

## Newton Place Surgery

### Care Coordinator job description & person specification

<b>Job Title</b>	Care Coordinator
<b>Line Manager</b>	Operations Manager
<b>Accountable to</b>	Business Manager
<b>Hours per week</b>	37.5

#### Job Summary

The post holder will be responsible for the co-ordination and delivery of specific projects to ensure the achievement of key health and welfare objectives of Newton Place Surgery.

The post holder will work as part of a multi-disciplinary team. The post holder will take responsibility for an area of work that will contribute to fulfilling the requirements of the Network Contract Directed Enhanced Service (PCN DES).

The post holder will provide a point of contact for patients and clinicians in coordinating care and will help to deal with the coordination of booking into appropriate services at Newton Place Surgery.

#### Primary responsibilities

- Proactively identify and work with a cohort of people to support their care requirements.
- Explain the management of a patient's pathway to clinical staff, liaising between services and service users, contacting services using the appropriate procedures/referral mechanisms
- Providing administrative support to the Multidisciplinary Team sessions with the PCN Clinicians including:
  - Scheduling sessions, updating patient records and ensuring that the actions are completed by the relevant clinician;
  - Proactively case finding patients for discussion at the session using the GP Clinical System as well as running reports
- Maintain accurate records and statistical returns required by the commissioners, including providing patient-related information for entering into the patient records.
- Use of our social media and IT platforms to promote services beneficial to the patient's health needs of our population.
- Monitor referrals to ensure tasks are completed and care delivered by keeping in regular telephone contact.
- Help people to manage their care needs through answering queries, making and managing appointments, and ensuring that people have good quality written or verbal information relating to their care and medication.
- Arrange appointments for patients on the PCN's case load or otherwise as directed by clinicians following identification of urgent and non-urgent clinical need to assess, diagnose and treat according to the patient's health needs.
- Proactively recall patients for annual recalls and vaccination campaigns.
- Ensure appointments for ARRS and other in-house services are utilised.
- Refer patients through to the appropriate member of the team, and/or make referrals on behalf of the team.

- Support the Clinical Pharmacists in Structured Medication Reviews (SMR), e.g. arranging necessary monitoring tests prior to SMR and liaising with the care homes to identify patients to be assessed for their SMR.
- Signpost patients to appropriate community or local services.
- Serve as the contact point, advocate and informational resource for patients, care teams, family /caregivers and community resources where indicated, responding with empathy and respect.
- Assist with the identification of 'high risk' patients and keep a register of the teams' workload.
- Coordinate and support delivery of multidisciplinary team reviews (MDTs) within the PCN, to include management of the team diaries and arrangement/planning of team meetings, completing actions and producing reports as requested.
- Support the PCN to deliver on quality metrics such as QOF, IIF, KPIs and other locally commissioned services.
- Support Newton Place Surgery to achieve PCN clinical quality standards.

### **Secondary Responsibilities**

- Facilitate and ensure the effective delivery of patient-centred, personalised health and social care plans for patients, monitoring progress and reporting outcomes, contributing to patient reviews and care planning within appropriate time frames.
- Demonstrate a flexible attitude and be prepared to carry out other duties as may be reasonably required from time to time within the general character of the post or the level of responsibility of the role, ensuring that work is delivered in a timely and effective manner; Identify opportunities and gaps in the service and provide feedback to continually improve the service and contribute to business planning

### **Generic Responsibilities**

All staff at Newton Place Surgery have a duty to conform to the following:

#### **Equality, Diversity & Inclusion (ED&I)**

A good attitude and positive action towards ED&I creates an environment where all individuals are able to achieve their full potential. Creating such an environment is important for three reasons: it improves operational effectiveness, it is morally the right thing to do, and it is required by law.

Patients and their families have the right to be treated fairly and be routinely involved in decisions about their treatment and care. They can expect to be treated with dignity and respect and will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Patients have a responsibility to treat other patients and our staff with dignity and respect.

Staff have the right to be treated fairly in recruitment and career progression. Staff can expect to work in an environment where diversity is valued and equality of opportunity is promoted. Staff will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race,

religion or belief, sex or sexual orientation. Staff have a responsibility to ensure that you treat our patients and their colleagues with dignity and respect.

### **Safety, Health, Environment and Fire (SHEF)**

This practice is committed to supporting and promoting opportunities for staff to maintain their health, well-being and safety. You have a duty to take reasonable care of health and safety at work for you, your team and others, and to cooperate with employers to ensure compliance with health and safety requirements. All personnel are to comply with the Health and Safety at Work Act 1974, Environmental Protection Act 1990, Environment Act 1995, Fire Precautions (workplace) Regulations 1999 and other statutory legislation.

