# **Job Description**

**Job Title:** PCN Neighbourhood Care Coordinator

**Reports to:** PCN Operations Manager
**Hours:** Full-time
**Salary**: Band 4 £26,530 per annum

## **Job Purpose**

The Care Coordinator will play a key role in supporting the efficient running of the Primary Care Network (PCN). The postholder will focus on reporting, workforce oversight, data management, and the use of EMIS Hub, alongside providing high-quality administrative support. This includes preparing agendas and minutes, coordinating small projects, supporting contract delivery, and helping the PCN meet its local and national obligations.

This role underpins the delivery of proactive and integrated healthcare by ensuring that clinicians, practices, and PCN-employed staff are supported with accurate information, clear communication, and effective coordination.

## **Main Responsibilities**

### **Reporting & Data Management**

* Produce and maintain regular reports to support PCN contractual requirements (IIF, Enhanced Access, DES, and local schemes).
* Ensure timely and accurate extraction and analysis of data from EMIS Hub and other clinical systems.
* Work with practices and the Operations Manager to improve data quality, providing guidance where required.
* Maintain records of performance against PCN targets and contribute to dashboard reporting.
* Support workforce reporting requirements, ensuring accurate and timely submissions to national systems (e.g. NWRS, ARRS monitoring) and maintaining oversight of workforce data.

### **Administrative Support**

* Prepare agendas, papers, and reports for PCN meetings.
* Accurately record and circulate minutes, ensuring action points are logged and followed up.
* Provide administrative support for PCN projects, workforce management, and service delivery.
* Coordinate small-scale projects, ensuring tasks are delivered on time and within scope.

### **Contract Oversight & Compliance**

* Support the Operations Manager with monitoring PCN contracts to ensure key deliverables are met.
* Oversee workforce-related reporting in line with national requirements, ensuring compliance and timely updates.
* Maintain oversight of reporting requirements linked to Enhanced Access, workforce returns, and other national and local schemes.
* Assist in preparing evidence for contract reviews, audits, and performance monitoring.
* Ensure compliance with GDPR, information governance, and confidentiality standards.

### **Communication & Coordination**

* Act as a central contact for practices, PCN staff, and partner organisations in relation to reporting and coordination.
* Ensure that updates, actions, and outcomes from meetings are communicated effectively across the network.
* Support the production of PCN updates for newsletters, websites, and other communication channels.

## **Location**

The role will be based at Merstow Green Medical Practice with some travel across sites if required.

## **Person Specification**

**Essential**

* Strong administrative and organisational experience, ideally in health or care settings.
* Experience of using EMIS Hub, EMIS Web, or other NHS clinical systems.
* Proficiency in Microsoft Office (Word, Excel, Outlook, Teams).
* Experience in data management, reporting, or use of IT systems to support service delivery.
* Excellent written and verbal communication skills, including agenda preparation and minute-taking.
* Ability to manage multiple priorities and meet deadlines.
* Understanding of confidentiality, GDPR, and information governance.

**Desirable**

* Previous experience working in a GP practice, PCN, or NHS administrative role.
* Knowledge of NHS contractual requirements (IIF, DES, Enhanced Access, QOF).
* Experience in supporting projects, workforce returns, or contract delivery.