

<b>Job title:</b>	Care Coordinator	<b>Reports to:</b>	Care Coordination Lead	<b>Grade:</b>	4
<b>Organisation Unit:</b>	Community Wellbeing Services	<b>Responsible for:</b>	Delivery of Care Coordination Service	<b>Working hours:</b>	FT/PT
<b>Job Purpose / Job Overview:</b> Care Coordinator work alongside the GP Teams to provide excellent personalised and continuity of care, helping patients navigate health and social care systems through affective and proactive care planning					
<b>Key Responsibilities</b>			<b>Person Criteria</b>		
<b>Working with Patients</b> <ul style="list-style-type: none"> <li>Develop and support personalised care plans alongside patients</li> <li>Coordinator care across healthcare professionals (GPs, Nurses, Pharmacists, Social Care, CMHT etc)</li> <li>Support patients to engage with various services and self-management tools based in personalised priority needs</li> <li>Conduct home visits where necessary</li> <li>Support patient experience manager with patient complaints</li> </ul> <b>Administration</b> <ul style="list-style-type: none"> <li>Ensure accurate coding and records are kept, reviewed and monitored, coordinate care planning, and ensure effective communication among different care teams.</li> <li>Gather and report data to support audits and monitor services</li> <li>Organise and managed huddles and MDT meetings, follow up on actions, and ensure continuity of care.</li> </ul> <b>Team Working</b> <ul style="list-style-type: none"> <li>Supervise, mentor and train team members</li> <li>Engage in team meetings, provide feedback, share learning &amp; ideas, manage workloads</li> <li>Promote the Partnership's reputation by upholding policies and procedures</li> <li>Support development of service through taking on key advocacy role</li> </ul> <b>Training &amp; Development</b>			<b>Qualifications</b> <ul style="list-style-type: none"> <li>GCSE Maths and English- good level (evidence to be provided)</li> <li>Evidence significant training undertaken relevant to Care Coordination and Leadership.</li> </ul> <b>Desirable</b> <ul style="list-style-type: none"> <li>Higher level of qualification such as NVQ in Health &amp; Social Care- Level 3 (evidence to be provided)</li> </ul> <b>Knowledge</b> <ul style="list-style-type: none"> <li>Community Services, Health &amp; Social Care, the NHS including PCN's understanding long-term conditions and the complexities involved, medical, physical, emotional and social.</li> </ul> <b>Experience</b> <ul style="list-style-type: none"> <li>Proven vast experience in working within Health &amp; Social Care, Primary Care and Urgent Care Teams</li> <li>Experience in line managing and supervising teams and individuals</li> <li>Providing Personalised Care and Support to Patients.</li> <li>Writing policies &amp; procedures</li> </ul> <b>Skills</b> <ul style="list-style-type: none"> <li>Proficient in using computerised systems and previous experience in patient care</li> </ul>		

The role involves ongoing training and development, including leadership with the team and contribution improvement of the services

**Key Results**

- Improved communication and coordination between patients and health services.
- Positive patient feedback and a n efficient, well-managed care service

- Excellent interpersonal, customer service, and communication skills, both verbal and written
- Attention to details, especially in following processes and completing repetitive tasks
- Ability to follow instructions and manage difficult situations
- Strong organisational skills and computer literacy
- High standard for self & team, with a strong team spirit