

JOB DESCRIPTION	
Job title:	Care Coordination Manager
Team/Department:	Primary & Community Care Services
Location:	Kingston House and/or Remote
Hours of work:	As agreed, and in accordance with the contract of employment to include unsociable hours, weekends, and bank holidays
Job title the post holder will report to:	Head of Operational Design and Development
Job titles reporting to the post holder:	Divisional Support Teams – Rota & Admin and Pharmacy Teams; Vehicle oversight
Date the role profile was revised:	April 2025

JOB PURPOSE

The purpose of this role is to lead on service coordination, planning and delivery across IC24 Primary & Community Care division (P&CC). The post holder will be the first point of contact for clinical, non-clinical, operational and patient queries relating to the coordination of planned rotas, service gaps and absences, resource planning and recruitment to ensure P&CC services meet the agreed performance requirements in all aspects of the service delivery. Services will be delivered within an efficient, safe and effective environment, providing consistent, high standards of service to all patients.

You will line manage and develop the Rota, Administration and Pharmacy teams to provide robust, proactive, well planned supporting functions, including the reliability and availability of fleet vehicles at all times; ordering and distribution of medication to despatch points; sustained rota performance; compliance of all people working within the service and validation of breaches. You will have accountability for conducting investigations of incidents as part of quality monitoring. You will provide assurance to the Head of Operations and Performance and the Divisional Triumvirate in all aspects of day-to-day service delivery, quality and financial performance.

Working closely with the Head of Operational Design and Development, this role will hold operational responsibility and accountability for adherence to contractual and regulatory performance and quality standards, and you will be the main escalation point for all P&CC service planning queries.

You will produce reports on real time performance against forecast; analyse breach data to inform regular service reviews; investigate and analyse service data to inform service design improvements and to implement quality improvements plans to reduce cost, improve patient experience, service quality and efficiency.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

- Be proficient in interpreting and applying performance data to gain a reliable picture of service and organisational performance and take proactive action to address any performance issues in real-time across multiple services.
- Ensure adherence to the National Quality Requirements and Key Performance Indicators for each service. Provide options and mitigations to the P&CC Heads and Triumvirate for evaluation and implement to agreed timeframe.
- Demonstrate and contribute to embedding the IC24 Vision, Mission and Values across the P&CC Division and wider organisation.
- Support the investigation of complaints, and compliments communicating learning for to our people, cascading important information in a timely and professional. Monitor and evaluate improvement arising from learning opportunities and ensure positive change is embedded.
- Contribute proactively to continuous quality improvement through own practice and through support to others.
- Demonstrate knowledge of how to resolve problems that may arise in real time.
- Ensure that robust business continuity plans are available to all people; that they kept up to date, ensuring learning is reviewed and incorporated following a near miss or service incident.
- Ensure that there are clear thresholds and guidance for Service Managers/On Call to apply in response to unexpected increases in demand and that any performance alerts are escalated in an appropriate and timely manner.
- Document effective contingency processes for all planned and unplanned downtime, supported by very clear communication plans for all front line people/contractors.
- Be aware of the organisational requirement to maintain good budgetary control working with rota and administration, service managers and operational on call to support decision making out of hours.
- Proactively manage service performance and take corrective action in real time in liaison with the Head of Operational Delivery & Performance.
- Comply with and maintain Business Continuity plans for all P&CC service areas.
- Adhere to all procedures, protocols and policies
- Attend relevant training and development as necessary.
- Any other reasonable duties as required from time to time.
- Attend daily, weekly, escalation Health System calls representing IC24, providing business and usual service updates and escalation plans as necessary.
- Prepare and submit Weekend planning for all P&CC Services to Commissioners as required using approved templates.

TEAM WORKING AND COMMUNICATION

- Utilise interpersonal skills to motivate and engage colleagues with delivering a high-quality service to patients.
- Set quality metrics for the team; personal development objectives using PDR and provide regular supervision and support to direct reports.

