



JOB DESCRIPTION

JOB TITLE: PCN - Care Co-ordinator based at Wychall Lane

REPORTS TO: Reception Manager

HOURS: TBC - Flexible

NHS SALARY BAND: WLS Band 4 - (2 year FT contract) £23,204 (FTE)

Job Summary:

The role of the Care Co-ordinator (CC) will be to support the PCN, Partners and Operational Management team to 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 will work closely with the appropriate teams and professionals within the PCN to identify and manage a caseload of identified patients, making sure that appropriate support is made available to them and their carer's as well as ensuring that their changing needs are addressed. The CC will focus on delivery of the comprehensive model for personalised care to reflect the local priorities, health inequalities and population health management risk stratification. The CC will work with the Admin and Reception managers to manage the in-house priorities around CQC and QOF work including care home plans, referrals and organising various clinics.

Job Responsibilities:

- Proactively identify and work with cohort of people to support their personalized care requirements, using the available decision support aids
- Bring together a person's identified care and support needs and explore their options to meet these into a single personalized care and support plan, in line with the person-centered service plan (PCSP) best practice
- Help people to manage their needs, answering their queries and supporting them to make appointments
- Supporting people to take up training and employment, and to access appropriate benefits where eligible
- Raise awareness of shared decision making and decision support tools and assist people to be more prepared to have a shared decision-making conversation
- Ensure that people have good quality information to help them make choices about their care

- Support people to understand their level of knowledge, skills and confidence ('Patient Activation' level) when engaging with their health and wellbeing, including through use of the patient activation measure. (The PAM helps to measure the spectrum of knowledge, skills and confidence in patients and captures the extent to which people feel engaged and confident in taking care of their condition)
- Assist people to access self-management education courses. Peer support or interventions that support them in their health and well-being
- Explore and assist people to access personal health budgets where appropriate
- Provide co-ordination and navigation for people and their carers across the health and care services, alongside working closely with social prescribing link workers, health and wellbeing coaches and other primary care roles
- Support the co-ordination and delivery of MDTs within PCNs'
- Responsible for visiting care homes and preparing individual care plans, identifying and working with Partners, other clinical staff and Management to resolve issues that may present themselves with individual cases
- Will be able to visit Health Centers, YMCA's etc. to carry out adhoc tasks and awareness sessions
- Along with the Administration and Reception Managers, develop and manage in-house systems related to QOF targets.
- Working with the administration and reception teams to manage the DOCMAN system and the requests that come through including follow-ups and referrals
- Carrying out 'triage' of the mail system to include escalating and managing referrals
- Working with and supporting the Administration and Reception Managers to connect all the services to provide a comprehensive, positive and supportive experience for the patients.
- Regular attendance at off-site meetings representing the practice
- Support the Partners and Operational team in modernizing and developing IT systems to streamline processes to ensure efficiency and effectiveness
- Carry out any other duties related to the level of the grade that may be requested from time to time
- CC will be responsible for the upkeep of their training to ensure they are proficient and capable of performing the role to the highest standard
- Support the Practice management in any new projects that may come in from time to time
- Responsible for supporting the safeguarding administration with the DSL partner / PCN and other organisations.

Confidentiality / GDPR:

- 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.
- Post-holder must comply with the practice's GDPR policy at all times

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, to 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
- Reporting potential risks identified.
- Adhere to any risk assessments related to the post as identified by the line manager

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 recognizes 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.

Safeguarding:

It is the responsibility of all staff to be aware of their obligations and responsibility with regards to safeguarding. The post holder will be required to complete training in Adult & Child Safeguarding every 3 years at the level indicated for their role in the Intercollegiate Document. There is also ongoing training required in local safeguarding policies and procedures.

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 /sharing skills and activities to others who are undertaking similar work.
- The post-holder will share in the development and improvement of their work area to ensure efficiencies
- The post-holder will develop and promote team work within their area of work as well as other sections ensuring the smooth running of the practice for the patients

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.
- Promote a positive experience attitude for all patients visiting the practice or over the phone.
- Promote and develop transparent working relationships with teams across the practice.
- Post-holder must always conduct themselves in a professional manner adhering to all guidance set in the staff handbook.

