**Job Title: PCN Care Coordinator – Maternity Cover**

**Location:** Worcester PCN
**Reports To:** Operations Manager
**Hours:** 37.5
**Contract Type:** Fixed-Term (Maternity Cover)

**Job Summary:**

We are seeking a proactive and compassionate Care Coordinator to join Worcester Primary Care Network (PCN) on a maternity cover basis. The postholder will support patients with personalised care planning, coordinate services across health and social care, and promote continuity of care within the PCN. The role requires close working with multidisciplinary teams, patients, carers, and other professionals to improve patient experience and outcomes.

**Key Responsibilities:**

**Patient-Focused Care Coordination:**

* Proactively identify and work with a cohort of patients to support their personalised care requirements.
* Provide coordination and navigation support using digital tools to help patients and their carers access appropriate health and care services.
* Develop and maintain personalised care and support plans based on individuals’ needs and what matters to them.
* Support patients in managing their conditions, answering queries, and navigating appointments.
* Ensure that patients have access to high-quality information to support informed choices about their care.
* Promote preventative healthcare and continuity of care.

**Operational & Administrative Duties:**

* Provide administrative and operational support to the PCN and coordinate city-wide services as needed.
* Process referrals, make appointments, and ensure appropriate triaging to relevant team members.
* Maintain accurate and up-to-date records on EMIS and other relevant systems.
* Liaise with internal and external stakeholders, including patients, families, clinicians, and allied professionals to ensure effective service delivery.
* Respond to enquiries in a professional, welcoming, and person-centred manner.
* Support the administrative planning and delivery of flu and COVID-19 vaccination campaigns.
* Provide admin support to vaccinators as required.

**Health Inequalities & Patient Engagement:**

* Support the PCN's efforts to reduce health inequalities by adopting a population health management approach.
* Contribute to the delivery of Core20PLUS5 priorities through targeted patient engagement.
* Encourage self-management and patient empowerment through education and access to appropriate resources.

**Key Relationships:**

* PCN Clinical Directors and Managers
* Practice Staff and Multidisciplinary Teams
* Community and Social Care Providers
* Patients and Carers
* Voluntary and Third Sector Organisations

**Person Specification:**

**Essential:**

* Excellent communication and interpersonal skills
* Strong organisational and administrative abilities
* Ability to work independently and as part of a team
* Proficient in digital tools and patient record systems (e.g., EMIS)
* Experience in a health or care coordination role
* Commitment to person-centred care

**Desirable:**

* Experience working in Primary Care or across multidisciplinary teams
* Knowledge of personalised care planning approaches
* Understanding of population health and health inequalities strategies