

Job Description Care Coordinator

Contract Type:	Permanent
Hours:	30 hrs/week
Salary:	£23,000 pro-rata, depending on experience
Location:	Lensfield Medical Practice
Reports to:	Practice Manager

Organisation Summary

CAM Medical PCN comprises of 3 practices – Lensfield Medical Practice, Newnham Walk Surgery and Trumpington Street Medical Practice covering a combined patient population of 42000.

This new role has been created to support the service provision and development within CAM Medical Primary Care Network (PCN). CAM Medical was established in 2019 to enhance services and improve access to high quality care for our patient population.

There is a wide socio-economic and demographic served within the PCN area which will provide an interesting and varied case mix. You will be joining an enthusiastic multidisciplinary team of clinicians, administrators and wider health care workers, integrating with community and neighborhood teams across central Cambridge. You will be supported with on-going professional development (training support and CPD).

Our Mission

Our mission is to form a supportive, sharing network that promotes trust and collaboration. Enhancing individual practices as well as members of our teams, to develop and thrive. Together we aim to promote the health, self-care and well-being of all our patients and of the people who work within the organisation.

Purpose of the role

The post holder will be employed by Lensfield Medical Practice and work at the practice site in Cambridge. The Care Coordinator role is pivotal in ensuring that all patients receive the best possible care and service. The role will support the Clinical Directors in coordinating all key activities including access to services, advice and information and ensuring that health and care planning is timely, efficient, and patient-centered. The role will include supporting digital initiatives and includes responsibilities for the co-ordination of the patient's journey through primary care. The role involves working very closely with the practices and the multidisciplinary team (MDT) within the PCN.

Key Duties & Responsibilities

The Care Coordinator responsibilities include but are not limited to the following:

1. To work with the GPs and other primary care professionals within the PCN to identify and manage a caseload of patients
2. To work closely and in partnership with the Social Prescribing Link Worker
3. To support patients to utilise decision aids, help create single personalised care and support plans, in line with best practice
4. To support the Clinical Directors in the delivery of the DES specifications
5. To help people to manage their needs through answering queries, making, and managing appointments

6. To provide coordination and navigation with the aid of digital tools for people and their carers across health and care services
7. To support the coordination and delivery of MDTs within the PCN
8. To support making appointments, telephony and managing long term condition appointments, and acting as a reception clerk where needed
9. To support the different work streams within the PCN - including cervical smear recall, Learning Disability and Structured Medication Reviews. This list is not exclusive and will change with time
10. To support the wider Practice team in the coordination of the patient care pathway from first presentation at Reception through to referral, where necessary
11. To support patients with complex conditions navigate the health care structure
12. To support the Practices to develop robust admin processes for chronic disease management
13. To support the Practices in relation to the national Quality and Outcomes Framework

Collaborative working and 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 & 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 programs 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

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 team's 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

Confidentiality

In the performance of the duties outlined in this Job Description, the post-holder will have access to confidential information relating to patients and their carers, practice staff and other healthcare workers. They may also have access to information relating to the Company as a business organisation. All information is to be regarded as strictly confidential.

1. Maintains confidentiality of any information concerning patients in accordance with current policy on information governance.
2. Demonstrates respect for privacy and confidentiality in all interactions with patients and the public.

Data Protection

1. This post has a requirement for confidentiality. If you are required to obtain, process and/or use information held electronically you should do 'it in a fair and lawful way'. You should hold data only for the specific registered purpose and not use or disclose it in any way incompatible with such a purpose. Data must only be disclosed to authorised persons or organisations as instructed. Breaches of confidence in relation to data will result in disciplinary action which may involve dismissal.
2. You must not at any time use the personal data held by the organisation for any purpose other than practice business and this must not be disclosed to a third party. If you are in any doubt regarding your responsibilities under the Data Protection Act 2018 you must contact your line manager or appropriate senior lead at the time.

