

**PERSON SPECIFICATION – Non-Clinical Care Co-ordinator**

Category	Essential	Desirable
<b>Education</b>	<ul style="list-style-type: none"> <li>• Good level of education or experience equivalent to Level 3.</li> </ul>	
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Demonstrate a commitment to Continual Professional Development.</li> <li>• Understand, accept and adheres to the need for confidentiality.</li> <li>• Must be a team player – demonstrate evidence of working successfully within a team.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience working in an administrative role within General Medical Practice.</li> <li>• Experience of the NHS Quality and Outcomes Framework (QoF) and Enhanced Services.</li> <li>• Knowledge of SystemOne.</li> </ul>
<b>Attitudes</b>	<ul style="list-style-type: none"> <li>• Work calmly under pressure with the ability to prioritise and meet deadlines.</li> <li>• Proficient in time management</li> <li>• Conscientious and pays attention to detail</li> <li>• Flexible and proactive attitude</li> <li>• Enthusiasm for the role</li> <li>• Able to work as part of a team</li> <li>• Ability to communicate effectively, both verbally and in writing, with people, their families, carers, community groups, partner agencies and stakeholders</li> <li>• Understanding of the needs of older people / adults with disabilities / long term conditions particularly in relation to promoting their independence</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of, and ability to work to policies and procedures, including confidentiality, safeguarding, lone working, information governance, and health and safety</li> </ul>
<b>Skills and Abilities</b>	<ul style="list-style-type: none"> <li>• Excellent verbal and written communication skills.</li> <li>• Demonstrable teamwork skills.</li> <li>• Very good interpersonal skills.</li> <li>• Demonstrable motivation.</li> <li>• Problem solving skills.</li> <li>• Flexible and adaptable to change.</li> <li>• Proficient in the use of computerised systems (Microsoft Word and Excel) to a level to enable the production of high standard of work.</li> <li>• Demonstrate an understanding of the data protection act and patient confidentiality, clinical and information governance and Caldicott requirements.</li> </ul>	

## JOB DESCRIPTION – Non-Clinical Care Co-ordinator

**Job Title:** Non-Clinical Care Co-ordinator

**Responsible to:** Assistant Practice Manager

**Place of Work:** Medical Practice

### Job Summary

We are looking for an enthusiastic and friendly non-clinical Care Co-ordinator with an eye for detail and a passion for helping others to join our Practice and within our Primary Care Network multidisciplinary healthcare team.

The successful candidate will play a key role in coordinating care for different cohorts of patients including the frail/elderly and those with long-term conditions. They will work closely with clinical and practice teams, making sure that appropriate support is made available. To continually improve performance and adhere to Care Quality Commission standards.

Please note that this role is not a clinical role.

**Working for Brook Square Surgery is an exciting opportunity to begin your career in the NHS where there is always potential for career progression.**

Contact us on 01723 380651 or email [hnyicb-ny.dqt-b82088@nhs.net](mailto:hnyicb-ny.dqt-b82088@nhs.net) to find out more.

### Duties and Responsibilities

- The post holder will be responsible for the planning and management of appointment rotas ensuring that our different cohorts of patients (older people / adults with disabilities / long term conditions) have been identified and planned for in the rota.
- Be responsible for arranging the provision of locum cover staff for annual leave or sickness. Where locum cover is required, coordinate the locum booking process to ensure that cover is organised in a timely manner.
- Raise purchase orders for locum cover and send invoices to our finance team.
- Ensure meetings are scheduled and cover is up to date and communicated appropriately, notifying the line manager of potential problems within the clinical rotas.
- Update the GP Appointments Dashboard (GPAD) to show how appointments have been mapped in the Practice.
- Plan weekly room rotas and circulate to all staff.
- Invite the different patient cohorts into Practice for their annual health reviews.
- Conduct regular vaccine and clinical stock checks. Raise purchase orders and place stock orders so that minimum stock levels are maintained.
- Review patients who have not attended appointments and follow Practice policy and procedures regarding follow up contact and welfare checks.
- Send out Friends and Family Tests to patients and collate feedback in a bid to improve our service.
- To ensure that all statutory requirements outlined in the IntraHealth personnel procedures and policies are personally adhered to.
- To be familiar with and conform to responsibilities under the Data Protection Act as identified by IntraHealth.
- To undertake duties as necessary, in line with the changing needs of the company. To participate in the annual appraisal and knowledge and skills framework profiling process. Any necessary training will be provided.

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- Acts in a way that acknowledge individuals rights to make their own decision and recognise their responsibilities.
  - Facilitates others to identify their current level of knowledge and skills, their learning needs and best practice.
  - To support others in the development and application of knowledge and skills in practice
  - Identify resource issues which affect learning, development and performance and alerts the appropriate managers.

### **Communication:**

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 patient's needs.
- Effectively manage own time, workload and resources.

### **Health and Safety:**

- The post holder is required to take reasonable care for the health and safety of themselves and other persons who may be affected by their acts or omissions at work. The post holder is also required to co-operate with their employing body to ensure that statutory and departmental regulations are adhered to.

### **No Smoking:**

- IntraHealth has a No Smoking policy. All Health Service premises are considered as non-smoking zones, other than designated smoking areas. There will be a strict no-smoking policy within the company premises.

## **Core Competencies**

### **Technical Competencies**

- Competent at word, excel etc.
- Attention to accuracy.

### **Management Competencies**

1. Teamwork.
2. Flexibility.
3. Achievement Motivation.
4. Risk Awareness.
5. Health & Safety Awareness.

### **Personal/professional Development**

- Participate in training programmes as part of your personal and professional development.
- Take responsibility for own development, learning and performance, demonstrating skills and activities to others undertaking similar work.

### **Managing Tasks / Projects**

- Ensuring tasks and duties are performed within clearly defined time quality standards.

### **Managing Information / Data**

- Compiling and processing, supplying information and data to both internal and external contacts whilst ensuring confidentiality is maintained where appropriate.

### **Communications**

- High level of verbal and written communication skills.
- Information sharing with other professionals.

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**Confidentiality and data protection**

- Attention is drawn to the confidential nature of information collected within the immunisation service and the storing of personal information for data protection.