



Healthier South Wirral Primary Care Network

1. JOB DETAILS	
Job title:	Mental Health Care Co-ordinator
Accountable to:	Operations Manager; Lori McDonagh
Reports to:	HR & Workforce Manager; Vicky Phillips-Jones
Location:	Healthier South Wirral Primary Care Network; Civic Medical Centre, Eastham Group Practice, The Orchard Surgery, Spital Surgery and Sunlight Group Practice.
Closing date:	Thursday 20th July 2023
Interviews:	Candidates need to be available for interview Thursday 27th July 2023.
2. JOB SUMMARY	
<p>This is a new role within the Healthier South Wirral PCN which will involve managing a caseload of referrals to meet the health and wellbeing needs of the patients. The focus will be in co-ordinating appointments for patients with mental health/wellbeing needs by the PCN Mental Health Team.</p> <p>The Care Co-ordinator will manage referrals into the PCN Mental Health team and ensure appointments are organised with the most relevant practitioner. The Care coordinator will play a crucial role in enhancing the quality and effectiveness of mental health care services. By providing coordination, support, and advocacy, they will help individuals navigate the complexities of the mental health system and improve their overall well-being.</p> <p>The Care Co-ordinator will be the first point of contact for the patients, their carers, family members and PCN colleagues, mental health and other ARRS practitioners.</p>	
3. DUTIES AND RESPONSIBILITIES OF THE POST	
<ul style="list-style-type: none"> • Manage and prioritise referrals for patients needing mental health support, in partnership with the PCN Mental Health team, Mental Health Practitioners, Wellbeing Practitioners, MH 	

Care co-ordinators and Health Coaches, taking an approach that is non-judgmental and based on effective communication skills.

- Where required, and as appropriate, the Care Co-ordinator will refer people back to their GP or other health professionals within the PCN as needed.
- Be the first contact for patients, their families, and carers to support them to be active participants in their own healthcare. Answer questions they may have or find resolutions/redirect the question to the Mental Health Team, as necessary.
- Where appropriate and advised, work in partnership with existing services to connect patients to community-based activities which support them to take increased control of their health and wellbeing.
- Provide support for the other Mental Health team ARRS individuals to provide the best outcomes for the patient care.
- Provide comprehensive care to patients by co-ordinating various aspects of their care and treatment. Collaborating with wider mental health professionals such as psychiatrists, psychologists, social workers, to ensure all aspects of a patient's mental health needs are addressed.
- Develop personalised treatment plans based on the patient's specific needs and goals. Working with the person and their treatment team to create a plan that includes appropriate interventions, therapies, and support services.
- Ensure continuity of care for patients by organising and facilitating communication between different healthcare providers. Helping patients transition between different levels of care, ensuring information is shared appropriately and promptly to minimise disruptions in treatment and distress to the patient.
- Assist individuals in navigating the complex mental health care system by providing information about available resources, services and support networks.
- Acting as an advocate for individuals, ensuring their rights and needs are met within the healthcare system.
- Empower patients by involving them in the decision-making process regarding their care. Providing education about mental health conditions, care options and self-care strategies allowing individuals to take an active role in managing their mental health.

4. ORGANISATIONAL POSITION

- The Mental Health Care Co-ordinator will report to Vicky Phillips-Jones, HSW PCN HR & Workforce Manager.
- They will also report to the GP Practice Leads within the PCN and Clinical leads.

5. INDIVIDUAL RESPONSIBILITIES

Communication

- Communicate effectively with other team members, patients and carers.
- Recognise patients' needs for alternative methods of communication and respond accordingly.

Administration

- Manage patient referrals from five practices to relevant members of the Mental Health Team.
- Follow up with patients on the request of surgery clinicians or the Mental Health team.
- Contact other services/ARRS/healthcare providers as requested for support for patients.
- Initiating contact with and responding to requests from patients, other team members and associated healthcare professionals and providers.
- Ensure administration around appointment booking and completed appointments and reviews has been done correctly to ensure they are held within the correct timeframes.
- Any other duties commensurate with this position. Duties will vary from time to time under the direction of the PCN Operations Manager depending on current and evolving PCN workload and workforce levels.

Confidentiality

- The post-holder may have access to confidential information relating to patients and their carer(s), practices in Surgeries in the PCN and other information relating to practices within the PCN 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 practices within the PCN may only be divulged to authorised persons in accordance with PCN policies and procedures relating to confidentiality and the protection of personal and sensitive data.

Health and Safety

- The post-holder will assist in promoting and maintaining their own and others health, safety and security as defined in the PCN Health and Safety Policy

Equality, Diversity and Inclusion

- The post-holder will support the equality, diversity and rights of patients, carers and colleagues.

Person/Professional development

- The post-holder will participate in any training programme implemented by the PCN as part of this employment.
- Active 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.

Quality

- Helping to maintain a positive, supportive culture across the whole of the PCN and multiple-practice team.
- 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.

6. WORK SETTING AND REVIEW

- The Mental Health Care Co-ordinator will work autonomously to an agreed set of targets and objectives.
- They will manage the patient referral case load, ensuring consultations are organised for patients and communicating effectively with the patient and their supporters and the PCN and surgery teams, as necessary.
- Participate in PCN appraisal and review system.

This job description represents an outline of the responsibilities of the post and is not intended to be an exhaustive list of duties or tasks. It will change and develop in line with organisational needs and may be amended following agreement with the post-holder.

7. PERSON SPECIFICATION

Please note: the criteria set out in the person specification will be used to make recruitment decisions. Please ensure you set out clearly in your application and supporting statement how your experience, skills, knowledge and qualifications meet the criteria.

8. PERSON SPECIFICATION

Person Specification – Care Homes and Frailty Care Coordinator

Qualifications	Ess	Des
Good standard of education with excellent literacy and numeracy skills	✓	
Experience		
Experience working with the general public in a similar role	✓	
Experience working in a health care setting		✓
Experience working in the NHS/Primary Care General Practice setting		✓
Understanding of community services and personalised care		✓
Working with vulnerable adults (including unpaid work)	✓	
Experience of supporting people with their mental health, either in a paid, unpaid or informal capacity		✓
Experience of managing a complex administrative role	✓	
Experience of producing agendas and minutes for meetings		✓
Skills		
Excellent communication skills (written and oral) including the ability to listen	✓	
Strong and confident IT skills including MS Office and databases	✓	
Excellent administrative skills working under own initiative at times	✓	
Knowledge of GP clinical systems – EMIS TPP Systemone		✓
Effective time management skills, often in a fast-paced environment	✓	
Proven problem solving and analytical skills	✓	
Ability to adapt to changing situations and changing needs of the service	✓	
Excellent customer care skills	✓	
Motivated to achieve good outcomes for patients	✓	

Able to follow policies and procedures effectively	✓		
Able to maintain confidentiality at all times	✓		
Personal Qualities			
Polite & confident with good customer care skills remaining calm under pressure	✓		
Caring, sensitive and empathetic – sensitive to patients' life stages, concerns and problems.	✓		
Self-motivated, reliable and dedicated	✓		
Excellent interpersonal skills	✓		
Motivated and proactive	✓		
Ability to use initiative and judgement	✓		
High levels of integrity and loyalty	✓		
Ability to work under pressure	✓		
Confident, assertive and resilient	✓		
Other requirements			
Disclosure and barring service check	✓		
Car driver with current driving licence			✓
Willing to travel to other sites & locations to attend meetings and training events	✓		