

JOB DESCRIPTION	
Job title:	Service Coordinator – Unscheduled Care Co-ordination Hub (UCCH)
Team/Department:	Operations
Location:	Main place of work as agreed
Hours of work:	As agreed, and in accordance with the contract of employment, including unsociable hours, weekends, and bank holidays.
Job title the post holder will report to:	Senior Operations Manager
Job titles reporting to the post holder:	No roles report to the post holder
Date the role profile was revised:	January 2024
<p>JOB PURPOSE</p> <p>The Service Coordinator will work with the Service Managers to deliver UCCH services within the Contact Centre. The role will support the Service Manager in maintaining service levels against KPIs and responding to fluctuating demands; ensuring that these services are delivered in an efficient and safe way, meeting both performance and quality standards.</p> <p>The Service Coordinator for UCCH is a critical role responsible for managing the day-to-day operations. The key responsibilities include providing support to call handlers on difficult calls, monitoring call volumes and queues, conducting audits of calls to ensure quality standards are met, developing, and implementing strategies to improve service delivery and patient outcomes, collaborating with the Service Managers to optimise service provision across the region, and maintaining compliance with relevant regulations, policies, and procedures.</p> <p>The Service Coordinator role plays a vital part in ensuring that the UCCH service operates efficiently and effectively while delivering high-quality care to patients. You will share and utilise areas of your expertise to enhance the development of your colleagues so that all patients receive the very best care. You will use your specialist skills to assess and deliver care to patient, providing health information, guidance on the appropriate level of care and advice.</p> <p>You will provide effective and visible supervision, alongside operational colleagues. You will have the ability to problem-solve, adapt, and respond to changing situations and the skills needed to motivate and support your colleagues.</p>	
<p>KEY RESPONSIBILITIES AND ACCOUNTABILITIES</p> <ul style="list-style-type: none"> Supporting the management of the day-to-day operations of the UCCH service. 	

- Provide co-ordination and administrative support to Multi-disciplinary teams to enable co-ordinated response to referrals to the UCCH.
- Supporting the monitoring of queues to ensure that service levels are maintained.
- As a team, maintaining service levels against KPIs
- Maintain compliance with relevant regulations, policies, and procedures.
- Assist in general administrative and clerical duties.
- Provide cover for sickness, bank holidays, annual leave of other Health Advisors.
- Oversee absence line and ensure all rota systems are updated accordingly and the relevant manager informed
- Supporting training of other Service Coordinators
- Managing and supporting with contingency as a multi-disciplinary team
- Contribute to quality improvement, promote, and participate in QI when required
- Support development and implementation of strategies to improve service delivery and patient outcomes.

General Duties

- Act within the limits of your competence and authority, i.e. work to CDSS's competencies and adhere to local protocols and procedures.
- Make sure your actions reduce risks to health and safety by always maintaining a tidy office/contact centre, cleaning equipment before use and supporting the maintenance of equipment by reporting any faults as per local procedures. Adhere to health and safety policies and report incidents and risks identified through Ulysses or via line manager.
- Support the safeguarding of individuals following local protocols and standards. Relate to others in ways which support rights, inclusion, and wellbeing of individuals, supporting individuals to keep themselves safe.
- Comply with legal requirements for maintaining confidentiality by maintaining strict confidentiality of all issues concerned with the service. Adhere to requirements of the Data Protection Act 1984, information governance and Caldicott Principles.
- Promote the rights and diversity of individuals. This includes promoting the capacity of individuals to exercise their rights and responsibilities and promoting a culture which values and respects the diversity of all individuals.
- Undertake other job-related duties as assigned.

Managing Self

- Develop your own knowledge and practice, which includes reflecting on your practice, and taking opportunities to improve your practice ensuring performance indicators are met. and apply learning in the workplace. Make certain you are up to date with new Information and system changes.

COMMUNICATION AND KEY WORKING RELATIONSHIPS

The post holder must be able to demonstrate excellent communication and interpersonal skills at all times and build and maintain good working relationships with all stakeholders.

ENVIRONMENT

IC24 is a major not for profit Social Enterprise company currently providing innovative primary care services designed to deliver quality and affordability. IC24 is solutions-focused, providing a comprehensive portfolio of services aimed at improving access and reducing the demand on secondary care services by helping to avoid unnecessary admissions and facilitating early discharge.

Going forward, the company is committed to supporting and enabling better integration between health and social care and more effective alliances between partners from different sectors as essential to delivering seamless services. IC24 has considerable experience of working in complex, demographically challenged environments and the Board is keen for the organisation to be proactive in improving standards of care and patient safety, while delivering value for money too in the health economies it which it operates. Critical to this is building strong professional relationships and alliances with third parties; working with them in a way that maximises the benefits of their involvement.

We are proud of our status as an NHS primary care social enterprise, and how we deliver social value to the communities we serve and contribute to the wider NHS plans to deliver carbon 'Net Zero' and sustainability. To find out more on this and to view our Social Impact Report, please click [here](#).

HEALTH AND SAFETY

The post holder will be required to comply with the duties placed on employees of IC24 as set out in the Health and Safety at Work Policy and related procedures. The post holder has a legal obligation to make positive efforts to maintain their own personal safety and that of others by taking reasonable care, carrying out requirements of the law and following recognised codes of practice.

