JOB DESCRIPTION

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| Title: | Digital Care Co-ordinator |
| Responsible to: | SHaR Executive |
| Hours: | 37.5 |
| Salary scale: | £21,892-£24,157 |
| Contract term: | Permanent |
| Job Role/Purpose |
| **CONTEXT:**This is a venture supporting patients across the seven practices in [South](https://www.valeofyorkccg.nhs.uk/about-us/primary-care-networks/selby-town-pcn/) Hambleton and Ryedale Primary care Network (SHaR). To address the ever-increasing demand for primary & secondary services & to better support individuals within their own communities, there is a wide recognition of the need for local co-ordination of care needs for individuals who are considered vulnerable. These patients represent a significant section of the population who would benefit from an improved integrated & coordinated approach to ensure they receive the right level of support in the right place throughout their journey. SHaR have a proven track record of developing roles to co-ordinate services for vulnerable patients but it has become evident that data collection, coordination & monitoring would help focus & improve local delivery**.** Our locality network is committed to developing a multidisciplinary workforce which it sees as essential in providing a high level of care to its population.**SUMMARY**This aim of this role is to provide data quality and assurance support to the PCN. It will be to monitor the accuracy of the data in the clinical systems, provide audit support and activity reporting. |
| Key Duties & responsibilities |
| The duties and responsibilities to be undertaken by the Digital Care Coordinator may include any or all of the items in the following list. Duties may be varied from time to time under the direction of the PCN management team, dependent on current and evolving PCN work-streams/priorities:* Maintaining and monitoring the data coding on the clinical system
* Running system reports and extracting data as required by the PCN for activity reporting. This will utilise both System One & Emis Web clinical systems plus other PCN systems such as RAIDR, Ardens Manager etc.
* Liaising with PCN practices to ensure coding is compliant & consistent.
* Promoting digital inclusion & to reduce digital exclusion
* Implementing data quality assurance on all practice activity data.
* Reporting on activity of staff undertaking ‘Additional Roles’
* Identifying patient cohorts requiring additional medical/social support
* Providing data administration support to the PCN management team as required
* Gathering information for and arranging and providing administrative support to MDT meetings.
* Any reasonable requests from the PCN management team.
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| Other Responsibilities |
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| **GENERIC INFORMATION** |
| The post holder will maintain the security of sensitive personal & other confidential information & will apply all relevant Information Governance policies reliably to working practice. Additionally, they will be expected to follow secure operating procedures for handling information in all formats, including verbal, written & that held electronically. The post holder is responsible & accountable for their own practice in line with Infection Prevention & Control that reflect evidence, best practice & legislative requirements.The post holder will have the appropriate level of child protection & adult safeguarding knowledge, skills & practice required for the post & be aware of & comply with child protection & adult safeguarding policies & procedures.In addition to observing the Practice’s rules & procedures, which all staff are required to observe & follow, the post holder is also required to follow general policies & procedures that apply to the employment relationship. It is the duty of the post holder to accept personal responsibility for the practical application of these policies, procedure & standards. **Confidentiality*** While seeking treatment, patients entrust us with, or allow us to gather, sensitive information in relation to their health & other matters. They do so in confidence & have the right to expect that staff will respect their privacy & 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 & their carers, practice staff & 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 & procedures relating to confidentiality & the protection of personal & sensitive data

**Health & Safety**The post-holder will assist in promoting & maintaining their own & others’ health, safety & security as defined in the practice Health & Safety Policy, to include:* Using appropriate infection control procedures, maintain work areas in a tidy & safe way & free from hazards.
* Identifying the risks involved in work activities & undertaking such activities in a way that manages those risks.
* Promptly report any potential risks identified.
* Using personal security systems within the workplace according to practice guidelines.
* Making effective use of training to update knowledge & skills.
* Being familiar with the operation & maintenance schedule for fire, panic & intruder alarms.

**Equality & Diversity**The post-holder will support the equality, diversity & rights of patients, carers & 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 & policies, & current legislation
* Respecting the privacy, dignity, needs & beliefs of patients, carers & colleagues
* Behaving in a manner which is welcoming to & of the individual, is non-judgmental & respects their circumstances, feelings priorities & rights.

**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 &/or professional development
* Taking responsibility for own development, learning & performance & demonstrating skills & activities to others who are undertaking similar work

**Quality**The post-holder will strive to maintain quality within the Practice/PCN & will:* Alert other team members to issues of quality & risk
* Assess own performance & take accountability for own actions, either directly or under supervision
* Contribute to the effectiveness of the team by reflecting on own & team activities & making suggestions on ways to improve & enhance the team’s performance
* Work effectively with individuals in other agencies to meet patients’ needs
* Effectively manage own time, workload & resources
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| STATEMENT: **This job description will be agreed between the jobholder and the Executive Board to whom he/she is accountable. It may be reviewed in light of experience, changes and developments.** **Post holder: ……………………………………………………………………..** **Manager: …………………………………………………………………………** |
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| **COMPETENCIES:**  |
| **KNOWLEDGE & SKILLS:** * Have excellent IT and data gathering skills
* Be meticulous and have a good attention to detail
* Excellent administration experience, planning and organisational skills.
* Good knowledge and experience of SystemOne and Emis an advantage, but not essential.
* Able to work independently without supervision and as part of a small team.
* Excellent listening, communication and interpersonal skills
* Problem-analysis and problem-solving
* Ability to follow policies, practices and protocols
* Ability to drive to meetings in various locations, desirable but not essential
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