**Harlow South Primary Care Network**

**Job Description**

**JOB TITLE: Care Co-ordinator**

**EMPLOYED BY: Harlow South PCN, based wholly at The Hamilton Practice, Harlow**

**REPORTS TO: Practice Manager, The Hamilton Practice**

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

**HOURS: 37.5 hours per week**

**Responsibilities:**

* **Patient Care**: Provide high-quality care to patients, including telephone based assessments and follow-ups.
* **Collaboration**: Work collaboratively with social prescribing link workers, and other health professionals as needed. Work closely with other members of the Primary Care team to deliver the above responsibilities.
* **Documentation**: Maintain accurate and confidential patient records and documentation.
* **Data Management**: Work closely with the Data Quality Team to ensure the accuracy, completeness, and consistency of patient data.
* **Compliance Monitoring**: Assist in ensuring compliance with the Quality and Outcomes Framework (QOF), Primary Care Network Investment and Impact Fund (PCN IIF), and other local and national standards.
* **Data Audits**: Participate in regular audits and data quality checks to identify and resolve discrepancies.
* **Reporting**: Support the preparation and submission of monthly, quarterly, and annual claims and reports.
* **Meeting Coordination**: Co-ordinate and minute Adult and Child Multi-Disciplinary Team Meetings (MDT) and weekly Care Home Meetings.
* **Review Scheduling**: Invite and book reviews for Serious Mental Illness, Learning Disability, Long Term Conditions and Severe/Moderate Frailty.
* **Patient Support**: Support patients self-referring and invite and book Carer reviews.
* **Carer Support**: Provide signposting for Carers, e.g., to the social prescribing team.
* **Proactive Initiatives**: Take initiative to identify areas for improvement in patient care and data management processes and implement solutions to enhance overall efficiency and effectiveness.
* **Additional Roles**: Perform any other roles as deemed necessary to support the delivery of care to the Practice and PCN population.
* **Knowledge of Regulations**: Understanding of healthcare data standards and regulations.

**Skills and Qualifications:**

* **Communication Skills**: Strong written and verbal communication skills.
* **Organisational Skills**: Excellent organisational and time management abilities.
* **Empathy**: Caring and dedicated with a person-focused approach.
* **Teamwork**: Ability to work effectively as part of a multidisciplinary team.
* **Flexibility**: Adaptable and proactive with a willingness to learn.
* **Analytical Skills**: Strong ability to analyse and interpret complex data sets.
* **Attention to Detail**: Keen eye for detail to ensure high data quality.

This role ensures that patients receive coordinated and comprehensive care while maintaining high data quality standards, ultimately improving overall health outcomes.