



Care Coordinator

The Manor Surgery, Osler Road, Headington, Oxford

Hours: 37 hours per week, Monday to Friday

Salary: from £12.90 per hour (depending on experience)

We are a large GP Practice in Oxford, with 25,000 patients, looking to recruit a Care Coordinator to join our growing Proactive Care Team.

The Proactive Care Team is a team of GPs, Nurses, Care Coordinators and Social Prescribers who work alongside a patient's usual GP. The team work proactively to improve access to healthcare for the practices highest need patients and their families, and to those with a barrier to accessing health and social care independently through the usual route.

The Proactive Care Team support patients and their families through both short-term health and social care crises, and longer-term frailty, chronic disease management and end of life care. This additional service within the practice was created in 2021 and has been continuously developing and expanding in scope.

The role requires a caring, dedicated, reliable and person-focused individual who enjoys working with a wide range of people. You will also need to have good written and verbal communication skills and strong organisational and time management skills. We are looking for highly motivated and proactive applicants with a flexible 'can-do' attitude who will be committed to providing patients and carers with high quality support.

We are a modern, friendly practice, in excellent facilities, with patient care at the heart of all we do. We have strong links with our local communities and are a forward thinking and active part of local care networks.

This post is based at our Manor Surgery site in Headington.

How to apply: Please submit a CV and covering letter manorsurgery.hr@nhs.net. This job advert will close as soon as sufficient applications have been received. Please apply for this job as soon as you can, if interested.

For further information and/or to arrange an informal discussion about the role, please contact Adela Messinger on 01865 762535 or by email at manorsurgery.hr@nhs.net

Job Description

Job Title: Care Coordinator

Responsible to: Proactive Care Team Manager

Hours: Ideally full-time (although applications for part-time will be considered and flexible working opportunities are available)

Job Summary:

You will work as part of the multi-disciplinary Proactive Care Team to enable people to take control of their health and wellbeing through linking them to the correct services and support providers and coordinating their care.

Key Responsibilities:

- As part of the practice Proactive Care team, build relationships with staff across different teams, attending relevant weekly MDT meetings to discuss referrals and the case load.
- Book appointments for patients with the Proactive Care Team
- Liaise with secondary care regarding referrals, appointments and updates
- Book patient hospital transport
- Process Social Prescribing Referrals (including care needs assessments and OT referrals)
- Follow up with patients, as directed by the Proactive Care Team Manager, to ensure that support provided has enabled the patient to achieve the agreed outcomes
- Arrange MDT meetings, coordinating any actions
- Arrange monthly AMHT meeting (including liaising with Dr McKnight's PA, sending calendar invites and reminders and updating TeamNet)
- Contribute to regular OAMHT caseload meeting
- Manage the administration for the health walks
- Support with the administration of health/vaccine campaigns
- Stay updated with advanced knowledge on health/social care/voluntary sector
- Support the team in managing and undertaking phone follow-up calls for the virtual ward and other high need patients
- Work in partnership with all voluntary and community organisations to help the team to deliver a comprehensive service
- Assist the Proactive Care Team Manager in providing regular updates about Proactive Care within the Surgery, including how to access information to encourage appropriate referrals and ensuring the Proactive Care Team notice board is kept up to date with new posters

Confidentiality

- In the course of seeking treatment, patients entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately
- In the performance of the duties outlined in this job description, the post-holder may 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 practice as a business organisation. All such information from any source is to be regarded as strictly confidential

- Information relating to patients, carers, colleagues, other healthcare workers or the business of the practice may only be divulged to authorised persons in accordance with the practice policies and procedures relating to confidentiality and the protection of personal and sensitive data

Health & Safety:

The post-holder will assist in promoting and maintaining their own and others' health, safety and security as defined in the practice Health & Safety Policy, the practice Health & Safety Manual, and the practice Infection Control policy and published procedures. This will include:

- Using personal security systems within the workplace according to practice guidelines
- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks
- Making effective use of training to update knowledge and skills
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards
- Actively reporting of health and safety hazards and infection hazards immediately when recognised
- Keeping own work areas and general / patient areas generally clean, assisting in the maintenance of general standards of cleanliness consistent with the scope of the job holder's role
- Undertaking periodic infection control training (minimum annually)
- Reporting potential risks identified

Equality and Diversity:

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:

- Acting in a way that recognizes the importance of people's rights, interpreting them in a way that is consistent with practice procedures and policies, and current legislation
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues
- Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

Personal/Professional Development

The post-holder will participate in any training programme implemented by the practice as part of this employment, such training to include:

- Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work

Quality

The post-holder will strive to maintain quality within the practice, and will:

- Alert other team members to issues of quality and risk
- Assess own performance and take accountability for own actions, either directly or under supervision
- Contribute 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
- Work effectively with individuals in other agencies to meet patients needs
- Effectively manage own time, workload and resources

Communication

The post-holder should recognize the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members
- Communicate effectively with patients and carers
- Recognize people's needs for alternative methods of communication and respond accordingly

Contribution to the Implementation of Services

The post-holder will:

- Apply practice policies, standards and guidance
- Discuss with other members of the team how the policies, standards and guidelines will affect own work
- Participate in audit where appropriate

This job description is not exhaustive and is intended to be an outline only. Changes may be made by agreement at any time.