

-Job Title:	Care Coordinator – Grade 3
Reports to (job title):	Assistant Practice Manager

Job purpose

At HCRG Care Group our approach to delivering healthcare services is innovative, refreshing and above all caring. We are committed to putting patient care first and we are looking for dedicated professionals who share our values and our passion for delivering quality care.

Based at New Court Surgery, you will work with our non-clinical team of Administrative colleagues and Care Coordinators that provide exceptional, consistent levels of service to both our patients and our clinical teams, to achieve high levels of satisfaction via the telephone and IT systems.

Working closely with Duty Clinicians, the Community Wellbeing Hub, Social Care and Integrated Care Teams you will report into Assistant Practice Manager. You will support our first point of contact; providing information/advice/signposting and managing referrals, appointments and patient correspondence for a range of community healthcare services.

Base

New Court Surgery – Royal Wootton Bassett

Key responsibilities

- Aid clinicians and other multi-disciplinary teams with regards to patients care.
- Project a positive and friendly image to patients either in person or via the telephone, at New Court Surgery.
- Receive, assist, and direct patients in accessing the appropriate service or healthcare professional in a courteous, efficient, and effective manner.
- Undertake a variety of administrative duties to assist in the smooth running of the Practice including the provision of clerical support to clinical staff and other members of the Practice team.
- Facilitate effective communication between patients, members of the primary health care team, secondary care and other associated healthcare agencies.
- Review patients' needs and help them access the services and support they require to understand and manage their own health and wellbeing, referring to social prescribing link workers, health and wellbeing coaches, and other professionals where appropriate.
- The duties and responsibilities to be undertaken by the Care Co-Ordinator may include any or all of the items in the following list. Duties may be varied from time to time under the direction of the Assistant Practice Manager/ Practice Manager, dependent on current business needs and evolving Practice workload.

- Assisting clinical staff with patient administrative tasks, for example relaying messages from clinical staff to patients.
- Relaying test results to patients, chasing up patient test results and/or appointments.
- Contacting and liaising with multidisciplinary teams for example the Living Well Team, Social Prescribers, Pharmacy teams, Community Nurses and Adult Social Care.
- Directing patients to the appropriate healthcare services as required by clinicians.
- Taking accurate messages and passing on information as required in a timely manner.
- Maintaining and actioning both electronic and paper documentation.
- Creating test requests as required for patients when asked by clinicians/recalls and making sure that they have tests when required.
- Help take administrative pressure off of the GPs and other clinical staff.
- Contact 'Discharged' Frailty patients to discuss care going forward to ensure their care has been properly transferred to primary and community care. Take appropriate action to signpost to supportive agencies as required.
- The role will continue to be evolved at New Court Surgery so other appropriate duties and responsibilities may be added by Management. Initiating contact with and responding to requests from patients, other team members and associated healthcare agencies and providers.
- Assist GPs with calling ambulances when needed and any admissions administration.
- Photocopying and scanning as required.
- Flexibility to work additional hours if required.
- This list is not exhaustive and other reasonable tasks may be added by management as and when required.

Our values

Our values are our moral compass and core to our DNA. They underpin the way we deliver our services and treat those who use our services.

To many organisations values are just words which don't translate into reality of the day to day but our values flow through everything that we do, they define who we are, what we stand for and set the expectations of our colleagues, communities, customers, and partners. They have been defined by our colleagues and have been integral to our journey so far and will be integral to our future as well.

We have three values which help us stand out from the crowd, not just because there's only three, but because they are unique to who we are. We care, we think, and we do.

Care Think Do

- | | |
|--------------------------|----------------|
| • Inspire • Challenge • | Accountability |
| • Understand • Improve • | Involve |
| • Communicate • Learn • | Resilience |

Confidentiality and Information Security

As our employee you will be required to uphold the confidentiality of all records held by the company, whether patients/service records or corporate information. This duty lasts indefinitely and will continue after you leave the company's employment.

All information which identifies living individuals in whatever form (paper/pictures, electronic data/images, or voice) is covered by the 2018 Data Protection Act and should be managed in accordance with this legislation.

