

JOB DESCRIPTION : **Care Co-ordinators**

REPORTS TO Nominated Practice Manager

BASED IN One or more sites within our Primary Care Network (TBC)

 North West Bristol

 Full and Part Time positions possible

SALARY RANGE £22,000 – 25,000 (FTE) depending on experience

Job overview

An exciting opportunity has arisen for a Care Co-ordinators to be based in our PCN. PCN (Affinity) a collaboration of six local GP Practices in North and West Bristol.

You will be part of a developing multi-disciplinary team (MDT). You will work closely with the MDT providing an efficient, professional, and flexible service to our patients, as well as ensuring all patients receive the best possible care and service.

You will support the PCN clinical directors in coordinating all key activity including access to services, advice and information, ensuring health and care planning is timely, efficient and patient-centred.

The role includes supporting digital initiatives and co-ordinating the patients journey through primary care. A key part of the role will be working with vulnerable and complex patients including regular liaison with local Care Homes.

The candidate will need to be an excellent communicator and be able to establish efficient monitoring and quality assurance systems. Training and support will be provided to successful applicants

Main duties of the job

To work with the GPs and other primary care professionals within the PCN to identify and manage a caseload of patients.

To work closely and in partnership with the Social Prescribing Link Workers (SPLWs) and wider Community Services including Sirona.

To support patients to utilise decision aids, help create single personalised care and support plans, in line with best practice.

To support the PCN in the delivery of the DES specifications. This may include: -

- Being an initial contact point for ward rounds with nursing and residential homes, involving GP where needed
- Support and feed into the development of the MDT approach to working with our patients (co-ordinator / lead for a caseload of patients)

- Becoming a contact point for patients who are: -
 - o Complex and or frail
 - o Frequent visitors to the GP
 - o Recently discharged from hospital or about to be discharged
 - o Recently attended A and E and would benefit from follow up
 - o New patients to our list with follow up requirements
 - o Requiring active signposting to self care services as part of on the day and minor illness approach

About us

Affinity PCN has 50,000 patients across 6 practices and is working loosely as a federation. Our aim is to help individual practices survive and thrive and to provide a positive patient experience by working together to improve and increase access to primary care services. We want to ensure the local population and practices benefit

COLLABORATIVE WORKING RELATIONSHIPS:

1. Works within the primary care team, contributing to leadership of service evaluation and research to promote quality improvement activity.
2. Collaborates with other members of the MDT, patients and their carers when managing and coordinating care.
3. Uses healthcare technologies to optimise service delivery, patients access, and continuity of care

MANAGEMENT:

1. Demonstrates understanding of the implications of national priorities for the team and/or service.
2. Uses resources effectively to manage patient treatment in line with local guidance and makes recommendations for change where improvements can be made.
3. Follows professional and organisational policies

EDUCATION, LEARNING AND DEVELOPMENT:

It is the responsibility of the employee to comply with all organisational and statutory requirements (e.g. health and safety, infection control, equality and diversity, confidentiality, safeguarding adults and children, information governance).

1. Engages in annual appraisal, developing objectives to inform a Personal Development Plan, which may include 360-degree appraisal and use of patient feedback.

2. Participate in teaching and training of medical, nursing, and all other practice staff.
3. Supports the practice staff and responds to requests for advice and assistance.
4. Complete all mandatory and statutory training required by the role.
5. Takes responsibility for personal development, learning and performance and maintain education through attendance on any courses and/or study days necessary to ensure that professional development requirements are met.
6. Undertakes additional training where necessary to provide enhanced services and participate in training programmes implemented by the PCN/practices as part of this employment.
7. Understands and demonstrates the characteristics of a role model to members in the team and/or service.
8. Demonstrates an understanding of current educational policies relevant to working areas of practice and keeps up to date with relevant clinical practice.

QUALITY

Under supervision and support of GPs in the practice, the post-holder will strive to maintain quality within the practices, and will:

1. Participate in clinical governance activity and contribute to the improvement in quality of health outcomes through audit, risk management and Quality Improvement
2. Alerts other team members to concerns about risk, quality, and safety
3. Participates in investigation of incidents and events as required
4. Identifies, applies, and disseminates research findings relating to own practice
5. Collects data for audit purposes and uses clinical audit to monitor quality in the service
6. Contributes to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the teams performance
7. Works effectively with individuals in other agencies to meet patients needs
8. Effectively manages own time, workload, and resources
9. Meets timescales/deadlines for audits and written returns to ensure that the Practice meets quality standards and receives the designated funding

Person Specification

Qualifications

Essential

- NVQ Level 3, Advanced level or equivalent qualifications
- Demonstrable commitment to professional and personal development

Desirable

- Training in motivational coaching and interviewing or equivalent experience

Experience

Essential

- Experience of supporting people, their families and carers in a related role
- Good experience of IT systems and packages including EMIS Web and Docman 10
- Experience of data collection and providing monitoring information
- Experience of working within a patient facing role
- Experience of Electronic Patient Records
- Knowledge of the purpose of departmental policies, procedures and care pathways

Desirable

- Experience of working directly in a community development context, adult health and social care, learning support or public health/health improvement (including unpaid work)
- Experience of supporting people with their mental health

- Experience of collaborative working and building relationships across varied organisations

Skills

Essential

- Ability to organise and prioritise workload effectively
- Ability to exercise sound judgement when faced with conflicting pressures
- Excellent record keeping skills
- IT literate and proficient in the use of Microsoft Office
- Good verbal and listening skills
- Works well as an autonomous / independent practitioner and within a team
- Excellent communication skills including able to communicate effectively, both verbally and in writing, with a wide range of people and stakeholders
- Excellent administration skills including able to prioritise and to finish work tasks

Desirable

- Proficient in the use of web-based applications or programmes
- Use of DOCMAN or similar software
- Awareness of local referral pathways

Disclosure and Barring Service Check

This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service (formerly known as CRB) to check for any previous criminal convictions.

UK Registration

Applicants must have current UK professional registration. For further information please see [NHS Careers website](#).

Employer Details - Employer name

Affinity Primary Care Network

