

**Job Description**

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| **Job Title** | Care Co-Ordinator  |
| **Directorate** | Wellbeing and Self Care Service |
| **Accountable to** | WBSC Service Lead  |
| **Reports to** | PCN Practice Manager/PCN Clinical Director |
| **Band**  | 4 |
| **Location** | Variable across the borough |

**Our Vision**

***"A pioneering leader in primary care, providing collaborative high quality health and wellbeing services for the communities we serve."***



**Collaboration:** We believe in strong collaboration that supports an ethos of creativity and innovation in order to deliver efficient, effective and safe services.

**Ambition:** We continue to aspire to be better in all that we do and to be the provider of choice in health and wellbeing services.

**Respect:** Through great leadership we want to ensure that our patients, staff and partners are proud of what we do and regard us in high esteem.

**Excellence:** In order to achieve our vision, we will continually strive for excellence in all areas of our organisation.

**Introduction**

Primary care must be supported to develop the capacity and capabilities required to meet the needs of our local population, including support to adopt new ways of integrated working, working ‘at scale’ as part of our communities.

Viaduct Care is the GP Federation and is a partnership of all GP practices across Stockport. The federation was formed to empower local GPs to provide the best possible care for patients whilst tackling some of the challenges faced by General Practice by helping doctors and other healthcare professionals work together, share resources and expertise.

**Organisational Chart:**

Viaduct Care CIC

**WBSC**

**Service Lead**

**PCN Clinical Director / Practice Manager**

Care Co-ordinators

Wellbeing and Self Care Co-ordinators

**Job Purpose:**

Care Co-ordinator roles are new to Primary Care and we hope to recruit X Care Co-ordinators within various Primary Care Network’s (PCN’s) across the borough. These roles will involve working with patients with a range of presentations and also their families and carers. The care co-ordinator will be integral in overseeing the interdisciplinary care and will be responsible for co-ordinating a package of care and support from a variety of specialists who may be working with the patient.

The care co-ordinator will support all key activity across the PCN; supporting the PCN manager and also X practices by co-ordinating activity and providing an efficient, well organised administrative and operational support to the clinicians and managers in the network to ensure effective timely delivery of the PCN objectives.

These roles may be aligned to a number of specialisms:

* Safeguarding
* Learning Disability
* Older Adults/Dementia
* Frailty
* Cancer
* Serious Mental Illness

**Main Roles & Responsibilities:**

* To work with the GPs and other primary care professionals within the Primary Care Network (PCN) to proactively identify and work with a cohort of people to support their personalised care requirements.
* Be responsible for running weekly EMIS searches for newly diagnosed long term conditions, contacting patient to arrange appointments, data collection and submission, filing, general admin etc.
* Bring together all of a person’s identified care and support needs and what matters to them; explore the options to address these in a single personalised care and support plan.
* 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 high-quality health information to help them make choices about their care.
* Assist people to access self-management education courses, peer support or interventions that support them in their health and wellbeing; explore and assist people to access personal health budgets where appropriate.
* Support the coordination and delivery of multidisciplinary teams within PCNs
* Contribute to increasing uptake of national screening programmes throughout the PCN.
* Provide coordination and navigation for individuals and their carers across health and care services, working closely with social prescribing link workers, health and wellbeing coaches and other primary care roles.
* To help patients to manage their needs through answering queries, making, and managing appointments
* Assist and coordinate practices in meeting PCN Des and Impact and Investment Fund (IIF) targets, and practice Quality Outcomes Framework (QoF) targets.
* Responsible for coordinating any joint projects, e.g. vaccination and any associated administration
* Co-ordinating information across the network to be shared on the PCN Websites, social media and to maintain updates to the Network social media platforms.

It should be noted that whilst this job description lists the main areas of responsibility, there may be additional tasks appropriately assigned by either the Clinical Director or PCN Lead Manager to this role.