### **Confidentiality**

This practice is committed to maintaining an outstanding confidential service. Patients entrust and permit us to collect and retain sensitive information relating to their health and other matters, pertaining to their care. They do so in confidence and have a right to expect all staff will respect their privacy and maintain confidentiality at all times. It is essential that if, the legal requirements are to be met and the trust of our patients is to be retained that all staff protect patient information and provide a confidential service.

### **Quality & Continuous Improvement (CI)**

To preserve and improve the quality of our output, all personnel are required to think not only of what they do, but how they achieve it. By continually re-examining our processes, we will be able to develop and improve the overall effectiveness of the way we work. The responsibility for this rests with everyone working within the practice to look for opportunities to improve quality and share good practice.

This practice continually strives to improve work processes which deliver health care with improved results across all areas of our service provision. We promote a culture of continuous improvement, where everyone counts and staff are permitted to make suggestions and contributions to improve our service delivery and enhance patient care.

### **Induction Training**

On arrival at the practice all personnel are to complete a practice induction programme; this is managed by the Deputy Practice Manager.

### **Learning and Development**

The effective use of training and development is fundamental in ensuring that all staff are equipped with the appropriate skills, knowledge, attitude and competences to perform their role. All staff will be required to partake and complete mandatory training as directed by the training coordinator, as well as participating in the practice training programme. Staff will also be permitted (subject to approval) to undertake external training courses which will enhance their knowledge and skills, progress their career and ultimately, enable them to improve processes and service delivery.

### **Collaborative Working**

All staff are to recognise the significance of collaborative working. Teamwork is essential in multidisciplinary environments. Effective communication is essential and all staff must

ensure they communicate in a manner which enables the sharing of information in an appropriate manner.

### **Service Delivery**

Staff at Newton Place Surgery must adhere to the information contained with practice policies and regional directives, ensuring protocols are adhered to at all times. Staff will be given detailed information during the induction process regarding policy and procedure.

### **Security**

The security of the practice is the responsibility of all personnel. Staff must ensure they remain vigilant at all times and report any suspicious activity immediately to their line manager. Under no circumstances are staff to share the codes for the door locks to anyone and are to ensure that restricted areas remain effectively secured.

### **Professional Conduct**

At Newton Place Surgery staff are required to dress appropriately for their role. Administrative staff will be provided with a uniform whilst clinical staff must dress in accordance with their role.

<b>Person Specification – Deputy Practice Manager</b>		
<b>Qualifications</b>	<b>Essential</b>	<b>Desirable</b>
Good standard of education with excellent literacy and numeracy skills	✓	
Enrolled in, undertaking or qualified from appropriate training as set out by the Personalised Care Institute		✓
<b>Experience</b>	<b>Essential</b>	<b>Desirable</b>
Experience of working with the general public	✓	
Experience of working in a health care setting	✓	
Experience of social prescribing	✓	
Experience of setting up and coordinating health clinics	✓	
NHS / Primary Care General Practice experience	✓	
Experience of setting up appointment templates	✓	
Experience of producing agendas and minutes for meetings		✓
<b>Skills</b>	<b>Essential</b>	<b>Desirable</b>
Excellent communication skills (written, oral and presenting)	✓	
Strong IT skills (generic)	✓	
Strategic thinker	✓	
Ability to prioritise, delegate and work to tight deadlines in a fast-paced environment	✓	
EMIS user skills		✓
Effective time management (Planning & Organising)	✓	
Proven problem solving & analytical skills		✓
Ability to develop, implement and embed policy and procedure	✓	
Ability to motivate and train staff	✓	
<b>Personal Qualities</b>	<b>Essential</b>	<b>Desirable</b>

Polite and confident	✓	
Flexible and cooperative	✓	
Excellent interpersonal skills	✓	
Motivated and proactive	✓	
Ability to use initiative and judgement	✓	
Forward thinker with a solutions focused approach	✓	
High levels of integrity and loyalty	✓	
Sensitive and empathetic in distressing situations	✓	
Ability to work under pressure	✓	
Confident, assertive and resilient	✓	
Ability to drive and deliver change effectively	✓	
Ability to motivate teams, enhance morale and maintain a positive working environment, including team building sessions	✓	
<b>Other requirements</b>	<b>Essential</b>	<b>Desirable</b>
Flexibility to work outside of core office hours	✓	
Disclosure Barring Service (DBS) check	✓	
Maintains confidentiality at all times	✓	
Full UK driving licence	✓	

This document may be amended following consultation with the post holder, to facilitate the development of the role, the practice and the individual. All personnel should be prepared to accept additional, or surrender existing duties, to enable the efficient running of the practice.