Wyre Forest Health Partnership; working together across five sites, one valued and committed team, combining innovation and integrity to provide the best possible quality of care for our ..

JOB DESCRIPTION

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| **JOB TITLE:** | **Care Co-Ordinator - Diabetes** |
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| **REPORTS TO:** | **PCN Team Leader** |
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| **SITE:** | **WFHP Wide** |
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| **HOURS:** | **37 hours per week (part time considered)** |
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| **SALARY:** | **£11.55 - £12.95 per hour** |
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| **Job Summary** |
| The care co-ordinator for Diabetes will take a leading role in developing integrated care for patients with a Type 1 or Type 2 diabetes diagnosis across the Wyre Forest area. Main duties will include:   * Work with GPs and other primary care professionals to identify, manage and prioritise a caseload of patients in accordance with needs and, where required and as appropriate, refer people back to other health professionals within the PCN. * Act as a building block for diabetes care by co-operating with other service providers to share information, jointly plan care and provide a streamlined, integrated service and to reduce variations in service delivery in adherence with confidentiality and data protection legislation and data sharing agreements. * Help to establish new collaborative ways of working including the use of VGCs and MDTs. * Work with the PCN team to increase uptake of educational courses for those with diabetes and pre-diabetes, including proactively recruiting and referring through direct patient contact. * Ensure regular and consistent communication with the referrer regarding patient progress and any complications or guidance. * Have mechanisms in place to engage with patients who are using the service and their carers. * Using reflective working and continuous improvement practices work collaboratively with other health and care services to continuously improve, develop and evolve the service and the patient experience. * Ensure at all times, service users experience support and contact that is user friendly, accessible, responsive to individual needs, warm and professional. * Support the PCN to reduce inequalities by targeting cohorts of patients who struggle to engage with healthcare services. * Support WFHP to strive for excellence in the delivery of diabetes care through audit and quality improvement activities. |
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| **Confidentiality** |
| * In the course of seeking treatment, patients entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately. * In the performance of the duties outlined in this job description, the post-holder may have access to confidential information relating to patients and their carers, practice staff and other healthcare workers. They may also have access to information relating to the practice as a business organisation.  All such information from any source is to be regarded as strictly confidential. * Information relating to patients, carers, colleagues, other healthcare workers or the business of the practice may only be divulged to authorised persons in accordance with the practice policies and procedures relating to confidentiality and the protection of personal and sensitive data. |

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| **Health & safety** |
| The post-holder will implement and lead on the full range of promotion and management their own and others’ health, safety and security as defined in the practice health & safety policy, the practice health & safety manual, and the practice infection control policy and published procedures. This will include (but will not be limited to):   * Ensuring job holders across the practice adhere to their individual responsibilities for infection control and health and safety, using a system of observation, audit and check, hazard identification, questioning, reporting and risk management. * Maintain and up to date knowledge of health and safety and infection control statutory and best practice guidelines and ensure implementation across the business * Using personal security systems within the workplace according to practice guidelines * Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks across the business * Making effective use of training to update knowledge and skills, and initiate and manage the training of others * Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards, and initiation of remedial / corrective action where needed * Actively identifying, reporting, and correction of health and safety hazards and infection hazards immediately when recognised * Keeping own work areas and general / patient areas generally clean, identifying issues and hazards / risks in relation to other work areas within the business, and assuming responsibility in the maintenance of general standards of cleanliness across the business in consultation (where appropriate) with other sector managers * Routine management of own team / team areas, and maintenance of work space standards |
| **Equality and Diversity** |
| The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:   * Acting in a way that recognizes the importance of people’s rights, interpreting them in a way that is consistent with practice procedures and policies, and current legislation * Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues * Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights. |

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| **Personal/professional development** |
| The post-holder will participate in any training programme implemented by the practice as part of this employment, such training to include:   * Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development * Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work |

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| **Quality** |
| 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 patients’ needs * Effectively manage own time, workload and resources |

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| **Communication** |
| The post-holder should recognize the importance of effective communication within the team and will strive to:   * Communicate effectively with other team members * Communicate effectively with patients and carers * Recognize people’s needs for alternative methods of communication and respond accordingly |

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| **Contribution to the implementation of services:** |
| The post-holder will:   * Apply practice policies, standards and guidance * Discuss with other members of the team how the policies, standards and guidelines will affect own work * Participate in audit where appropriate |