POST DETAILS

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Care Co-ordinator</th>
<th>Band:</th>
<th>AfC Band 4</th>
</tr>
</thead>
<tbody>
<tr>
<td>Main Location:</td>
<td>As advertised</td>
<td>Salary:</td>
<td>AfC Band 4</td>
</tr>
<tr>
<td>Reports to:</td>
<td>Team Leader</td>
<td>Accountable to:</td>
<td>Integrated Community Manager</td>
</tr>
<tr>
<td>Working Pattern:</td>
<td>As advertised</td>
<td>Job Type:</td>
<td>As advertised</td>
</tr>
</tbody>
</table>

Date: 13th July 2017

KEY PURPOSE/SUMMARY

To act as a central co-ordinator for the Integrated Care Teams working across GP practices in the Erewash locality. The post holder will achieve this by timely communication with team members; co-ordination of regular clinical and operational meetings; preparation for team meetings by establishment of service history and involvement of other agencies for identified cases; taking minutes; recording of actions and circulation of outcomes to relevant staff and/or relevant organisations.

To be responsible for high quality customer service in recording contact information, supporting the initial prioritisation of contacts, subsequent feedback and liaison with referrers and relevant others.

To maintain IT based information systems and take responsibility for the production of relevant performance data.

ORGANISATIONAL CHART/STRUCTURE

- Integrated Community Services Manager
  - Team Leader
    - Care Co-ordinator – this post
**Key Duties, Tasks and Responsibilities**

**Patient Care**
Communicate effectively and sensitively and use language appropriate to patient and carer/relatives condition and understanding and be aware of and manage barriers to communication.
Provide information to patients, their carers and/or relatives on behalf of the team
Be the point of liaison for service users and interface with all health and social care professionals, including keeping everyone informed and updated
Follow through actions identified by the Teams including arranging tests, referrals, signposting, etc.
Follow through with service users and others involved to ensure all services/care arrangements are in place
Provide courtesy calls to individuals on the service case list to reduce workload
To support the screening, triage and signposting of patients into and through the service
Provide monitoring and support after acute or community hospital stays - for individuals who are frequent flyers, have complex needs or are risk of readmission.
Work in support of other care coordinator colleagues
Support the local care homes to identify patients in need of services delivery and coordinate appropriate response
Receive, collate and coordinate information available ie from hospital or care home admissions and discharges and present to the MDT
Identify high climbers and new service users using local knowledge and identification tools available and present to the MDT
Support completion of new referrals by checking criteria and direct referral into MDT where appropriate
Sign post team members, service users and carers to relevant service
To act at all times in an anti-discriminatory manner

**Strategy and Service Development**
To participate in the induction of new staff to the Integrated Care Teams as required
To take part in regular performance appraisal.
To undertake any training required in order to maintain competency including mandatory training
To contribute to, and work within a safe working environment
To adhere to the DCHS NHS Trust policies and procedures
To participate in audits necessary to the team.
Ensure safe practice to minimise the risks of infections to patients and staff in accordance with National and Trust policy, in particular to be aware of their responsibilities as listed in the Infection Control Operational Policy

**Financial Resources/Management**
The post holder will, through awareness and prudent behaviour, contribute to service level financial performance e.g. if ordering stock or supplies

**Information Resources/Information Systems**
To record, send and store information in line with the Data Protection Act and Caldicott principles
To be able to plan and respond to workload according to operational priorities
To assist in maintaining local records and systems as necessary, producing performance information as required

**Autonomy/Scope within Role**
The post holder will be required to work within clearly defined organisational protocols, policies and procedures
To interpret care plans to identify unmet needs and take suitable action according to agreed team procedures
To trigger risk assessments in agreed circumstances.
The postholder will be expected to make judgements based on own initiative rather than referring upwards.
The postholder will also be expected to be accountable for own actions as line manager not always accessible on a day
to day basis

**KEY RELATIONSHIPS**

*The post holder will demonstrate professional, well established and effective communication skills, both within and external to the organisation.*

**Key Working Relationships Internal:**

- ANPs
- Members of the Integrated Community Teams
- GPs
- Specialist nurses and therapists
- General Manager
- Integrated Community Services Manager
- Integrated Community Team Leader
- Community hospitals
- Acute hospitals
- Care home staff

**Key Working Relationships External:**

- Voluntary services
- Patients/service users
- Carers/relatives
- Acute hospitals
- Social care
- Single Point of Access

**KEY VALUES: WORKING THE DCHS WAY**

**Our Vision**

“To be the best provider of local health care and be a great place to work”

**Our Values**

- To get the basics right
- To act with compassion and respect
- To make a difference
- To value and develop teamwork
- To value everyone’s contribution: “everyone matters”
HEALTH & SAFETY

In addition to the responsibilities of the Trust under Health and Safety legislation you are reminded of your responsibilities for health and safety at work under the Health and Safety At Work Act 1974 as amended and associated legislation. These include the duty to take reasonable care for the health and safety of yourself and of others in your work activities or omissions, and to co-operate with your employer in the discharge of its statutory duties.

You must adhere strictly to the policies and procedures on health and safety, and report all accidents, dangerous occurrences, unsafe practices or damage to your manager promptly using the Trust’s incident reporting system.

You must make use of appropriate training, safety equipment, protective clothing and footwear and attend training. Failure to comply with these requirements may result in disciplinary action.