**This list of duties is not intended to be exhaustive, but indicates the main areas of work and may be subject to change after consultation with the post-holder to meet the changing needs of the service**

**Standard Clauses**

**Performance Management**

* Objectives for the post will be the subject of overall agreement and regular review between the post-holder and their line manager. This will via regular supervision and the organisations Performance Development Review (PDR) ‘Aspire and Perform’ process.

**Confidentiality and Compliance with the Data Protection Act 2018**

* The post holder must maintain confidentiality regarding information about patients, staff and other Viaduct Care business in accordance with the Data Protection Act 2018.
* All employees of Viaduct Care must not, without prior permission, disclose any information regarding patients or staff. In circumstances where it is known that a member of staff has communicated information to an unauthorised person, those staff will be liable to dismissal. Moreover, the Data Protection Act 2018 also renders an individual liable to prosecution in the event of unauthorised disclosure of information

**Health and Safety**

* All employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act 1974 to ensure that the agreed safety procedures are carried out to maintain a safe working environment for patients, visitors and employees
* Review and ensure systems are in place for the proactive management of risk registers

**Infection Control**

* All employees of Viaduct Care are required to contribute to the management of infection control and be proactive in awareness raising and prevention
* Ensure that all guidelines, protocols and procedures undertaken within the service are in line with evidence based practice for infection control

**Safeguarding Children and Adults**

All staff are required to act in such a way that at all times safeguards and promotes the health and well-being of children and vulnerable adults. Familiarisation with and adherence to the policies and procedures of the Local Safeguarding Boards (Children and Adults) and those of Viaduct Care is an essential requirement of all staff as is participation in mandatory safeguarding training in accordance with individual roles and responsibilities.

**Equality and Diversity**

* Employees should promote diversity and equality of opportunity within Viaduct Care
* Build a culture where everyone is valued and equipped to do their job
* All employees must carry out all duties and responsibilities of the post in accordance with Viaduct Care’s Equality, Diversity and Human Rights policies, avoiding unlawful discriminatory behaviour and actions when dealing with colleagues, service users, members of the public and other stakeholders

**Sustainability**

All employees of Viaduct Care have a responsibility for working in a low carbon environment, where energy is used wisely and not wasted. Environmental impact should be reduced by recycling where possible, switching off lights, computers, monitors and equipment when not in use, minimising water usage and reporting faults promptly.

**Person Specification**

**Job Title**

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

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| **Criteria** | **Essential/****Desirable** | **Assessment** |
| **Qualifications** |
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| Achieved grade C or above, in English and Maths GCSE or equivalent  | E | A/I  |
| NVQ Level III (Health and Social Care) | D  | A/I |
| Formal training in working with long term conditions | D | A/I |
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| **Knowledge and Experience** |
| Previous experience working with the general public | E | A/I |
| Experience of working autonomously and part of a team | E | A/I |
| Ability to recognise and respond appropriately to risk and safeguarding concerns | E | A/I |
| Knowledge around importance of confidentiality and data protection | E | A/I |
| Experience of working in Primary Care  | D | A/I |
| Experience of working with Older Adults/Dementia/Learning Disabilities/Safeguarding  | D | A/I |
| Experience of working with individuals with long term conditions. | D | A/I |
| Evidence of working within a multidisciplinary team. | D | A/I |
| **Skills** |
| Good communication and interpersonal skills, including an ability to build rapport and establish good one to one relationships | E | A/I |
| Ability to deal with challenging behaviour and difficult conversations | E | A/I |
| Be able to offer support in a person centred and non-judgmental way | E | A/I |
| Ability to effectively manage a variable workload | E | A/I |
| Ability to maintain accurate and concise records  | E | A/I |
| Ability to provide information effectively  | E | A/I |
| Experience of working without direct supervision | D | A/I |
| **Other** |
| Good IT skills and proficient in the use of various Microsoft packages.  | E | A/I |
| Willingness to work in settings across Stockport | E | A/I |
| Commitment to working towards Viaduct Care CIC’s values and ethos as an organisation  | E | A/I |
| Ability to work flexibly in an innovative and developing role | E | A/I |

**A – Application Form**

**I – Interview**

**T – Test**

**C – Certificate**