

JOB DESCRIPTION	
Job title:	Care Co-Ordinator
Team/Department:	Primary Care
Location:	Herstmonceux Integrative Health Centre
Hours of work:	As agreed, and in accordance with the contract of employment
Job title the post holder will report to:	Team Manager
Job titles reporting to the post holder:	None applicable
Date the role profile was revised:	January 2024
JOB PURPOSE The postholder will play an important role, within our Primary Care Network (PCN) multidisciplinary healthcare team, to proactively identify and work with people, including the frail/elderly and those with long-term conditions, to provide co-ordination and navigation of care and support across health and care services. Working closely with colleagues to manage a caseload of patients, acting as a central point of contact to ensure appropriate support is made available to them and their carers; supporting them to understand and manage their condition and ensuring their changing needs are addressed. This is achieved by bringing together all the information about a person's identified care and support needs and exploring options to meet these within a single personalised care and support plan, based on what matters to the person. Care co-ordinators review patients' needs and help them access the services and support they require to understand and manage their own health and wellbeing, referring to social prescribing link workers, health and wellbeing coaches and other professionals where appropriate. Care co-ordinators could potentially provide time, capacity and expertise to support people in preparing for or following-up clinical conversations they have with primary care professionals to enable them to be actively involved in managing their care and supported to make choices that are right for them. Their aim is to help people improve their quality of life. The successful person will be based at Herstmonceux Health Centre. They will be a caring, dedicated, reliable and person-focused and enjoy working with a wide range of people. They will have good written and verbal communication skills and strong organisational and time management skills. They will be highly motivated and proactive with a flexible attitude, keen to work and learn as part of a team and committed to providing people, their families and carers with high quality support.	

Please note this is not a clinical role.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

- Work with people, their families and carers to improve their understanding of the patients' condition and support them to develop and review personalised care and support plans to manage their needs and achieve better healthcare outcomes.
- Help people to manage their needs through answering queries, making and managing appointments and ensuring that people have good quality written or verbal information to help them make choices about their care.
- Assist people to access self-management education courses, peer support, health coaching and other interventions that support them in their health and wellbeing and increase their levels of knowledge, skills and confident in managing their health.
- Support people to take up training and employment and to access appropriate benefits where eligible, for example through referral to social prescribing link workers.
- Provide co-ordination and navigation for people and their carers across health and care services, working closely with social prescribing link workers, health and wellbeing coaches and other primary care professionals, helping to ensure patients receive a joined-up service and the most appropriate support.
- Work collaboratively with GPs and other primary care professionals to proactively identify and manage a caseload, which may include patients with long-term health conditions and where appropriate refer back to other health professionals.
- Support the co-ordination and delivery of multidisciplinary teams. Admin Lead for the multidisciplinary/palliative/safeguarding monthly meeting.
- Raise awareness of how to identify patient who may benefit from shared decision making an support colleagues and patients to be more prepared to have shared decision-making conversations.
- Explore and assist people to access a personal health budget where appropriate.
- Support colleagues with ReSPECT (Recommended Summary Plan for Emergency Care & Treatment) documents.
- Working with our PPG (Patient Participation Group) including the quarterly newsletter.
- Working with the team in achievement of QoF (Quality and Outcomes Framework).
- Admin Lead for ensuring protocol is followed upon notification of death of patient.

This is an evolving role and additional roles may be required.

COMMUNICATION AND KEY WORKING RELATIONSHIPS

The post holder must be able to demonstrate excellent communication and interpersonal skills at all times and build and maintain good working relationships with all stakeholders.

ENVIRONMENT

IC24 is a major not for profit Social Enterprise company currently providing innovative primary care services designed to deliver quality and affordability. IC24 is solutions-focused, providing a comprehensive portfolio of services aimed at improving access and reducing the demand on secondary care services by helping to avoid unnecessary admissions and facilitating early discharge.

Going forward, the company is committed to supporting and enabling better integration between health and social care and more effective alliances between partners from different sectors as essential to delivering seamless services. IC24 has considerable experience of working in complex, demographically challenged environments and the Board is keen for the organisation to be proactive in improving standards of care and patient safety, while delivering value for money too in the health economies it which it operates. Critical to this is building strong professional relationships and alliances with third parties; working with them in a way that maximises the benefits of their involvement.

We are proud of our status as an NHS primary care social enterprise, and how we deliver social value to the communities we serve and contribute to the wider NHS plans to deliver carbon 'Net Zero' and sustainability. To find out more on this and to view our Social Impact Report, please click [here](#).

HEALTH AND SAFETY

The post holder will be required to comply with the duties placed on employees of IC24 as set out in the Health and Safety at Work Policy and related procedures. The post holder has a legal obligation to make positive efforts to maintain their own personal safety and that of others by taking reasonable care, carrying out requirements of the law and following recognised codes of practice.

All Colleagues

You have a duty to take care of your own health and safety and that of others who may be affected by your actions at work. You must cooperate with managers and other colleagues to help everyone meet their legal requirements under health and safety law, and not to interfere with or misuse anything that's been provided for your health, safety, or welfare.

