



Quality



Compassion



Respect

JOB DESCRIPTION

JOB TITLE:	Care Coordinator
PAY:	£26,529 FTE (actual £13,250)
HOURS:	18.75 hours a week
DEPARTMENT:	Nursing team
LOCATION:	Inclusion & Assist Practice, at Charles Berry House , 45 East Bond Street, Leicester
REPORTS TO:	Director of Nursing and Specialist Services
ACCOUNTABLE TO:	Executive Team

JOB PURPOSE

To provide proactive, compassionate, and efficient coordination of patient care across Inclusion Healthcare services, ensuring individuals- particularly those experiencing homelessness with complex social needs- receive timely, appropriate, and person-centred support.

The Care Coordinator will facilitate communication between healthcare professionals, social care, and community organisations, supporting smooth care pathways, improving access, and empowering patients to manage their health and wellbeing.

KEY RELATIONSHIPS

- Patients and carers
 - GPs, ACPS, nurses, HCAs, and administrative team
 - Social prescribers
 - Community, voluntary, and statutory services (e.g. housing, mental health, substance misuse)
 - Inclusion Healthcare management and support staff
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KEY DUTIES AND RESPONSIBILITIES

Patient Coordination and Support

- Co-ordinate and navigate care for patients who are homeless, working across the health and care system, helping people make the right connections, with the right teams at the right time.
- Liaise with agencies and support workers to increase patient engagement with health care and social priorities.
- Support patients to attend appointments
- Undertake home visits and other community-based assessments as required.
- Coordinate patient care between primary, secondary, and community services.
- Provide compassionate, trauma-informed support to patients, ensuring they understand and can access appropriate care.
- Help patients navigate the healthcare system, overcoming barriers such as language, literacy, or digital exclusion.
- Ensure accurate, timely updating of patient records, care plans, and communication logs in SystmOne.
- Participate in multidisciplinary team meetings, sharing updates and supporting integrated care.
- Identify patients requiring additional support and proactively link them with health or community services.
- Arrange interpreters, escorts, or chaperones as required to ensure equitable access.

Administration and Practice Support

- Champion up to date patient contact information in SystmOne records.
- Support the administration and reception team where there is complex liaison work required.
- Provide patients with letters of support related to their health needs.
- Prepare documentation for meetings, audits, or case reviews.
- Respond to administrative queries from patients and healthcare professionals.
- Assist with QOF, IIF, and other enhanced service monitoring and reporting.
- Support the creation of patient information materials and website/social media updates.

Communication and Collaboration

- Use trauma informed communication to help those struggling to engage.
- Act as a key point of contact for patients and external agencies involved in care.
- Build effective working relationships with multidisciplinary teams across Inclusion Healthcare.
- Promote a culture of openness, compassion, and respect in all patient interactions.

STAFF AND TRAINING

- Complete all mandatory and role-specific training within agreed timeframes (e.g. safeguarding, confidentiality, equality, data protection).
- Participate in continuing professional development and identify training needs through annual appraisal.
- Keep up to date with best practice in care coordination, inclusion health, and patient-centred care.

SYSTEMS AND EQUIPMENT

- Competent use of IT systems including SystmOne, Office 365, AccuRx, and digital communication tools.
 - Maintain accurate, secure, and confidential records in line with GDPR and organisational policy.
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SAFEGUARDING RESPONSIBILITIES

- Attend mandatory safeguarding training for children and adults.
- Follow safeguarding policies and report any concerns promptly to the Safeguarding Lead.
- Maintain professional curiosity and awareness of the safeguarding needs of vulnerable adults and children.

INFECTION CONTROL

- Follow all infection prevention and control policies and procedures.
- Support infection control initiatives through awareness, signposting, and promoting good practice.

RISK MANAGEMENT / HEALTH & SAFETY

- Comply with the Health & Safety at Work Act 1974 and Inclusion Healthcare safety procedures.
- Report hazards, near misses, and incidents promptly.
- Maintain a safe working environment for patients, staff, and visitors.

SMOKING AT WORK

Inclusion Healthcare operates a non-smoking policy. Smoking is not permitted on premises or during working hours when representing the organisation.

POLICIES AND PROCEDURES

- Adhere to all Inclusion Healthcare policies, procedures, and professional standards.
- Policies are accessible via Practice Index or through your Manager/HR.

WORK ENVIRONMENT & FLEXIBILITY

- Based primarily at Charles Berry House but may be required to provide cover at other Inclusion Healthcare sites.
- Flexibility required to support service needs, including occasional out-of-hours meetings or community visits.

REVIEW OF THIS JOB DESCRIPTION

This job description is intended as an outline indicator of general areas of activity and will be reviewed in light of changing service needs to ensure it continues to meet the needs of our patients and organisation.

DIGNITY AT WORK STATEMENT

Inclusion Healthcare is committed to treating all staff with dignity and respect. You are responsible for behaving in a way that aligns with our Equality and Diversity Policy. This includes avoiding unfair discrimination and maintaining an inclusive, supportive workplace.

PRE-EMPLOYMENT CHECKS

- This role is subject to a satisfactory Disclosure and Barring Service check.
- Right to work in the UK must be confirmed prior to employment.
- References will be requested and must be satisfactory.

Job Applicant Privacy Notice

<https://hub.practiceindex.co.uk/library/6974/privacy-notice-job-applicants-potential-employees>

PERSON SPECIFICATION

JOB TITLE: Care Coordinator		
DEPARTMENT: Nursing Team		PAY RATE £ 13.55 per hour
Criteria	Essential	Desirable
Qualifications / Training	GCSE grade A–C in English and Maths or equivalent	NVQ Level 2 or above in Health and Social Care, or similar
Experience	Administrative or coordination experience; experience working with the public	Experience in primary care, inclusion health, or working with vulnerable populations
Skills / Knowledge	Excellent communication (verbal & written), strong IT skills, time management, teamwork, confidentiality, empathy	Understanding of trauma-informed care, NHS systems (e.g. SystmOne), knowledge of local community services
Personal Attributes	Compassionate, reliable, proactive, patient-centred, adaptable, maintains confidentiality	Passionate about Inclusion Health, cultural competence, and reducing health inequalities

JOB HOLDER	SIGNATURE
	DATE
MANAGER	SIGNATURE
	DATE

October 2025