

Job Description and Person Specification

Job Title	Care Coordinator
Team/Service	Adult Services
Responsible to	Integrated Neighborhood Team Lead / Suffolk Family Carers Project Manager

Our Commitment to Carers

At Suffolk Family Carers, everyone plays a vital role in supporting unpaid carers of all ages—including young carers, adult carers, parent carers, and those from Armed Forces and veteran communities.

As part of our team, you will be actively involved in a range of projects that deliver tailored advice, emotional support, and practical help.

We work collaboratively across teams and with external partners, ensuring our services are inclusive, responsive, and impactful.

We are guided by our core values:

- **Family Carer Focus** – putting carers at the heart of everything we do
- **Accountability** – taking ownership and delivering on our commitments
- **Integrity** – acting honestly and ethically
- **Respect** – valuing each other and those we support

These values shape our culture and define how we work together to make a difference.

Purpose of the role

The main purpose of the role is the coordination of support to individuals and families across multidisciplinary services within the Care Management Service (CMS).

Key Tasks

- To process referrals for the Care Management Service from a range of sources, coordinating response to reduce duplication, helping to ensure we get the right support to people from the available multidisciplinary services at the right time.
- Be proactive with care in virtual ward management
- Support patients waiting for hospital appointments (long term conditions & end of life care).
- Act as a key point of coordination and expert resource for health and social care processes across localities, providing authoritative guidance to support consistent, efficient, and improved multidisciplinary working practices
- Proactively support long-term care management by ensuring timely, accurate signposting to appropriate services, pathways, and resources, contributing to effective care planning and service continuity.
- Input key information onto SystmOne, Liquid Logic and other systems as appropriate.

- Promote and disseminate Integrated Neighbourhood Teams (INTs) leadership plans to Care Management Services (CMS), ensuring alignment with strategic priorities and supporting informed, effective long-term care planning. This may involve attending the INT Core Leadership Team meetings for awareness.
- To provide and receive sensitive information about difficult or complex matters, respecting confidentiality & safeguarding always.
- As required, support CMS Project Leads with delivery.
- To liaise and maintain links with teams and individuals throughout the statutory and voluntary sectors.
- Visit patients in their own homes or in clinic environments as required by the service.
- Telephone patients and family/carer as required.
- Work autonomously within the community, managing a caseload of patients delivering individualised direct patient care.
- Work with family/family carers alongside the patient.

Quality and performance

- Alert Clinical Leads and other CMS team members to issues of quality, performance or risk.
- Support activities for improving quality such as clinical and non-clinical audit.
- Work as part of a team, adopting a person-centred approach.
- Communicate with others in a positive and respectful manner.
- Commitment to the safeguarding and wellbeing of people we support.
- Resilient under pressure and ability to remain positive when challenged.
- Self-confidence and perspective to facilitate open and honest relationships with peers and the wider area leadership team and staff to discuss and remove barriers to the effective delivery of services.
- Relate to all levels of the organisation and to liaise successfully with the public and members of other organisations.
- Work in a customer/patient focused environment.

Applies to all roles:

- To actively engage in the open and honest feedback culture of Suffolk Family Carers
- To comply with organisational policies and procedures
- To adhere to the Safeguarding Policy and procedure
- To prepare for and actively participate in 1.1 meetings and objective setting
- To live up to the organisational FAIR values – Family Focus, Accountability, Integrity and Respect
- To maintain accurate records
- To use outcome evaluation to assess the quality of services and provide reports as required
- To undertake any other relevant duties and training as may be required by the line manager.

We encourage a culture of shared learning and expect all employees to work at least one day per year within another area of the business, to expand their knowledge and insight.

Note: This job description is not exhaustive. It merely acts as a guide and may be amended to meet the changing requirements of the organisation at any time after discussion with the postholder.

Person Specification

Candidates will be assessed against the following essential/desirable criteria:

Essential Criteria	Desirable Criteria
Knowledge • Awareness of informatics and clinical systems, such as Liquid Logic and SystmOne. •	• To understand the issues family carers and wider family face in their caring role.
Skills and Experience • Ability to use Microsoft Packages. • Ability to see beyond the task in hand, to use systems with creativity to meet new demands. • The ability to build and maintain a directory of resources relevant to the locality, consisting of Voluntary, Community, Faith and Social enterprise (VCFSE) services in addition to their statutory partners. • Ability to work with the VCFSE to make use of any directories already in existence, ensuring information about this network is accessible to both professionals and service users as required. • Ability to gather knowledge about the availability of community resources and sharing this information with the CMS Multidisciplinary Team (MDT) • Ability to support clinical staff with accessing relevant information. • Ability to provide support with complex cases through telephone or MDT and identify where on-stator providers can offer support.	• To have worked within the VCFSE sector. • To have worked within health or social care. • To understand how MDT's work within health and social care • To have an understanding of Signs of Safety approach • To have an understanding of health coaching • To understand Asset Based Community Development (ABCD) • To have worked to a Whole Family Approach
Personal Qualities and Abilities • To demonstrate a systematic approach to prioritisation of work. • To have the ability to cope under pressure to deadlines within a diverse and challenging environment. • To have the ability to understand issues of quality, performance or risk. • To support activities for improving quality such as clinical and non-clinical audit.	

• To be able to work as part of a team, adopting a person-centred approach • Communicate with others in a positive and respectful manner. • To have a commitment to safeguarding and wellbeing of people. • Resilient under pressure and ability to remain positive when challenged. • To have the self-confidence and perspective to facilitate open and honest relationships with peers and the wider area leadership team and staff to discuss and remove barriers to the effective delivery of services. • To relate to all levels of the organisation and to liaise successfully with the public and members of other organisations. • To work in a customer/patient focused environment.	
Equality, Diversity and Inclusion • Ability to demonstrate a commitment to equality, diversity and inclusion through continuous development, modeling inclusive behaviours and proactively managing bias	• Experience of establishing positive changes to ensure inclusivity for individuals and/or communities
Other requirements (including qualifications) • Ability to travel between locations as required • Ability to work flexibly, including occasional evening and weekends • To be open to continued personal development and attend training	•

The Skills and Development Framework (SDF)

Suffolk Family Carers has identified the following six core competencies for all employees. This role is in **Band 2** in the SDF.

Communicating and Influencing	The ability to effectively exchange information and ideas and use well-reasoned arguments to influence where necessary.
Improving Customer Service	The ability to consistently deliver a high-quality service and continuously improve services in the best interest of family carers.
Commitment to the Organisation	The ability to demonstrate a commitment towards the vision and values of the organisation, optimising resources and opportunities.

Demonstrating Leadership	The ability to lead by example, acting with integrity and positively contributing towards organisational success.
Inclusion, Equality and Diversity	The ability to treat people fairly and with respect, acting in ways that value inclusiveness.
Learning and Developing Self and Others	The ability to recognise and develop potential by understanding own and other people's capabilities, sharing expertise and ideas.