

Job Title:	Care Coordinator
Reports to (job title):	Care Coordination Team Leaders

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 our Care Coordination Centre in Peasedown, BaNES, 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 our Care Coordination Team Leaders. 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

BaNES Care Coordination, Unit 2, Bath Business Park, Roman Way, Peasedown St John, BA2 8SG

Key responsibilities

- Handle the first line telephone calls into the CCC in a professional manner and transfer to the appropriate colleague/ team.
- Deal with referrals by telephone, electronic system, or email, from health professionals and other partner organisations, service users, carers and relatives, and direct these referrals to the relevant professionals.
- Provide initial screening to all referrals into the CCC and deal with incorrect referrals at source.
- Prepare referral documentation. Carry out call backs to referrers or the public where necessary to ensure appropriate information is obtained to ensure a high-quality referral.
- Respond to requests arriving in the CCC shared email inbox
- Collate and send information and appointment letters to patients in respect of booked appointments.
- Work to protocols to book planned clinical appointments ensure patients are seen within any contracted waiting times.
- Reschedule appointments cancelled by patients or the organisation where required by the clinical teams.

- Produce and distribute information for cascade when required.
- Order routine and specialist goods and services to support the CCC and its services.
- Handle calls, referrals and ad-hoc requests and record information in line with local Standard Operating Procedures such as 4Steps call quality tool and SBAR communication tool.
- Follow guidelines/protocols and work with clinical colleagues to ensure patients and service uses are directed to the correct services in a timely fashion.
- Record all calls and referrals accurately for Service Users and Carers on various client information systems, following the agreed procedure. Ensure that these referrals are allocated to the appropriate team, and to ensure these records are confidential, but readily available to Case Managers.
- Ensure all information recorded on any / all systems is factual and accurate.
- Carry out data cleansing as and when required.
- Provide a signposting service to the public with information on VCL Services and alternative services provided by other statutory and voluntary agencies aiming where possible to minimise hand offs for referrers.
- Produce documents in Word and Excel, Smartsheets and Microsfot Teams.
- Fully support the development and transformation of the BaNES CCC.
- Be aware of all shifts and raise any concerns and/or issues with Team Leader.
- Be logged in to all relevant systems and ready to start work at scheduled shift start time.
- Follow schedule set out for lunch and rest breaks.
- Work within teams and support clinical and non-clinical colleagues.
- Promote resilience within the team.
- Attend 1-1s, team meetings and raise any issues with managers in a timely manner.
- Take part in monthly quality audits using 4Steps.
- Raise any issues and training requirements with Team Leaders.
- Report relevant issues with estates, telephony and technology in a timely manner.
- Report any incidents and complaints in line with relevant policies
- Keep up to date on mandatory training such as Information Governance and Safeguarding.
- Follow all guidance and KPI's set out.
- Follow HCRG Care Group Policy and local SOPs.
- Handle all referrals and calls in line with HCRG Care Group guidelines, processes and SOP's.
- Prioritise own workload where appropriate.
- Ensure service Health and Safety checks are completed such as Fire Safety..

- Demonstrate a flexible approach to work with the ability to work across 7 days, and between the hours of 08:00 and 18:00.
- Treat all colleagues and customers with respect and in line with HCRG Care Group values (see below).

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
<ul style="list-style-type: none">• Inspire• Understand• Communicate	<ul style="list-style-type: none">• Challenge• Improve• Learn	<ul style="list-style-type: none">• Accountability• Involve• 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.

Other requirements: The Care Coordination Centre is currently open *08:00 until 18:00 Monday to Friday and 09:00 until 17:00 Saturday and Sunday*. The post holder will be expected to support these extended working hours on a rota basis.

Employee signature

Manager signature
