciplinary Team Meetings (MDT).
* Co-ordinate weekly Care Home Meetings.
* Invite and book reviews for Serious Mental Illness, Learning Disability and Severe/Moderate Frailty.
* Support the delivery of Enhanced Service and Quality Outcomes Framework.
* Work closely with other members of the Primary Care Teams to deliver the above.
* Liaise with secondary care over patient queries regarding hospital appointments, procedures etc.
* Support patients self-referring to VitaMinds.
* Invite and book Carer reviews.
* Provide signposting for Carers e.g. to social prescribing team.
* Any other roles as deemed necessary to support delivery of care to PCN population.

**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

**Production of Performance and Quality Information**

* To ensure that documentation (electronic and paper-based) exists to support performance standards across the full range of performance-based activity – QOF, Enhanced Services etc.

**Data Quality**

* To work within the clinical computer system to improve data quality, using the expertise of other data staff where appropriate.

**Equality and Diversity**

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:

* Acting in a way that recognises the importance of people’s rights, interpreting them in a way that is consistent with Practice procedures and policies, and current legislation.
* Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues.
* Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

**Personal/Professional Development**

Training requirements will be monitored by yearly appraisal. Personal development will be encouraged and supported by the Practices and PCN. It is the individual’s responsibility to remain up to date with recent developments. 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.

This role is considered to be a developmental position and the jobholder will be encouraged to develop personal and business skills.

**Quality**

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

* 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.

**Communication:**

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

* Communicate effectively with other team members.
* Communicate effectively with patients and carers.
* Recognise people’s needs for alternative methods of communication and respond accordingly.
* Most instruction and communication of activity will be via the Management Team
* External communication will be with patients, Primary Care Trusts and other NHS bodies, and other GP practices and service providers.

**Contribution to the Implementation of Services**

The post-holder will:

* Apply Practice policies, standards and guidance.

**Confidentiality**

* In the course of 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.

**Person Specification**

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|  | **Essential** | **Desirable** |
| **Education/Qualifications** | NVQ level 3 or equivalent level of knowledge  Numeracy and literacy skills | Ideally you will have a Diploma Level 2 in Health and Social Care or equivalent qualification |
| **Knowledge** |  | You will have experience of working within healthcare or the voluntary /community sector  Knowledge of the needs of vulnerable adults, safeguarding and associated legislative framework  Be familiar with local resources and services and how to access them |
| **Skills& Experience** | Good oral communication skills and be able to communicate professionally and effectively with a variety of people at all levels.  Literate in IT/computer Skills including Word and Excel  You will be motivated by helping people with care and empathy and in delivering person centred support in a non-judgemental way  Awareness and understanding of confidentiality | Knowledge of Systmone clinical system  Being open to innovative thinking and assist in developing new ways of working/systems as required  Experience of planning and organising complex meetings and agendas |
| **Personal Qualities** | To adhere to the Practice core values and to ensure patients, colleagues and other partners are treated with dignity and respect  Demonstrate ability to show kindness and compassion and a caring manner, with an understanding of human needs physical ,emotional and social  Good time management and prioritisation skills, ability to work to strict deadlines. Ability to work on own initiative without direct supervision , understanding where clinical input is required |  |
| **Additional Requirements** | Ability to travel across sites to attend meetings, etc.  Sickness (or attendance) record that is acceptable to the PCN  Able to accommodate the demands of the post with flexible working as required. |  |