

**JOB DESCRIPTION**  
**Care Coordinator – South Central Solihull Primary Care Network**

Hours of Work: 35 per week  
Salary £24,136.00 pa  
(The service will work flexibly to meet the needs of the PCN)

<b>Job title:</b>	Care Coordinator
<b>Location:</b>	GP Practices within the South Central Solihull PCN and, as necessary, Age UK Solihull offices at The Core.
<b>Responsible to:</b>	Older People's Services Manager, Age UK Solihull (a Supervising Lead from the PCN will be appointed as will a Clinical Lead from each practice within the PCN)
<b>Responsible for:</b>	N/A
<b>Job purpose:</b>	<p>To identify and work with a defined cohort of patients and holistically bring together all their care and support needs, explore options to meet those needs and develop a single personalised care plan.</p> <p>To support patients to make shared decisions and exercise choice based on what matters to them most.</p> <p>To work closely with primary care professionals and raise awareness within the PCN of shared decision making and decision support tools.</p>

**Key responsibilities:**

1. Work alongside the GP practices to proactively identify and work with a cohort of patients to deliver personalised care, managing a caseload of patients.
2. Support patients to use shared decision-making tools.
3. Take a holistic approach, based on the available options, a person's priorities and the wider determinants of health.
4. Develop a single personalised care and support plan with each patient through shared decision making enabling them to better manage their own care and support needs.
5. Help people to manage their needs through answering enquires, making and managing appointments and ensuring people have good written and verbal information to help them make choices about their care, using tools to understand an individual's knowledge and confidence in their own skills to manage their own health.
6. Support patients to take up training and employment and access wider services through referrals to the Social Prescriber.
7. Assist patients to access peer support and interventions that support them to take more control of their health and wellbeing.
8. Explore the option of Personal Health Budgets for patients.

9. Support the delivery and coordination of Multi Disciplinary Team meetings.
10. Provide coordination and navigation of patients and where appropriate their carers across health and social care services working hand in hand with Social Prescribers, Health and Wellbeing Coaches and liaising with wider health and social care professionals.
11. Process relevant requests from hospital discharge letters.
12. Have an awareness and understanding of when it is appropriate or necessary to refer people back to health professionals.
13. Develop yourself and the role, undertaking the required training for the role and participating in service redesign.
14. Contribute to effective information management and monitoring and reporting of data to support PCN DES targets in a timely manner.
15. To attend meetings as required.
16. Adhere to the policies and processes of the PCN, NHS and Age UK Solihull.
17. Work with the supervising Practice Manager and supervising Clinical Lead to access regular supervision.
18. Work as part of the healthcare team to seek feedback, continually improve the service and contribute to business planning
19. Any other duties commensurate with the grade of the post.

#### **Additional notes**

1. All staff are expected to work flexibly in terms of location and role.
2. All staff have a particular responsibility for ensuring that Safeguarding Adults and Children's legislation and guidelines are adhered to, that the well-being of at-risk individuals is promoted and that at risk individuals are aware of their right to protection from all forms of abuse.
3. Appointment to this post is subject to an acceptable DBS Check and references.
4. This post requires use of a car and a full driving licence.
5. All staff have an individual responsibility to comply with Age UK Solihull's Policy and Practice on Health and Safety Matters.