



Job Description

Care Coordinator with Safeguarding responsibilities for Sittingbourne Primary Care Network

Hours of work: 37.5 hours Monday to Friday

Annual Leave: 30 days plus bank holidays FTE

Salary: up to £24,000

Employed by: Involve Kent

Responsible to: Social Prescribing Team Manager

Based: Sittingbourne Primary Care Network GP surgeries, Memorial Medical Centre, Grovehurst Surgery, The Medic Care Surgery, The Chestnuts Surgery, Green Porch Medical Centre and The Meads Medical Practice.

Purpose of the job

Care co-ordinators help to co-ordinate and navigate care across the health and care system, helping people make the right connections, with the right teams at the right time. They can support people to become more active in their own health and care and are skilled in assessing people's changing needs. Care co-ordinators are effective in bringing together multidisciplinary teams to support people's complex health and care needs.

This role will provide support and coordination to the Sittingbourne PCN and member practices. They will work closely with the PCN team and practices to develop services and support the running of the Sittingbourne PCN.

Care coordinators assist with patient engagement supporting with PCN and practice websites, newsletters and events to track patient satisfaction and help the PCN act on feedback.

Work as a central point of contact for PCN queries, update appointments books, manage patient referrals, work autonomously to support delivery of the PCN targets as well as developing and managing relationships across the network.

This role will work closely with our team of social prescribing link workers and health and wellbeing coaches to coordinate care across the PCN.

Key tasks and responsibilities

- Demonstrate and embed the Involve values in your practice and daily work.
- Provide support to the PCN Clinical Directors and member practices.
- Support the GP primary care network ARRS staff with tasks to help ensure patients receive the most appropriate support the first time.
- Support with patient engagement, collecting and presenting feedback.
- Ensure all necessary data and information about patients is recorded accurately and entered on NHS systems, including SNOMED codes, with awareness of information governance and best practice.
- Support the PCN in achieving yearly DES targets.
- Organise and support the coordination of the additional roles (such as Social Prescribing Link Workers, Health and Wellbeing Coaches and Mental Health Practitioners) within the PCN.
- Support the PCN management team with clerical duties to monitor patients subject to safeguarding concerns, invite patients to attend review appointments and ensure patient records are effectively maintained.
- Work collaboratively with GPs and other primary care professionals within the PCN 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 within the PCN.
- Review data on the GP EMIS systems to help understand health inequalities and population health.
- Be a friendly, professional, and engaging source of information for the primary care network able to advise on the community support and information available.
- Build relationships and bring together professionals working with patients you are supporting to ensure a personalised care approach throughout the primary care networks.
- Proactively manage your own health, wellbeing, and resilience as a positive role model to patients and to ensure you can provide consistent, quality support to clients and the primary care network staff.
- Any other tasks and responsibilities that may be identified as necessary as the service evolves and develops.
- Work to Involve's safeguarding policies and procedures to ensure vulnerable adults and children are safeguarded appropriately as necessary.

Person Specification	Essential	Desirable
Experience of supporting people one to one basis	X	
Excellent standard of written and verbal English and numeracy	X	
Experience in a safeguarding role or equivalent knowledge	X	
Able to identify risk factors from a clinical or care record based on a protocol	X	
Experience of working in the health or care sector (especially Primary Care)	X	
Experience of coordinating meetings, working with a multi-professional team and other professionals	X	
Experience of engaging with community services to source appropriate personalised support for people		X
Able to follow processes and systems, and with training develop and review support plans.	X	
Excellent communication skills, able to negotiate, build relationships, advocate for people and inspire people.	X	
Resilient and confident, able to work in a busy environment (GP practice) with colleagues under pressure and champion the service to health professionals	X	

Experience of providing clear information / guidance to people	X	
Ability to learn and implement systems, policies and processes	X	
Experience of using EMIS or a CRM system and accurately able to enter and review sensitive data and to support other staff with this.	X	
Adaptable, flexible with a can-do attitude	X	
Confident to use MS Office packages	X	
Driving licence and a car	X	