

JOB DESCRIPTION

JOB TITLE:	CARE CO-ORDINATOR
HOURS:	28.5 hours per week, 8am to 6.30pm Tuesday, Thursday & Friday
RESPONSIBLE TO:	Reception Manager

Job Summary:

The purpose of the Care Co-ordinator is to:

- Deliver excellent customer service to the practice population
- Work collaboratively with the general practice team to meet the needs of patients, supporting the delivery of policy and procedures
- Facilitate effective communication between patients, members the primary health care team, secondary care and other associated healthcare agencies

Person Specification:

- Ability to work independently and as part of a large team
- Good communication and interpersonal skills
- Ability to adapt to service needs whilst working in a busy environment
- Must be willing and have ability to extend role if required. Appropriate training to be agreed and provided by the Practice
- Must be able to work within the rules governing patient confidentiality

Duties and Responsibilities:

The duties and responsibilities to be undertaken by members of the reception team are varied and will differ from time to time under the direction of the Reception Manager / Lead Clinical Practitioner / Partners / Practice Manager, dependent on current and evolving Practice workload and staffing levels:

- Maintain patient confidentiality at all times
- To answer telephone and deal with queries appropriately
- To book appointments for patients according to practice rules
- To deal with all prescription requests according to practice rules
- To register new patients according to practice registration protocol
- To extract patient records when required
- To order transport for patients when required
- To take and record all patient visit requests according to practice rules
- To liaise with patients regarding their requests for Doctors to complete NHS or non-NHS documentation
- To take and record all messages according to practice rules
- To liaise with all other members of the primary care team as appropriate
- To carry out administrative tasks within any department as required
- To carry out/cover any other tasks that may be deemed suitable for the grade

Training:

Post-holders will be encouraged and supported to undertake any training required to ensure appropriate role development.

- To maintain skills and any certification required for all aspects of reception and administrative work
- To attend all training as required e.g. Fire Lecture, Resuscitation update, Safeguarding, Data Security Awareness and Manual Handling; this is not an exhaustive list
- Any other training that may be deemed necessary from time to time to carry out the role of Care Co-ordinator

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

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, to 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
- 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 recognises 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

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 recognise the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members
- Communicate effectively with patients and carers
- Recognise 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 audits where appropriate