

RURAL WEST PRIMARY CARE NETWORK

Job Description

Job title:	PCN Care Co-ordinator (Admin & Data)
Professionally accountable to:	The Network Partners
Managerially accountable to:	The Network Manager
Hours per week:	37.5 hours

Job Summary

The main purpose of this role is to support the Rural West Primary Care Network (PCN) Manager and to act as a key point of communication between the Clinical Directors, GPs, the PCN Manager, the Digital & Transformation Lead (DTL) and Practice Business/Managers within the Rural West PCN. The Rural West PCN consists of Tadley Medical Partnership and Watership Down Health GP Partnerships. The post holder will carry out a range of administrative tasks in support of the PCN and will also provide information and data services to a range of stakeholders based across the Rural West Network.

The role will involve working across the locations of the Network's GP Practices and travel across the Practices' locations.

Key Responsibilities

The PCN Admin & Data Care Co-ordinator will work as an integral part of the PCN's management teams, working alongside the PCN Manager, the Digital & Transformation Lead (DTL) and the Executive Team to provide administrative support and the supply of relevant data services across the PCN. The postholder will be based within the Practices of both Partnerships.

The Postholder will carry out a range of administrative tasks in support of the Rural West Network and its Executive Team.

This includes:

PCN Administration:

1. Supporting the Clinical Directors, PCN Manager, Practice and Practice Business Managers and the Executive Team with the management of meetings, workshops, events and general day to day PCN work.
2. Having overall responsibility for arranging the monthly PCN led Executive Team meetings (and other MDT meetings as required). This includes scheduling the meetings, managing the meeting agenda items and providing Minutes of the meetings, ensuring that all information is circulated to team members in advance of the meetings agreed.
3. Providing administrative support for the six-weekly PCN Team staff meetings, including scheduling the meetings, managing the meeting agenda items and providing Minutes of the meetings.
4. Aiding in the design of a robust communication channel for relevant information to be shared across the Primary Care Network, utilising tools including GP TeamNet.

5. Maintaining the Rural West Network information portal on GP TeamNet.
6. Supporting the Rural West Network in establishing an effective system for monitoring and reporting on progress of the PCN against set performance indicators.
7. Providing administrative support to the Rural West Network as part of the ongoing development of established Integrated Neighbourhood Teams working, including any required meeting administration
8. Running reports as required from the PCN's IT systems, including clinical i.e. EMIS.
9. Covering (where required during times of leave) for a range of daily, weekly and monthly Multi-Disciplinary Team (MDT) meetings with PCN teams and community services, covering various LTC patient cohorts
10. Providing confidential HR administrative support to the PCN Manager. This will include diary management, staff appraisal administration support and day to day holiday/sickness absence administration.
11. Work collaboratively with GPs and other primary care professionals within the PCN to proactively identify and manage a caseload of patients with long-term health conditions, and where appropriate, refer back to other health professionals within the PCN. This will involve regularly running reports from our clinical systems i.e. EMIS.
12. Provide coordination and navigation for people and their carers across health and care services, working closely with social prescribing link workers, health and wellbeing coaches, and other primary care professionals to help ensure patients receive a joined up service and the most appropriate support.
13. Help people to manage their needs via direct patient contact, including answering queries, making and managing appointments, and ensuring that people have good quality written or verbal information to help them make choices about their care. Refer onwards to Social Prescribing link workers and Health & Wellbeing Coaches where required.
14. Maintain records of referrals and interventions to enable monitoring and evaluation of the service.
15. Support the PCN in developing communication channels between GPs, people and their families and carers and other agencies.
16. Support practices to keep care records up-to-date by identifying and updating missing or out-of-date information about the person's circumstances.
17. Contribute to risk and impact assessments, monitoring and evaluations of the service.
18. Raise awareness of how to identify patients who may benefit from shared decision making and support PCN staff and patients to be more prepared to have shared decision making conversations.

