

JOB DESCRIPTION

Job Title: Care Co-ordinator

Working for: HAYWARDS HEATH CENTRAL PRIMARY CARE NETWORK (PCN)

Employed by: Sussex Primary Care <https://www.sussexprimarycare.co.uk/>

Responsible to: PCN Practice Managers

Accountable to: PCN Clinical Director

Band/Salary: £22,549 - £24,882 dependent on experience

Two year fixed term contract.

Part-time – 25 hours per week

Location: Primarily work from home but also to work from either Newtons Practice or Dolphins Practice in Haywards Heath when required.

Summary of Role

The post holder will work within the PCN Team, providing coordination, administrative and support to the Clinical teams and other members of the PCN.

The post holder will work closely with Care Homes, General Practices and existing services to support the coordination and delivery of multidisciplinary team meetings for care home residents.

The post holder will support the PCN to proactively identify residents in care homes who require a personalised care and support plan

The post holder will be responsible for consulting with vulnerable patients and determining their needs, developing care plans, coordinating patient-care services, educating them about their condition, empowering them to be independent whenever possible and working with the care team to evaluate interventions.

The Care Co-ordinator will work alongside and collaborate with:

- PCN 'additional roles team' comprising of Pharmacists, Paramedics, Occupational Therapist, First Contact Physiotherapist, Dietician and Social Prescribing Link Worker
- Practice teams of GPs, Nurses, HCA's, Paramedics and admin staff
- Community staff – District Nurses, Care Home Matron, Pro-active care teams
- Care Home and Nursing Home teams

Key Responsibilities and Duties

- To support adult patients and assist them through the healthcare system by acting as a patient advocate and navigator, empowering them and educating them to promote and support their independence.

- To talk to patients, and where appropriate their families and/or carers, on the practice premises, remotely by telephone or video, or in the patient's home if needed.
- Consult with patients to determine their needs, educate them about their condition and empower them to be independent wherever possible.

MDT Coordination

- Overall responsibility for arranging MDT meetings and the smooth running of integrated care within the medical centre. A key role of the Care Coordinator will be to schedule the MDT meetings and manage the meeting agenda items, ensuring that all new referrals are identified, and information is circulated to team members in advance of the meeting.
- Identify patients to discuss at MDTs with a view to reducing unplanned admissions and exacerbation of conditions.

Managing a caseload

- Identify patients that may need support by receiving information about transfers of care (including hospital admissions and discharges) and from internal practice intelligence.
- Educate patients (and if applicable and if appropriate consent is in place, their carers or family) about their condition and medication, and give them specific instructions.
- Help patients understand their condition by liaising with clinical colleagues, especially the practice pharmacists, regarding their medication. Aim for patients to have specific instructions regarding their medication and understand how they access repeat prescriptions and reviews.
- With the help of relevant clinical colleagues, develop a care plan to address patients' personal health care needs. Ensure care plans are maintained, updated, and uploaded to all relevant systems for sharing with other providers, including SystemOne/Emis and ShareMyCare.
- Promote clear communication amongst a care team and treating clinicians by ensuring awareness regarding patient care plans.
- Assist and empower the patient to consult and collaborate with other health care providers and specialists to set up patient appointments and treatment plans.
- Check in on the patient regularly and evaluate and document their progress.

Linking with other services

- Signpost team members, service users and carers to relevant services including the Social

Prescribing Link Worker Service.

- Liaise with the Social Prescriber regarding patients that are identified as needing well-being support.
- Liaise with clinicians responsible for frailty regarding patients that are identified as needing ongoing support.
- Liaise with acute trusts, hospices, community and social care providers as required.

Record Keeping

- Keep accurate and up-to-date records of contact with patients, carers and professionals, including use of SystmOne/Emis to record patient contact on the medical record.
- Use accurate SNOMED codes to record patient contacts and interventions, mainly via the use of provided templates, for audit purposes and monitoring and measuring outcomes.
- Manage reporting required and associated within the DES specifications for required services.
- Report case studies and outcomes on a quarterly basis.

General Responsibilities

- Work as part of the team to seek feedback, continually improve the service and contribute to business planning.
- Undertake any tasks consistent with the level of the post and the scope of the role, ensuring that work is delivered in a timely and effective manner.
- Attend ongoing training and courses to keep abreast of new developments in health care.
- Treat patients with empathy and respect and conduct oneself in a professional manner.
- Attend and contribute to relevant meetings.
- Duties may vary from time to time, without changing the general character of the post or the level of responsibility.

Person Specification and Supporting Evidence

In the supporting evidence of your application form, you must demonstrate your experiences by giving specific examples for the criteria within the person specification.

Factors	Description	Essential	Desirable
Knowledge, Training and Experience	Excellent working knowledge of Microsoft Office software	✓	
	A-level / NVQ 3 or equivalent experience in admin / business / marketing / customer service environment	✓	
	Experience of office procedures working at a high level as part of an administration team / within an administration role	✓	
	Experience of setting up and implementing internal processes and procedures.	✓	
	Experience of dealing with sensitive/confidential information	✓	
	Experience of working with reception / telephone environments	✓	
	Proven administrative experience	✓	
	Leadership & Development qualities	✓	
	Understanding of Clinical Governance	✓	
	Understanding of Confidentiality and Data Protection Act	✓	
	Degree level education		✓
	Working knowledge of the management of databases		✓
	Experience of working within Multidisciplinary teams		✓
	Knowledge of local guidelines		✓

Factors	Description	Essential	Desirable
	Knowledge and understanding of relevant health and social care legislation and initiatives		
Skills/Abilities	<p>Understanding and able to deal with confidential and sensitive issues when liaising with team members / other professionals</p> <p>Ability to prioritise and organise workload to meet deadlines</p> <p>Ability to work under pressure with constant interruptions requiring skills in multi-tasking, maintaining accuracy at all times</p> <p>Ability to problem solve and support others in resolving problems</p> <p>Ability to work in partnership with other agencies</p> <p>Ability to manage conflicting issues assertively and sensitively</p> <p>Ability to use electronic patient record / TPP Clinical SystemOne/ EMIS</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p>
Interpersonal Skills	<p>Adaptable and flexible</p> <p>Ability to use own initiative when appropriate</p> <p>Ability to build and maintain effective working relationships</p> <p>Ability to challenge and be challenged</p> <p>Ability to motivate self and others, and to work as part of a team</p> <p>Ability to work flexibly to meet the needs of the service</p> <p>Ability to communicate with a high level of effectiveness both verbally and in writing</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	
Autonomy	Demonstrated capabilities to manage own workload and make informed decisions in the absence of required information, working to tight and often changing timescales	✓	
Other	Driver with sole use of vehicle	✓	