EFFECT REQUIRED WITHIN THE ROLE AND WORKING ENVIRONMENT

The post holder will be expected to perform a degree of effort within the context of the role capturing elements of physical, mental and emotional demands.

Physical
- Enthusiastic and committed
- Able to work effectively in a busy environment
- Able to take direction
- Ability to communicate with patients, relatives and all grades of clinical staff across a range of specialities
- Able to work at a work station and use a telephone, a computer and keyboard

Emotional
- Able to work in a busy team environment
- Able to use own initiative within set boundaries
- Pleasant and helpful telephone manner
- Regular exposure to personal, emotional or distressing circumstances
- Occasional verbal abuse from patients/carers/relatives

Mental
- There is a frequent requirement for concentration and frequent interruptions that will require the postholder to prioritise their work
- Able to maintain sound judgment under pressure
- Able to complete and record accurate information
- Able to manage/prioritise own workload

July 2017 / Version 2.2
Moderate to high levels of concentration
Need to resolve competing priorities within GP practices, with other teams in DCHS, Social Care, Mental Health etc
Meticulous approach to accuracy and detail

Working Environment
- Ability to work shift patterns between the hours of 08.00 to 18.00 hours initially Monday to Friday. Will need to contribute to a seven day service in line with service developments occurring.
- Frequent use of VDU and keyboard for several prolonged periods each day

**JOB DESCRIPTION AGREEMENT:**

<table>
<thead>
<tr>
<th>Job Holder’s Name and Signature:</th>
<th>Date:</th>
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<tbody>
<tr>
<td>Line Manager’s Name and Signature:</td>
<td>Date:</td>
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## PERSON SPECIFICATION

*Is the criteria essential or desirable and how will it be assessed*

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Essential / Desirable</th>
<th>Assessment</th>
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<tbody>
<tr>
<td><strong>Education, Qualifications and Training</strong></td>
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<tr>
<td>Diploma/ HNC level (or equivalent experience)</td>
<td>E</td>
<td>A,C,I</td>
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<tr>
<td>ECDL or equivalent</td>
<td>E</td>
<td>A,C,I</td>
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<tr>
<td>NVQ Level 3 Business Administration</td>
<td>E</td>
<td>A,C,I</td>
</tr>
<tr>
<td>Long term conditions training</td>
<td>D</td>
<td>A,I</td>
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<tr>
<td>Welfare rights basic training</td>
<td>D</td>
<td>A,I</td>
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<tr>
<td>Ongoing internal and external training to keep up to date with changes/ development</td>
<td>D</td>
<td>A,I</td>
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<tr>
<td><strong>Experience and Knowledge Required</strong></td>
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<tr>
<td>Able to effectively prioritise workload in line with service requirements.</td>
<td>E</td>
<td>A,I</td>
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<tr>
<td>Able to demonstrate a clear understanding of working with confidential information working in an office environment</td>
<td>E</td>
<td>A,I,R</td>
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<tr>
<td>Working with confidential information</td>
<td>E</td>
<td>A,I</td>
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<tr>
<td>Working in a multidisciplinary setting where influence and negotiation is required</td>
<td>E</td>
<td>A,I,R</td>
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<tr>
<td>Experience of working with healthcare professionals.</td>
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<tr>
<td>Previous experience in a primary care setting/working in a GP practice</td>
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<tr>
<td>Knowledge/familiarity with medical terminology</td>
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<td>A,I</td>
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<tr>
<td>Continuing care</td>
<td>D</td>
<td>A,I</td>
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<tr>
<td>Long term conditions</td>
<td>D</td>
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<tr>
<td>Vulnerable adults awareness</td>
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<tr>
<td>Experience of care of the elderly</td>
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<tr>
<td>Experience providing advice/ signposting to patients/ users</td>
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<tr>
<td>Understanding of current issues facing the NHS and social care</td>
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<td><strong>Skills and Attributes</strong></td>
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<tr>
<td>Accurate keyboard skills</td>
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<td>Highly proficient in the use of Microsoft Office, databases, internet and Emails</td>
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<tr>
<td>Excellent communication skills, verbal and</td>
<td>E</td>
<td>A,I,R</td>
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written
Team working
Excellent interpersonal skills
Strong analytical and judgement skills
Ability to analyse and interpret information and present results in a clear and concise manner
Excellent organisational and administration skills
Excellent time management, prioritisation and managing own workload skills

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<th>E</th>
<th>A,I,R</th>
<th>A,I</th>
<th>A,I</th>
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<tbody>
<tr>
<td><strong>Aptitude and Personal Qualities</strong></td>
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<tr>
<td>Working in a busy and demanding environment whilst delivering in a timely manner</td>
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<tr>
<td>Approachable and flexible</td>
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<td>I,R</td>
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<td>Self-motivated and enthusiastic</td>
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<td>Honest and reliable</td>
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<td>Creative and tenacious in finding solutions to problem</td>
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Values, Drivers and Motivators
Sensitive to patients needs
Self-motivated and enthusiastic
Honest and reliable
Access to and ability to use transport as travel between sites across the county will be required for meetings and training
Willingness to undergo further training and development as the job develops

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<thead>
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<th></th>
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</thead>
<tbody>
<tr>
<td><strong>E = Essential D = Desirable A = Application I = Interview T = Test C = Certificate R = Reference</strong></td>
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</table>