This and all other information must be held in line with NHS national standards including the Records Management: NHS Code of Practice , NHS Constitution and HSCIC Code of Practice on Confidential Information and should only be accessed or disclosed lawfully. Monitoring of compliance will be undertaken by the Company. Failure to adhere to Information Governance policies and procedures may result in disciplinary action and, where applicable, criminal prosecution.

Information governance responsibilities

You are responsible for the following key aspects of Information Governance (not an exhaustive list):

- Completion of annual information governance training
- Reading applicable policies and procedures

Understanding key responsibilities outlined in the Information Governance acceptable usage policies and procedures including NHS mandated encryption requirements
- Ensuring the security and confidentiality of all records and personal information assets
- Maintaining timely and accurate record keeping and where appropriate, in accordance with professional guidelines
- Only using email accounts authorised by us. These should be used in accordance with the Sending and Transferring Information Securely Procedures and Acceptable Use Policies.
- Reporting information governance incidents and near misses on CIRIS or to the appropriate person e.g. line manager, Head of Information Governance, Information Security Lead
- Adherence to the clear desk/screen policy
- Only using approved equipment for conducting business

Governance

Clinical governance is a framework through which organisations delivering health and care services are accountable to continuously improving the quality of their services and safeguarding high standards of care by creating an environment in which clinical and other forms of care flourishes. Employees must be aware that clinical governance places a duty on all staff to ensure that the level of care services they deliver to patients is safe and high quality, and that they follow/comply with our policies and procedures.

Registered Health Professional

All staff who are a member of a professional body must comply with standards of professional practice/conduct. It is the post holder's responsibility to ensure they are both familiar with and adhere to these requirements.

Risk Management/Health & Safety

The post holder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the company. Staff are required to observe the Hygiene Code and demonstrate good infection control and hand hygiene.

Employees must be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for other employees, patients, and visitors. It is essential to observe strict fire and security precautions at all times.

All staff must report accidents, incidents and near misses so that the company can learn from them and improve safety.

Safeguarding Children and Vulnerable Adults Responsibility

We are committed to safeguarding and promoting the welfare of children and adults at risk of harm and expects all employees to share this commitment.

Medicines Management Responsibility

Nursing or registered healthcare professionals

Undertake all aspects of medicines management related activities in accordance within the company's medicines policies to ensure the safe, legal, and appropriate use of medicines.

Skilled non-registered staff

Undertake all aspects of medicines management related activities in accordance with the company's medicines policy where appropriate training has been given and competencies have been achieved.

Policies and Procedures

All colleagues must comply with the Company Policies and Procedures which can be found on the company intranet.

General

We are committed to serving our community. We aim to make our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so.

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will recognise the commitment from our staff to meeting the needs of our patients.

The company recognises a "non-smoking" policy. Employees are not able to smoke anywhere within the premises or when outside on official business.

Equal Opportunities

It is the company's intention to be an employer of choice and ensure that no job applicants or employees are unfairly disadvantaged on the grounds of gender, disability, race, ethnic origin, colour, age, sexual orientation, religion or belief, trade union membership or any other factors that are not relevant to their capability or potential. To this end, the company has an Equality and Diversity policy, and it is the responsibility of each employee to contribute to its success.

Flexibility Statement

This job description is not exhaustive and may change as the post develops or changes to align with service needs. Any such changes will be discussed directly between the post holder and their line manager.

Personal Specification

Essential

- Experience interacting with patients and/or customers.
- IT literate; familiar with Windows applications and Microsoft Office. Ability to learn and use a range of clinical systems IT packages.
- Able to convey information in a clear, concise, warm and professional manner.
- Ability to work as part of a team and liaise with people of all levels.
- Ability to assess risk and operate with appropriate discretion.
- Strong organisational abilities.
- The skills and drive to support delivery of quality service.

Desirable

- Exposure to medical practice / healthcare environments and systems.
- Knowledge of national rules for NHS data capture (e.g. Referral to Treatment).
- Professional telephone experience.
- Experience working to targets.
- Knowledge of local services.
- Experience of person-centred planning.

Employee signature

Manager signature
