

JOB DESCRIPTION

Job Title:	Coordinator
Reporting to:	Operations Supervisor/Lead
Accountable to:	Operations Manager
Hours:	Evenings, Weekends, Overnights and Bank holiday shifts May include 24/7 coverage across Clinical Assessment Service (CAS) & Out of Hours services (service dependent)

Purpose

The Coordinator role is responsible for, but not limited to, provide real-time management of the despatch pool, CAS service (where relevant), OOH triage (F2F) and Primary Care Centres (PCC's), therefore assuring patient safety and assisting in the delivery of a well-coordinated, effective and productive service. A Coordinator will take direction from a Shift Lead, ensuring alignment with operational priorities and service standards.

Key Objectives

- To support the service to provide a high quality and standard of care which meets the recommended patient dispositions.
- To ensure the patient journey flows as smoothly as possible, at all times, through Practice Plus IUC.
- To share feedback and suggestion that could improve patient experience and service performance.
- To comply with Practice Plus IUC Policies and Procedures at all times ensuring adherence to the National Quality Requirements.

Principal Duties and Key Responsibilities

- Ensure all cases have had a PDS check completed.
- To contact patients from despatch to book appointments into local PCC's, in order of priority as directed by the Shift Lead.
- To respond to any cases flagged to Coordinator in a timely manner, actioning the individual requirement of the case. This could include matching patients to the Spine, checking for ED or 999 attendances.
- To contact referring providers where a case is received that is out of area, in a timely manner.
- To complete Patient Safety Calling as per policy and/or direction from the Shift Lead.
- To answer the telephone and respond in a professional manner to queries from colleagues on shift, internal/external healthcare professionals or members of the public.

- To highlight duplicate cases and Patients with worsening symptoms to the Shift Lead in OOH, or Clinical Navigator, if applicable, in CAS.
- To complete any shift reports as required for the duration of shift/role.
- To ensure all colleagues on the shift rota are logged in at the appropriate times.
- Monitor the Operational email in-boxes as required (service specific) and as needed answer queries and manually input cases on Adastra
- Complete any manual referrals as directed by local process i.e., District Nurses
- To support the training of new Coordinators.
- To support the Shift Lead or Operations Supervisor in the event of a Business Continuity Incident (BCI).
- To attend Coordinator meetings on a regular basis and complete/attend training courses where applicable
- To take direction from the Shift Lead on any key tasks required for the shift.
- To ensure Clinical Responsibility is assigned to Home Visiting clinicians at the beginning of their shift.
-

Other responsibilities

The role is key for the safe and effective delivery of the service and as such it can be a fast-moving role with new and varied situations arising every day. As such, there cannot be a definitive list of responsibilities. The job holder needs to have an ability to cope under pressure, take direction and be flexible in their approach to their duties. Colleagues are expected to perform any task that is a reasonable requirement as requested by their line manager or another member of the Practice Plus IUC management team.

Qualifications

Good Basic Education.

Other Qualities

- Accuracy and careful attention to detail.
- Effective communication skills.
- IT literacy.
- Excellent organisational skills.
- Excellent interpersonal skills.
- Ability to work as part of a team.

Confidentiality

All information obtained in the course of the postholder's duties should be treated as strictly confidential. Any breach of confidence or disclosure of such information, without express permission, may lead to disciplinary action. The post holder has a responsibility to comply with the Data Protection Act 1998, Data (Use and Access) Act 2025 and Code of Practice on Confidentiality.

General

The duties of this post are a guide to the range of responsibilities that may be required. These may change from time to time to meet the needs of the service and/or the development needs of the postholder.

This job description will be revised regularly to take account of changes within the organisational structure and Practice Plus IUC's business plan.

Health and Safety at Work

The post holder is required to take responsible care for the health and safety of him/herself and other persons who may be affected by his/her acts or omissions at work. The post holder is also required to co-operate with Practice Plus IUC to ensure that statutory and departmental safety regulations are adhered to.

All duties must be carried out in accordance with Practice Plus IUC's and procedures and with regard to Data Protection Act 1998.

Equal Opportunities

Practice Plus IUC is an equal opportunities employer and you will be expected to comply with all relevant policies and procedures in this area together with all other policies and procedures as initiated by Practice Plus IUC.

Smoking

Practice Plus IUC is a non-smoking organisation and you are therefore required not to smoke in any of the buildings where Practice Plus IUC's business is carried out unless this is within designated areas.

Travel to other sites

You may be required to travel to other Practice Plus IUC locations.

Complaints

From time to time, complaints may occur, no matter how professional the approach of our staff. All complaints are investigated promptly, and the full co-operation of staff is required. The current guidelines amplify the above points with policies and procedures explained.

Other duties

The post holder will be required to undertake any other duties according to the needs of the service. This job description is not intended to be an exhaustive list of activities, but rather an outline of the main areas of responsibility. Any reasonable changes will be discussed and agreed with the post holder before any variations to the job description are made.

PERSON SPECIFICATION
Coordinator

	Essential	Desirable	Comments
EDUCATION/ QUALIFICATIONS	Good basic education		
SPECIALIST SKILLS/ ABILITIES	I.T. Literacy Organisational skills Effective communicator	Experience with Adastra or NHS 111 systems	
RELEVANT EXPERIENCE	Problem solving and trouble shooting experience	Understanding of healthcare landscape.	
KNOWLEDGE	Good general geographical knowledge	Broad range of computer & telephone systems skills	
QUALITIES/ DISPOSITION	Good interpersonal skills Caring and empathetic personality Flexibility Good communication skills Consistency of approach to work.		
OTHER REQUIREMENTS	Agreement to work unsocial hours, including Bank Holidays.	Flexible availability across 7-days of the week, variety of shifts.	

Signed: _____

Position: _____

Department: _____

Date: _____