All Colleagues

You have a duty to take care of your own health and safety and that of others who may be affected by your actions at work. You must cooperate with managers and other colleagues to help everyone meet their legal requirements under health and safety law, and not to interfere with or misuse anything that's been provided for your health, safety, or welfare.

Managers

You must ensure you know and understand your responsibilities as defined in our health & safety policies and associated guidance documents. You must identify and assess any risks to people, property, or the environment and ensure all colleagues you have responsibility for, are aware of all our health and safety policies, understand issues arising from risk assessments, site inspections etc. and deal with any associated concerns. You must ensure that all accidents or incidents involving colleagues within your responsibility, are properly reported, and investigated and that regular inspections are undertaken and recorded to eliminate potential hazards and minimise risks.

Directors

You must ensure that all colleagues and teams within your region and/or department(s), effectively manage health and safety in line with all our health & safety policies and guidance documents.

EQUALITY AND DIVERSITY

IC24 has a Diversity and Inclusion Policy to ensure that no job applicant or employee is discriminated against either directly or indirectly on the grounds of disability, marital status, sex, race, colour, nationality, ethnic or national origin, sexual orientation, age, religion or political opinion, whilst attracting talented recruits and retaining experienced employees.

IC24 is committed to promoting equal opportunities and diversity and will keep under review its policies, procedures and practices to ensure that, in addition, all users of its services are treated according to their needs.

INFORMATION GOVERNANCE

Information is vitally important for the safe clinical management of patient care and the efficient administration of services and resources, including our workforce. Information Governance is a framework to enable IC24 to handle personal and corporate information appropriately.

It is the responsibility of our entire workforce, regardless of employment status, to ensure they abide by the requirements of Information Governance as set out in the Data Security & Protection Policy.

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

IC24 is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All colleagues and volunteers are therefore expected to behave in such a way that supports this commitment. You will be responsible for safeguarding the interests of children and adults who you come into contact during your work. To fulfil these duties, you will be required to attend training and development to recognise the signs and symptoms of abuse or individuals at risk, to follow local and national policy relating to safeguarding practice and to report and act on concerns you may have appropriately.

DISCLOSURE AND BARRING SERVICE CHECKS

IC24 will require a DBS check for appropriate roles which is a mandatory requirement and a condition of the employment offer.

All posts are assessed on their eligibility for the post holder to be required to undertake a DBS check. For posts that have been assessed as exempt from the provisions of the Rehabilitation of Offenders Act 1974, IC24 will require the post holder to undertake an enhanced DBS check with barred list checks. For posts that have been assessed as being in a position of trust, IC24 will require the post holder to undertake a basic DBS check.

This post has been assessed as requiring an enhanced DBS check with barred list checks.

REHABILITATION OF OFFENDERS ACT 1974

Some posts have been assessed as being exempt from the provisions of the Rehabilitation of Offenders Act 1974 and in these cases IC24 will require the post holder to disclose all convictions, whether spent or unspent.

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PERFORMANCE AND DEVELOPMENT REVIEW

This job description will be used as a basis for conducting an individual Performance and Development Review between the post holder and the manager.

VARIATIONS

This job description describes the main purpose and key responsibilities and accountabilities of the post. The post holder may be required to undertake any additional duties or responsibilities as may reasonably be required.

This job description is a guide to the nature and main duties of the post as they currently exist, but it is not intended as a wholly comprehensive or permanent schedule and it is not part of the contract of employment.

To reflect changing needs and priorities, some elements of this post may be subject to change and where required, any appropriate communication or consultation with the post holder will be undertaken prior to making any changes.

PERSON SPECIFICATION

Requirements	Essential	Desirable	How identified
Qualifications and training	<p>Educated to GCSE or Functional Skills level and possesses a fundamental level of Maths, English and ICT skills</p> <p>Trained in relevant clinical decision support system or be willing to undertake training as required</p> <p>Willing and able to participate in competency work-based training programme.</p> <p>Commitment to Continuous Professional Development (CPD) and lifelong learning</p>	<p>Typing/word processing skills or qualification</p>	<p>Application Form</p> <p>Copies of Qualification Certificates</p> <p>Interview</p>
Experience	<p>Previous experience of working within IUC / NHS</p> <p>Proven ability to demonstrate a systematic approach to prioritisation of work and cope under pressure to meet deadlines</p> <p>Administrative experience. Proven experience of working as part of a team</p>	<p>High level of Computer literacy</p> <p>Previous experience working in a team or with stakeholders across a range of settings</p>	<p>Application Form</p> <p>Interview</p>

<p>Practical skills</p>	<p>Ability to use own initiative as appropriate</p> <p>Ability to stay calm in the event of the unexpected and under pressure</p> <p>Ability to communicate with a variety of different people and build rapport</p> <p>Ability to follow written and verbal instructions</p> <p>Ability to switch between activities required by the service</p> <p>Ability to work to strict deadlines with accuracy</p> <p>Ability to undertake competency-based training both initially and as ongoing requirement for the post to meet service requirements</p>		<p>Application Form</p> <p>Interview</p>
<p>General</p>	<p>Contribute to the effectiveness of our team, by working as part of a multidisciplinary group</p> <p>Actively contributing to service improvements where appropriate</p> <p>Ability to deal sensitively with distressing, emotional situations. Ability to relate to others and adapt approach accordingly</p> <p>Able to use initiative and be aware of limitation</p>		<p>Application Form</p> <p>Interview</p>

	Able to work unsocial hours, 7 day rota, 0800 to 2000, shift work and bank holiday		
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