

Care coordinator

Overview of the role

AfC Band 4

Max reimbursable amount over 12 months (with on cost) - £29,135

Care co-ordinators provide extra time, capacity, and expertise to support patients in preparing for or in following-up clinical conversations they have with primary care professionals. They will work closely with the GPs and other primary care professionals within the PCN to identify and manage a caseload of identified patients, making sure that appropriate support is made available to them and their carers, and ensuring that their changing needs are addressed. They focus delivery of the Comprehensive Model for Personalised Care to reflect local priorities, health inequalities or population health management risk stratification.

Funding

From April 2020, this role will be reimbursed at 100% of actual salary plus defined on-costs, up to the maximum reimbursable amount of £29,135 over 12 months.

Training/Development

The Personalised Care Institute will set out what training is available and expected for Care coordinators.

Further information will be provided when published.

Activities Undertaken

- Proactively identify and work with a cohort of people to support their personalised care requirements, using the available decision support aids
- Bring together a person's identified care and support needs and explore their options to meet these into a single personalised care and support plan, in line with person-centred service plan (PCSP) best practice
- Help people to manage their need, answering their queries and supporting them to make appointments
- Support people to take up training and employment, and

Skills and Competencies

- Active and empathic listening
- Effective questioning
- Building trust and rapport
- Shared agenda setting
- Collaborative goal setting Shared follow up planning
- Using simple health literate communication techniques such as teach-back
- Structuring conversations using a coaching approach
- Knowledge of the core concepts and principles of personalized care, shared decision making, patient activation, health behaviour change, self-efficacy, motivation and assets-based approaches
- On-going development
- Some of the following mechanisms should be considered: Refresher sessions
- Buddying with peers

<p>to access appropriate benefits where eligible</p> <ul style="list-style-type: none"> • Raise awareness of shared decision making and decision support tools and assist people to more prepared to have a shared decision-making conversation • Ensure that people have good quality information to help them make choices about their care • Support people to understand their level of knowledge, skills and confidence (*Patient Activation” level) when engaging with their health and wellbeing, including through use of the patient activation measure • Assist people to access self-management education courses, peer support or interventions that support them in their health and wellbeing • Explore and assist people to access personal health budgets where appropriate • Provide coordination and navigation for people and their carers across health and care services, alongside working closely with social prescribing link workers, health and wellbeing coaches and other primary care roles • Support the coordination and delivery of MDTs within PCNs <p>*The Patient Activation Measure (PAM) helps to measure the spectrum of knowledge, skills and confidence in patients and captures the extent to which people feel engaged and confident in taking care of their condition.</p>	<ul style="list-style-type: none"> • One-to-one support from a practitioner with health coaching experience • Action Learning Sets • E-learning to revisit or deepen training <p>Supervision</p>
<p>Supervision</p> <p>Further guidance to follow.</p>	<p>Educator Providers</p> <p>Further guidance to follow.</p>

Job Description NHSE/I National have developed JD's and recruitment packs - Awaiting approval via BMA and Gateway process.	Case Studies
Additional Resources https://www.england.nhs.uk/wp-content/uploads/2019/01/universal-personalised-care.pdf https://www.england.nhs.uk/wp-content/uploads/2019/01/universal-personalised-care.pdf	