- Work closely with Team Managers, Service Managers (IUC) to ensure service provision is co-ordinated to attain optimum quality and efficiency, 24/7.
- Organise and prioritise effectively own work schedule and the work schedules of direct reports to ensure operational excellence.
- Act as a central point of contact and communication for all colleagues in P&CC Operational teams.
- Liaise with and maintain professional working relationships with central support services i.e., IT Service Desk and People Team, Estates and Facilities/Fleet; Service Managers (IUC).
- Demonstrate professionalism and service knowledge in liaison with external stakeholders within the scope of authority of this role.

TEAM MANAGEMENT

- Develop and sustain productive working relationships with colleagues to support and develop your team, ensuring a safe effective working environment.
- Deliver a meaningful Performance and Development Review (PDR), with SMART objectives that reflect IC24 strategy and Divisional business plan objectives.
- Manage colleagues to ensure performance concerns are addressed and support is in place to support improvement.
- Hold regular one to one meetings with your team and undertake relevant coaching, development or mentoring as required.
- Monitor annual leave to ensure team members are requesting and taking leave in a measured and timely manner and supporting team members on return from all periods of unplanned absence
- Ensure timely processing and authorisation of colleague timesheets or Webex attesting.
- Manage and support colleagues in line with IC24 policies and procedures, including supervision, absence management, disciplinary and grievance issues.

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](#).

VALUES

Respect

We recognise each other's differences and show consideration for one another and the environment we live in.

Innovation

Our people are made to be brave, and at IC24 we celebrate brave ideas and brave people. Innovation is at the heart of what we do. We develop our own clinical systems, which not only demonstrates innovation but value for money too.

Care

We're committed to providing the best possible care to our patients and our people. We believe in getting our patients the right care. For our people, we have a host of health and wellbeing initiatives to make sure they're supported in the workplace. This includes access to free counselling support.

Excellence

We strive to be the best in everything we do. We give our people access to a host of learning and development opportunities, because an investment in our people is an investment in patient care.

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. This JD 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	<ul style="list-style-type: none"> • Good general level of education including excellent level of English and IT • IC24 Leadership Development Programme 	Level 3 Administration and Management	<p>Application</p> <p>Cerificates</p>
Experience	<ul style="list-style-type: none"> • Previous management experience of primary care, health & social care services • Previous experience of managing/supporting an out of hours service delivery model • Able to manage, motivate, lead, support and develop other members of the team • Experience in working with QI principles • Experience of conducting Service or People related investigation processes • Patient facing experience • Ability to be adaptable and work under pressure whilst meeting agreed objectives • Previous management experience of Estate, Facilities, Fleet; Health & Safety related responsibilities 	<ul style="list-style-type: none"> • Demonstrate an understanding of the elements of clinical governance including audit, complaint handling, incident reporting and patient feedback • QSIR qualified 	<p>Application Interview</p>
Knowledge, Skills and Abilities	<ul style="list-style-type: none"> • An understanding of out of hours clinical services; integrated service models; Primary Care general practice; independent sector providers such as Hospice. • Ability to learn new skills • Excellent communication skills both verbal and written • Active listening • Ability to cascade training to all team members and show understanding of that training • Ability to prioritise own and others workload • Competent in working with data; conduct analysis, identify remedial 	<ul style="list-style-type: none"> • Data input and interpretation • An understanding of audit and reporting principles 	<p>Application Interview</p>

Requirements	Essential	Desirable	How identified
	action and define improvement proposals <ul style="list-style-type: none"> • Experience of drafting reports for Heads and Divisional Triumvirate for presentation at Senior Management Team meetings. • Familiarity and experience of CQC domains, measures and monitoring 		
General	<ul style="list-style-type: none"> • Able to manage situations in a calm and courteous manner, treating everyone with respect • Flexible approach to work and the ability to cover any absence including that which may occur at short notice • Willingness to learn new skills and continued learning • Able to demonstrate initiative and effective problem-solving skills 		Interview