



"Trust our family to look after your family"

RECRUITMENT OPPORTUNITY

Care Coordinator Administrator

3 x Full Time posts (3 x 37.5hrs per week)

Hourly Rate £9.50

Site: 32 Clifton, York

York Medical Group are a large, inner city practice and their own Primary Care Network serving a population of 44,000 over 8 sites and consider themselves as a forward thinking, innovative and driven team of professionals meeting the demands of patient care. We have a diversified workforce made up of GPs, ANPs, UCPs, Nurses, Assistant Practitioners, Health Care Assistants, Care Coordinators, Link Workers and Mental Health Workers.

Even though the Covid pandemic has turned our 'normal practice' upside down, we are continuing to plan for the future and are committed to providing a friendly, open and supportive environment where our staff feel valued, safe, appreciated and comfortable with sharing ideas which could improve and diversify our services further.

We are looking to create a new department of motivated, friendly, experienced Administrators to support the 'follow up' of care for our patients. Main duties will include identifying patients from a task list to arrange follow up appointments with the most appropriate clinician, liaising with our clinical teams or other outside agencies to implement treatment plans and to ensure appropriate services in order to maximise the health and quality of life for the patients.

Experience of using the SystmOne patient records system would be an advantage, however full training will be given to the right candidates.

Please see corresponding Job Description and Person Specification.

Please submit your CV and covering letter.

Closing date: 31st May 2022

Job Description

JOB TITLE:	CARE CO-ORDINATOR ADMINISTRATOR
RESPONSIBLE TO:	Admin Manager & Head of Operations
RESPONSIBLE FOR:	N/A
JOB PURPOSE:	<ul style="list-style-type: none"> To provide a high quality administration service to the team for the planning of care for patients.

MAIN DUTIES AND RESPONSIBILITIES	
1.	Assist the Clinical Team, Coding Team and Patient Data Team to identify, assess and implement follow up care to ensure patients receive appropriate care in a timely way.
2.	Liaise with the clinical team and other outside organisations to implement treatment plans.
3.	Identify patients from a task list and arrange follow up appointments with the most appropriate clinician or organisation.
4.	Communicate assessments, results and outcomes to both the patients and the relevant Health Care professionals.
5.	Collaborate and communication with internal and external health teams to ensure signposting/referral to the appropriate services to maximise health and quality of life for the patients, improving the quality and efficiency of health care services delivery.
6.	Provide information and support to patients and carers as to support which is available from the multi-disciplinary team and other health, social care, voluntary sector organisations within patient's locality.
7.	As co-ordinator, working under guidance, support the patients through their journey.
8.	Document and monitor aspects of patient co-ordination and service delivery, supporting data collection and audit using the patient administration system.

This job description is not exhaustive and may be adjusted periodically after review and consultation. You will also be expected to carry out any reasonable duties which may be requested from time-to-time.

Date: May 2022

Specimen Person Specification – Care Coordinator Administrator

Job Title:	Care Coordinator Administrator
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Qualifications	Essential	Desirable
Good standard of general education	✓	
GCSE Mathematics C or above (or equivalent)	✓	
GCSE English C or above (or equivalent)	✓	
RSA II Word Processing/Information Technology		✓
European Computer Driving Licence (ECDL)		✓

Experience	Essential	Desirable
Experience of using high level Administration skills	✓	
Experience working in a customer service post	✓	
Experience of working within a General Practice office environment		✓
Practical experience of using a computerised recording systems		✓

Skills	Essential	Desirable
Excellent communication skills (Written and Oral)	✓	
IT skills	✓	
Excellent telephone manner	✓	
Time Management and the ability to work to deadlines	✓	
Problem solving skills	✓	
Interpersonal skills	✓	

Behaviours	Essential	Desirable
Smart, polite and confident	✓	
Planning and organising	✓	
Performing under pressure	✓	
Adaptability	✓	
Team working	✓	
Using initiative	✓	
Self motivated	✓	
Flexibility	✓	
Confidentiality	✓	

Knowledge	Essential	Desirable
A detailed understanding of a General Practice office environment		✓
Knowledge of SystmOne Clinical system		✓