Data Management:

The postholder will assist with the maintenance and development of IT based information systems and have responsibility for key performance data. The post holder will:

1. Have an understanding of and the ability to extract data from various systems for use in driving improvement and assessing impacts.
2. Provide a range of performance/activity data and reports for the PCN and practices using IT systems including: Ardens Manager, Healthintent, SHAPE, APEX Tool, PCN Dashboard etc, effectively tailoring content to meet the needs of the PCN.
3. Ensure the IT requirements for recording activity are adhered to in collaboration with other wider team members.
4. Effectively present and communicate data to practices and PCN staff at all levels to increase understanding of operational challenges.

5. Accurately update and maintain the GP IT systems alongside practice staff
6. Support the Digital & Transformation Lead with patient engagement activity around the NHS Digital agenda, including direct patient contact where required.

This job description is a summary of the main duties of the post and is, therefore, not exhaustive. The duties of the post will be reviewed regularly in conjunction with the post holder and the job description may be amended accordingly.

Key Non Clinical Aspects (risk management, health & safety, Information technology)

1. Ensure accurate, clear and concise records are recorded and maintained for the PCN and also relating to the business and to uphold confidentiality of the same.
2. Maintain databases to support the development of the PCN and ensure accurate data and fulfil clinical governance.
3. Contribute to evaluation reports required for the monitoring and quality improvement of the PCN services.
4. Participate in meetings to ensure the service runs smoothly and information is shared.
5. Contribute to the development of PCN services within the Practices and the community.
6. Promote and participate in an environment that seeks to continually improve and deliver PCN and Neighbourhood services

Professional Development

1. Take part in mandatory training.
2. Ensure own skills and knowledge are updated by undertaking continual personal and professional development, in line with the requirements of the post and the service.
3. Contribute to the PCN strategies ensuring that the views of all staff are represented.
4. Demonstrate clear understanding and awareness of national policy in relation to the post.

Miscellaneous

1. Establish strong working relationships with GPs and practice teams and work collaboratively with other Care Coordinators, Social Prescribers and Health & Wellbeing Coaches, other PCN staff and the wider neighbourhood as it develops.
2. Attend PCN and neighbourhood meetings and take part in them, using the skills and knowledge of your area to inform and guide the team.
3. Be flexible in meeting the needs of the role in both hours worked and tasks undertaken.
4. Contribute to the wider aims and objectives of the PCN and neighbourhood to improve and support primary care.

Generic Responsibilities

Tadley Medical Partnership is the employing Partnership for Rural West PCN under a joint contract working across the PCN in both Tadley Medical Partnership and Watership Down Health. All staff have a duty to conform to the following:

Equality, Diversity & Inclusion

A good attitude and positive action towards ED&I creates an environment where all individuals are able to achieve their full potential. Creating such an environment is important for three reasons: it improves operational effectiveness, it is morally the right thing to do, and it is required by law.

Patients and their families have the right to be treated fairly and be routinely involved in decisions about their treatment and care. They can expect to be treated with dignity and respect and will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Patients have a responsibility to treat other patients and our staff with dignity and respect.

Staff have the right to be treated fairly in recruitment and career progression. Staff can expect to work in an environment where diversity is valued and equality of opportunity is promoted. Staff will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Staff have a responsibility to ensure that you treat our patients and their colleagues with dignity and respect.

Safety, Health, Environment and Fire (SHEF)

This practice is committed to supporting and promoting opportunities for staff to maintain their health, well-being and safety. You have a duty to take reasonable care of health and safety at work for you, your team and others, and to cooperate with employers to ensure compliance with health and safety requirements. All personnel are to comply with the Health and Safety at Work Act 1974, Environmental Protection Act 1990, Environment Act 1995, Fire Precautions (workplace) Regulations 1999 and other statutory legislation.

Confidentiality

This practice is committed to maintaining an outstanding confidential service. Patients entrust and permit us to collect and retain sensitive information relating to their health and other matters, pertaining to their care. They do so in confidence and have a right to expect all staff will respect their privacy and maintain confidentiality at all times. It is essential that if the legal requirements are to be met and the trust of our patients is to be retained, that all staff protect patient information and provide a confidential service.

Quality & Continuous Improvement (CI)

To preserve and improve the quality of our output, all personnel are required to think not only of what they do, but how they achieve it. By continually re-examining our processes, we will be able to develop and improve the overall effectiveness of the way we work. The responsibility for this rests with everyone working within the practice to look for opportunities to improve quality and share good practice.