Managers

You must ensure you know and understand your responsibilities as defined in our health & safety policies and associated guidance documents. You must identify and assess any risks to people, property, or the environment and ensure all colleagues you have responsibility for, are aware of all our health and safety policies, understand issues arising from risk assessments, site inspections etc. and deal with any associated concerns. You must ensure that all accidents or incidents involving colleagues within your responsibility, are properly reported, and investigated and that regular inspections are undertaken and recorded to eliminate potential hazards and minimise risks.

Directors

You must ensure that all colleagues and teams within your region and/or department(s), effectively manage health and safety in line with all our health & safety policies and guidance documents.

EQUALITY AND DIVERSITY

IC24 has a Diversity and Inclusion Policy to ensure that no job applicant or employee is discriminated against either directly or indirectly on the grounds of disability, marital status, sex, race, colour, nationality, ethnic or national origin, sexual orientation, age, religion or political opinion, whilst attracting talented recruits and retaining experienced employees.

IC24 is committed to promoting equal opportunities and diversity and will keep under review its policies, procedures and practices to ensure that, in addition, all users of its services are treated according to their needs.

INFORMATION GOVERNANCE

Information is vitally important for the safe clinical management of patient care and the efficient administration of services and resources, including our workforce. Information Governance is a framework to enable IC24 to handle personal and corporate information appropriately.

It is the responsibility of our entire workforce, regardless of employment status, to ensure they abide by the requirements of Information Governance as set out in the Data Security & Protection Policy.

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

IC24 is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All colleagues and volunteers are therefore expected to behave in such a

way that supports this commitment. You will be responsible for safeguarding the interests of children and adults who you come into contact during your work. To fulfil these duties, you will be required to attend training and development to recognise the signs and symptoms of abuse or individuals at risk, to follow local and national policy relating to safeguarding practice and to report and act on concerns you may have appropriately.

DISCLOSURE AND BARRING SERVICE CHECKS

IC24 will require a DBS check for appropriate roles which is a mandatory requirement and a condition of the employment offer.

All posts are assessed on their eligibility for the post holder to be required to undertake a DBS check. For posts that have been assessed as exempt from the provisions of the Rehabilitation of Offenders Act 1974, IC24 will require the post holder to undertake an enhanced DBS check with barred list checks. For posts that have been assessed as being in a position of trust, IC24 will require the post holder to undertake a basic DBS check.

This post has been assessed as requiring an enhanced DBS check with barred list checks.

REHABILITATION OF OFFENDERS ACT 1974

Some posts have been assessed as being exempt from the provisions of the Rehabilitation of Offenders Act 1974 and in these cases IC24 will require the post holder to disclose all convictions, whether spent or unspent.

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PERFORMANCE AND DEVELOPMENT REVIEW

This job description will be used as a basis for conducting an individual Performance and Development Review between the post holder and the manager.

VARIATIONS

This job description describes the main purpose and key responsibilities and accountabilities of the post. The post holder may be required to undertake any additional duties or responsibilities as may reasonably be required.

This job description is a guide to the nature and main duties of the post as they currently exist, but it is not intended as a wholly comprehensive or permanent schedule and it is not part of the contract of employment.

To reflect changing needs and priorities, some elements of this post may be subject to change and where required, any appropriate communication or consultation with the post holder will be undertaken prior to making any changes.

PERSON SPECIFICATION

Requirements	Essential	Desirable	How identified
Qualifications and training	Demonstrable commitment to professional and personal development Proficient in MS Office and web - based services	NVQ Level 3 in adult care - advanced level or equivalent qualifications or working towards EMIS Web Docman	Application/ Certificates
Experience	Experience of working in health, social care and other support roles in direct contact with people, families or carers (in a paid or voluntary capacity) Experience of working within multi - professional team environments Experience of supporting people, their families and carers in a related role Experience of data collection	Experience of working directly in a care coordinator role, adult health and social care, learning support or public health / health improvement Experience or training in personalised care and support planning Experience of working with elderly or vulnerable people, complying with best practice and relevant legislation	Application/ Interview
Practical skills	Knowledge of the personalised care approach Understanding of the wider determinants of health, including social, economic and environmental factors and their impact on communities, individuals, their families and carers Understanding of, and commitment to, equality, diversity and inclusion	Knowledge of Safeguarding Children and Vulnerable Adults policies and processes	Application/ Interview

Requirements	Essential	Desirable	How identified
	Strong organisational skills, including planning, prioritising, time management and record keeping Knowledge of how the NHS works, including primary care and PCNs Ability to recognise and work within limits of competence and seek advice when needed Understanding of the needs of older people / adults with disabilities / long term conditions particularly in relation to promoting their independence Basic knowledge of long -term conditions and the complexities involved: medical, physical, emotional and social Understanding of the needs of older people / adults with disabilities / long term conditions particularly in relation to promoting their independence		
General	Meets DBS reference standards and criminal record checks Willingness to work flexible hours when required to meet work demands Ability to travel across the locality as required Friendly and approachable Honesty and integrity	Access to own transport Proficient speaker of another language to aid communication with people in the community for whom English is a second language	Application/ Interview

Requirements	Essential	Desirable	How identified
	Excellent communication both verbal and written Ability to manage a varied and busy workload Responsive to and an ability to work in a changing and demanding environment and work under pressure Ability to multi-task, prioritise appropriately and organise own workload Reliable Commitment to own professional development Interest in working for the health sector		