Safeguarding adults & children

1. The post holder has a duty to safeguard and promote the welfare of vulnerable adults and children.
2. When adults or children and/or their carers use primary care services, it is essential that all adult and child protection concerns are both recognised and acted on appropriately.
3. The post holder has a responsibility to ensure they are familiar with and follow local policies in relation to safeguarding vulnerable adults and that they follow the local child protection procedures and any supplementary guidance.
4. The post holder has a responsibility to support appropriate investigations either internally or externally.
5. To ensure the post holder is equipped to carry out their duties effectively, they must also attend vulnerable adult and child protection training and updates at the competency level appropriate to the work they do and in accordance with the local vulnerable adult and child protection training guidance.

Health & Safety

Assists in promoting and maintaining their own and others' health, safety and security as defined in the PCN Health & Safety Policy, to include:

1. Using personal security systems within the workplace according to practice guidelines

2. Adhere to the guidance within the Lone Workers policy, when making home visits
3. Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks
4. Making effective use of training to update knowledge and skills
5. Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards
6. Reporting potential risks identified
7. Complies with policies for infection control and hand hygiene to reduce the spread of healthcare-associated infections. For clinical staff with direct patient contact, this will include compliance with clinical procedures and protocols, including uniform and dress code, the use of personal protective equipment policy, safe procedures for using aseptic techniques, and safe disposal of sharps
8. All staff are required to attend mandatory training in Infection Control and be compliant with all measures known to be effective in reducing healthcare-associated infections

Equality & Diversity

Supports the equality, diversity, and rights of patients, carers and colleagues, which includes:

1. Acting in a way that recognise the importance of people's rights, interpreting them in a way that is consistent with practice procedures and policies, and current legislation
2. Respects the privacy, dignity, needs and beliefs of patients, carers and colleagues

Flexibility

1. This job description is not intended to be exhaustive. The post-holder will be expected to adopt a flexible attitude towards the duties outlined which may be subject to amendment at any time in consultation with the post-holder and in line with the needs of the organization.
2. The post holder may be required to fulfil other duties, as agreed with the practice manager /line manager to meet the needs of the organisation. This will involve travel to other sites within the organization.

This job description may be reviewed in the light of changing organisational and service needs. Any changes will be fully discussed with the post holder. The post holder may also be required to carry out other work appropriate to the grade of the post.

Other

1. Regularly undertake travel to a variety of sites across the PCN
2. The post holder will be required to support events, meetings, or conferences; these may involve travel in and beyond the usual work base

Miscellaneous

1. The post holder must always respect patient confidentiality and the confidentiality of electronically stored personal data in line with the requirements of the General Data Protection Regulation (GDPR)
2. The post holder must always work in general accordance with the organisations' policies and guidelines
3. The post holder must always adhere to the organisation's information governance policy, ensuring that there is no breach of confidentiality because of his/her actions

Risk Management / Health and Safety

All PCN staff have a responsibility to report risks such as clinical and non-clinical accidents or incidents promptly. They are expected to be familiar with the organisation's use of risk assessments to predict and control risk, as well as the incident reporting system for learning from mistakes and near misses to improve services. Post holders must also attend training identified by their manager or stated by the organisation to be mandatory.

The post-holder must always comply with Health and Safety policies, by following agreed safe working procedures and reporting incidents using the organisations' Incident Reporting Systems.

The post-holder will comply with the Data Protection Act (2018) and the Access to Health Records Act (1990).

Codes of Practice

The post holder will be expected to carry out work duties and tasks in accordance with all relevant codes of practice.

Job Description Agreement

This job description is intended to provide an outline of the key tasks and responsibilities only. There may be other duties required of the post-holder commensurate with the position. This description will be open to regular review and may be amended to consider development within the organisation. All members of staff should be prepared to take on additional duties or relinquish existing duties to maintain the efficient running of the surgeries and the Primary Care Network.

This job description is intended as a basic guide to the scope and responsibilities of the post and is not exhaustive. It will be subject to regular review and amendment as necessary in consultation with the post holder.