This practice continually strives to improve work processes which deliver health care with improved results across all areas of our service provision. We promote a culture of continuous improvement, where everyone counts and staff are permitted to make suggestions and contributions to improve our service delivery and enhance patient care.

Induction Training

On arrival at the practice all personnel are to complete a practice induction programme; this is managed by the Practice Training Manager, your line manager and the PCN Manager.

Learning and Development

The effective use of training and development is fundamental in ensuring that all staff are equipped with the appropriate skills, knowledge, attitude and competencies to perform their role. All staff will be required to partake and complete mandatory training as directed by the training coordinator, as well as participating in the practice training programme. Staff will also be permitted (subject to approval) to undertake external training courses which will enhance their knowledge and skills, progress their career and ultimately, enable them to improve processes and service delivery.

Collaborative Working

All staff are to recognise the significance of collaborative working. Teamwork is essential in multidisciplinary environments. Effective communication is essential and all staff must ensure they communicate in a manner which enables the sharing of information in an appropriate manner.

Service Delivery

Staff at Tadley Medical Partnership and Watership Down Health must adhere to the information contained with these Practices' policies and regional directives, ensuring protocols are adhered to at all times. Staff will be given detailed information during the induction process regarding policy and procedure.

Security

The security of the Practices is the responsibility of all personnel. Staff must ensure they remain vigilant at all times and report any suspicious activity immediately to their line manager. Under no circumstances are staff to share the codes for the door locks to anyone and are to ensure that restricted areas remain effectively secured.

Professional Conduct

All staff are required to dress appropriately for their role.

Person Specification		
Qualifications	Essential	Desirable
Educated to GSCE or equivalent standard A-C /Grade 4 or above in English and Maths	✓	
A-Level standard /NVQ Level 3 or equivalent in Health and Social Care - advanced level		✓
A-Level standard or NVQ Level 3 or equivalent in administration		✓
A-Level standard or NVQ Level 3 or equivalent in a Data related activity		✓
Demonstrable commitment to professional and personal development	✓	
Experience	Essential	Desirable
Experience of working in a health or social care setting in an administrative support role		✓
Experience of working directly in a care coordinator role, adult health and social care, learning support or public health / health improvement and/or administrative and data role		✓
Experience of working within multi-professional team environments	✓	
Experience of data collection, running reports and using tools to measure the impact of services	✓	
Experience of working within the health and social care environment, complying with best practice and relevant legislation		✓
Skills and Knowledge	Essential	Desirable
Excellent communication skills (written and oral)	✓	
Strong IT skills including competency in the use of Office and Outlook	✓	
Strong organisational and administration skills, including planning, prioritising, time management and record keeping	✓	
Knowledge of the personalised care approach		✓
Understanding of the wider determinants of health, including social, economic and environmental factors and their impact on communities, individuals, their families and carers	✓	
Understanding of, and commitment to, equality, diversity and inclusion	✓	
Clear, polite telephone manner	✓	
Knowledge of how the NHS works, including primary care and PCNs and emergent Neighbourhoods		✓
Knowledge of Safeguarding Children and Vulnerable Adults policies and processes		✓
Basic knowledge of long term conditions and the complexities involved: medical, physical, emotional and social		✓
Ability to work as a team member and autonomously	✓	
Good interpersonal skills	✓	
Good Networking skills	✓	
Problem solving & analytical skills	✓	

Ability to follow policy and procedure	✓	
Personal Qualities	Essential	Desirable
Polite and confident	✓	
Flexible and cooperative	✓	
Motivated	✓	
Forward thinker	✓	
High levels of integrity, discretion and loyalty	✓	
Ability to work under pressure	✓	
Other requirements	Essential	Desirable
Flexibility to work outside of core office hours		✓
Disclosure Barring Service (DBS) check	✓	
Access to own transport and ability to travel across the PCN (and the neighbourhood area as applicable) on a regular basis	✓	

This document may be amended following consultation with the post holder, to facilitate the development of the role, the practice and the individual. All personnel should be prepared to accept additional, or surrender existing duties, to enable the efficient running of the practice/s.