

Job title:	Care Coordinator Assistant	Reports to:	Senior Care Coordinator Assistant and Line Manager	Grade:	2
Organisation Unit:	Patient Services	Responsible for:	GP Team Administrative tasks	Working hours:	FT / PT

Job Purpose / Job Overview

To provide high-quality, compassionate continuity of care to patients through efficient administrative duties and effective communication supporting aligned GP Team, whilst remaining flexible to work across all GP Teams and sites to ensure smooth daily operations.

Key Responsibilities

Administration: Assist GPs ensuring smooth delivery of processes. Prioritising tasks including incoming Animas, clinical system tasks and outbound referrals in line with clinical timescales and protocols.

Appointment Coordination: Efficiently book appointments by telephone and text message, ensuring accurate information dissemination and in line with documented processes. Arrange translators and BSL interpreters as required, adhering to established procedures.

Communication and Reporting: Manage GP team referrals, addressing queries and request promptly, ensuring targets are met.

Documentation and Compliance: Process inbound documents in line with processes maintaining strict confidentiality and data protection standards. Serve as Smart Card Administrator, resolving issues in line with policies.

Team Leadership: Mentor and supervise new employees offering on the job training as needed.

Team Working: Engage proactively in training, team meetings, and appraisals. Reflect on team and individual performance, suggesting improvements. Offer flexible support during team absences, managing time effectively to uphold quality standards.

Process Adherence and Safety: Utilise protocols and stay updated on process changes. Understand and participate in significant event reporting. Assist in preparations for CQC inspections or audits. Report IT or facility issues promptly. Uphold health and safety practices as per Partnership policies.

Person Criteria

Qualifications

- At least grade C/D in GCSE numeracy and literacy, desirable higher level of education.

Knowledge

- Knowledge of General Practice Reception processes and systems (e.g., EMIS, Anima, Accurx and Outlook).

Experience

- Proven experience in general practice, particularly in reception or patient services, or a similar environment.
- Experience in customer or patient services, particularly in dealing with the public.
- Supervisory experience or demonstrated potential in this area.

Skills

- Proficient in using computerized systems and previous experience in patient care.
- Excellent interpersonal, customer service, and communication skills, both verbal and written.
- Attention to detail, especially in following processes and completing repetitive tasks.
- Ability to follow instructions and manage difficult situations.
- Strong organizational skills and computer literacy.
- High standards for self and team, with a strong team spirit.

Values: Be aware of and actively demonstrate the values of Living Well Partnership to provide; Compassionate Care, Continuous Learning and a Collaborative Approach.

This role profile is intended as a basic guide to the scope and responsibilities of the post and is not exhaustive; there may be other duties required of the post-holder commensurate with the position. This description will be open to regular review in consultation with the post holder and may be amended to consider development within the Partnership. All members of staff should be prepared to take on additional duties or relinquish existing duties to support the efficient running of the Partnership.