

Job Description

Job Role: Urgent Care Co-Ordinator

Role Structure	Role Details
Directorate:	Community Wellbeing
Grade:	HC07
Location:	Plough Lane/Remote
Responsible to:	Locality Manager and Senior Practitioner

Main purpose of the role

The key focus of this role is to coordinate the Council's urgent care service to ensure there are minimal delays in the discharging of patients from hospital and those adults within the urgent care pathway under the Discharge to Assess model.

The post holder will track the flow through the service, highlighting delays and work collaboratively with both internal and external service providers and partners to solve the reasons for the delay. This will ensure discharges are timely and efficient, meaning an improvement in health outcomes for patients. It is essential the post holder is confident to challenge and escalate when required and can identify any risks throughout the process.

The post holder will be responsible for chairing the daily huddle. The huddle is a multidisciplinary meeting to discuss the delays in discharging patients from hospital, agencies coordinate all efforts to ensure an efficient and safe discharge. The post holder will be responsible for driving forward service delivery by ensuring actions and tasks from the huddle are actioned and completed on a day-to-day basis. This will involve continued commitment, determination and patience, working with every team and linking teams or departments together to find solutions considering the wider system.

Key Duties and Responsibilities

- To Chair the daily multi-disciplinary team meeting with Health, Adult Social Care and Commissioning
- To manage and prioritise own workload, always adhering to deadlines.
- To manage, maintain and co-ordinate meetings, workshops and events; preparation of agendas and papers, attend and chair MDT meetings as required.



Key Duties and Responsibilities

- Support the review, development, evaluation and monitoring of policies and procedures
- Use of computer systems, specifically Microsoft Excel. There will be frequent requirement for prolonged periods of use of a VDU, e.g. for the regular production of reports and a requirement for close attention to detail requiring periods of extended concentration.
- Travelling and working between sites in and around Herefordshire.
- Promote the safeguarding and welfare of people who come into contact with the service, in full compliance with Herefordshire Council procedures
- Work flexibly and respond positively to changing business and client needs and carry out any other duties within the scope of the nature and grade of the post, as directed by the line manager.



Person Specification

Requirements	Essential or Desirable	Identified by A – Application I – Interview
Qualifications and Training		
<ul style="list-style-type: none"> Microsoft Office, including experience in MS Word, Excel, PowerPoint and Outlook. 	Essential	A, I
<ul style="list-style-type: none"> At least 5 GCSEs or equivalent, including Maths and English. 	Essential	A, I
<ul style="list-style-type: none"> Knowledge of Mosaic system. 	Desirable	A, I
Experience & Knowledge		
<ul style="list-style-type: none"> A sound knowledge and understanding of social care services and operations. 	Essential	A, I
<ul style="list-style-type: none"> Experience of assessment & support planning. 	Essential	A, I
<ul style="list-style-type: none"> Experience of working in a social care setting and knowledge of the Discharge to Assess model from Hospital. 	Essential	A, I
<ul style="list-style-type: none"> Experience of data extraction, manipulation and presentation. 	Essential	A, I
<ul style="list-style-type: none"> Experience of presenting data in a concise and understandable manner. 	Essential	A, I
<ul style="list-style-type: none"> Proven experience in managing internal and external stakeholders. 	Essential	A, I
<ul style="list-style-type: none"> Proven ability to deliver in challenging environments. 	Essential	A, I



Requirements	Essential or Desirable	Identified by A – Application I – Interview
<ul style="list-style-type: none"> Excellent oral and written communication skills. 	Essential	A, I
<ul style="list-style-type: none"> Strong relationship building and interpersonal skills. 	Essential	A, I
<ul style="list-style-type: none"> Ability to support service developments and progress tasks delegated to them. 	Essential	A, I
<ul style="list-style-type: none"> Knowledge of the Discharge to Assess process including relevance of Continuing Health Care (CHC) 	Desirable	A, I
<ul style="list-style-type: none"> Knowledge of strength based approach and relevance of services such as Home First 	Desirable	A, I
Skills and Abilities		
<ul style="list-style-type: none"> Professional and positive approach. 	Essential	A, I
<ul style="list-style-type: none"> Diligent with attention to detail. 	Essential	A, I
<ul style="list-style-type: none"> Ability to cope under pressure. 	Essential	A, I
<ul style="list-style-type: none"> Collaborates well. 	Essential	A, I
<ul style="list-style-type: none"> Resourceful and resilient. 	Essential	A, I
<ul style="list-style-type: none"> Self-motivated & self-sufficient. 	Essential	A, I
<ul style="list-style-type: none"> Effective communicator at all levels. 	Essential	A, I



Requirements	Essential or Desirable	Identified by A – Application I – Interview
<ul style="list-style-type: none"> Team player, and able to work on own initiative. 	Essential	A, I
<ul style="list-style-type: none"> Assertive, adaptable, and creative. 	Essential	A, I
<ul style="list-style-type: none"> A can do attitude and willingness to go the extra mile when required 	Essential	A, I
<ul style="list-style-type: none"> Ability to co-ordinate and chair Multi-Disciplinary meetings. 	Essential	A, I



All council staff have a duty to promote the welfare of children, young people, and adults with care and support needs at risk of abuse and neglect who cannot take steps to protect themselves. Ensuring you attend mandated safeguarding children and safeguarding adults training to enable you to recognise the concerning behavior, know how to talk about it, and consent/duty to share information effectively. You will also learn about the legalities and procedures the social care staff can take.

Our Values and Behaviours

Our values are what we represent as a council and our behaviours are how we act to get things done to reach our potential.

