**Job Description**

**Job Title:** Urgent Care Coordinator

**Based:** Wavertree – PC24 HQ

**Accountable to:** Urgent Care Performance Manager

**Hours:** Various Shifts (inc evenings/weekends/nights)

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| **Job Summary** |
| To work within the operational team in ensuring service delivery is managed in line with Key Performance Indictors and contractual requirements.  |
| **Key Responsibilities**  |

 **Service Delivery**

* Manage patient flow ensuring patients are seen in the correct capacity according to clinical need.
* Manage calls into the service and follow relevant procedures. Which including entering information into clerical systems
* Supporting service delivery by contributing to a robust handover procedure.
* Confident in following contingency plans.
* Ensure the clinical team are supported and appropriately directed in undertaking their roles.
* Be fully up-to-date and observe all Policies and Procedures related to the role.
* Ensure calls, including Healthcare Professional calls are answered within required timeframes.
* Reporting any possible more urgent cases to shift managers.
* Conduct comfort calls in times as advised by shift managers/policies.
* Work within the team to achieve operational contractual requirements and key performance indicators.
* Report to the relevant operational team any clinical or operational issues.
* Contacting patients directly to arrange face to face appointments.
* Liasing with Drivers, and arranging home visits.

**Workforce Development**

* Support the training of new starters.
* Engage in the annual appraisal process.

**Governance and Risk**

* Ensure patient confidentiality at all times.
* Ensure that any incidents, compliments, complaints and safeguarding concerns are always reported appropriately.
* Ensure that any Health and Safety concerns are raised to the Shift Manager.

**Continuous Improvement**

* Be compliant with mandatory training as determined by the organisation.
* Attend staff meetings as required.
* The post holder will partake in any other appropriate adhoc duties as requested.
* The post holder is required to undertake continuous personal development.

**Personal specification**

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| Person Specification  |
| Education | **Essential** | **Desirable** |
| 5 GCSEs (including Maths and English) or equivalent or relevant experience  | Y |  |
| Knowledge And Skills |  |  |
| Assertive and able to communicate effectively with staff across different skill groups | Y |   |
| The ability to work under pressure, balancing different responsibilities simultaneously | Y |  |
| Accuracy and attention to detail | Y |   |
| A good understanding of Key Performance Indicators (KPIs) |  | Y |
| The ability to seek guidance when required | Y |  |
| Computer Literate (including keyboard/data entry skills) | Y |  |
| Competent user of IT systems, including Adastra and EMIS |   | Y |
| Experience |  |  |
| Previous call centre/telephone answering experience  | Y |  |
| Background in health care, particularly Out of Hours support |  | Y |
| Experience of co-working and liaison with clinicians |  | Y |
| Experience in a customer service-based role | Y |  |