Communication:

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

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

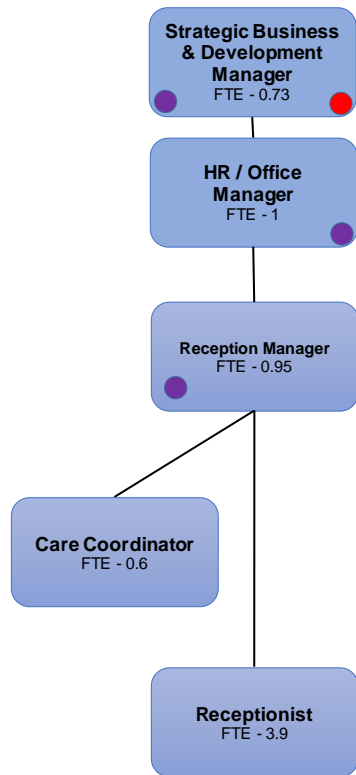
Contribution to the Implementation of Services:

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
- Participate in audit where appropriate.
- Responsible for adhering to any changing guidance and procedures related to the role

Responsibility Structure Chart



Date of post job description review	25/03/2022
Reviewed by	Nirmala Kumari
Job Title	Strategic Business & Development Manager
Date approved by Partner	05/04/2022
Name of Partner	Dr Jo Sherrington

Person Specification

JOB TITLE: Care Co-ordinator
REPORTS TO: Reception Manager
HOURS: 37 HPW FT 8.30am to 4.30pm Monday to Thursday
 8.30am to 4pm Fridays
NHS SALARY BAND: Band 4 - (2 year FT contract)

	Essential criteria	Method of assessment
Qualifications	<ul style="list-style-type: none"> • A*-C in GCSE English or equivalent • NVQ level 3 or above in management / personal care or equivalent experience <p>This post is covered by Part 7 of the Immigration Act (2016) and therefore the ability to speak fluent spoken English is an essential requirement for this role.</p>	AF AF
Knowledge & Experience	<ul style="list-style-type: none"> • Previous experience working and supporting vulnerable individuals • Experience of working in a fast pace multi-disciplinary environment • Experience and knowledge of preparing personal care plans in a professional setting • Experience of working with multiple entities to meet the goals and needs of individuals • Knowledge of funding and budgets, or where to direct individuals in order to support them to meet their specific needs • Maximising resources to support individuals receive exceptional services first time round 	AF/I AF/I AF/I AF/I
Skills & Abilities	<ul style="list-style-type: none"> • Must be exceptionally organised and able to juggle multiple priorities for different professionals • Skilled at streamlining and using modern technology to set up and maintain systems in order to encourage efficiency 	AF/I/T AF/I/T AF/I/T

	<ul style="list-style-type: none"> • Sound knowledge and proficient with new technology in order to use databases, specifically MS Office – Excel / PowerPoint / Word • Ability to work under pressure • Ability to prioritise own work • Ability to prioritise own work • Ability to communicate with individuals at all levels, including interrupting complex information for them to understand • Active and empathic listening skills • Ability to question effectively for positive results • Ability to be able to build trust and rapport with individuals including patients and staff • Ability to pick up and translate new data into meaningful targets to achieve goals 	<p>AF/I AF/I AF/I AF/I</p> <p>AF/I AF/I</p> <p>AF/I</p> <p>AF/I</p>
Personality and disposition	<ul style="list-style-type: none"> • Patient, professional, pleasant and polite manner • Self-reliant • Able to deal with stressful and / or emergency situations in a calm manner • Able to accept and act on instructions from line manager • Ability to converse with ease with patients and members of the public to provide advice in accurate spoken English 	<p>AF/I</p> <p>AF/I AF/I</p> <p>AF/I</p> <p>AF/I</p>
Training	<ul style="list-style-type: none"> • Willing to undertake any job related training and its upkeep within the job role 	<p>AF</p>
Physical requirements	<ul style="list-style-type: none"> • Good attendance / punctuality record • Professional appearance • Flexible • Ability to carry out home visits (care plans) – require own transport • Ability to attend off-site visits in own transport including other centres for purpose of role 	<p>AF/I/R I AF/I/R AF/I</p> <p>AF/I</p>
OTHER	<ul style="list-style-type: none"> • All statutory checks will be carried out for this post including an enhanced DBS check 	<p>I</p>

AF=application form, I= Interview, T=Test, R= references