**Care Co-ordinator**

**Torquay Primary Care Network**

**Job Description/Person Specification**

**Job overview**

This is an exciting opportunity to join Torquay Primary Care Network (PCN) as a Care-Co-ordinator.

As PCN Care Coordinator you will work as a key part of the PCN multi-disciplinary team. You will co-ordinate the work of healthcare professionals and non-clinical staff including volunteers involved in the care of patients registered at GP practices within the wider PCN population, ensuring care is seamless.

You will provide the capacity and expertise to support patients in preparing for or in following-up clinical conversations they have with PCN primary care professionals. Acting with confidentiality at all times, the Care Coordinator will be caring and empathetic and will be extremely motivated by helping people.

Your role is a key part of our growing and progressive PCN, working to provide an enhanced care experience with a view to improving health inequalities.

This role involves an element of travel between PCN sites when required.

**About Us**

Our PCN is comprised of 4 Practices, which includes Brunel Medical Practice, Croft Hall, Chelston Hall and Southover Medical Practice. Working together, we ensure that our patients receive the best possible care.

**Person Specification**

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|  | **Essential** | **Desirable** |
| **Qualifications** |  | * A Diploma Level 2 in Health and Social Care or equivalent qualification
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| **Experience** | * Experience of working within healthcare or the voluntary / community sector, supporting vulnerable groups
 | * Experience of using the EMIS clinical system
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| **Skills** | * Strong IT skills to include Word, Excel and experience in using databases
* Ability to work collaboratively, liaising with other stakeholders as needed for the collective benefit of patients including GPs, Practice Nurses, healthcare professionals and other practice staff
* Willing to travel across PCN sites if / when required
 | * Familiar with local resources and services and how to access them.
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| **Personal attributes** | * Ability to listen and communicate effectively with a wide range of people
* Motivated by helping people, and be caring and empathetic and committed to providing a high-quality service.
* Flexible in approach to adapt to the changing needs of the service.
* Positive and caring attitude.
* Ability to develop and maintain effective working relationships both within and outside the PCN
* Acts in a non-judgmental and non-discriminatory way at all times
* Understands the importance of patient confidentiality
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**Disclosure and Barring Service Check**

This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service (formerly known as CRB) to check for any previous criminal convictions.