**KERNOW HEALTH CIC**

**JOB DESCRIPTION**

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| **Job details** | |
| Job Title: | Special Allocation Scheme Coordinator |
| Salary: | £13.00 per hour |
| Hours/Contract: | Part-time Monday to Friday (4 hours a day between the hours of 08.30-18.00. Times to be discussed) |
| Department: | Cornwall 111 Integrated Urgent Care Service & Integrated Community Care |
| Managerially & Professional Accountable to: | Performance & Clinical Assessment Service Lead |
| Location: | Cudmore House, Truro |
| **Job summary / purpose** | |
| We are seeking a highly skilled and compassionate individual to take on the pivotal role of Special Allocation Scheme (SAS) Coordinator. This unique role involves coordinating care for patients who have been removed from general practice surgeries due to incidents or behaviour requiring police involvement. As the first point of contact and ongoing support for the individuals, you will need to demonstrate exceptional resilience, empathy, and de-escalation skills to navigate complex and sometimes volatile interactions.  Alongside patient-facing responsibilities, the role demands strong administrative capability, including accurate record keeping, data collection for regular reporting, and the ability to work confidently with Microsoft Word and Excel. Your attention to detail will directly contribute to the ongoing safety, quality, and performance of the service.  Alongside the core duties, the post holder will work closely with Kernow Health clinicians within the Special Allocation Service to support patients over the phone to access the appropriate healthcare services through excellent communication skills, key knowledge of local services, and efficient call handling in a polite, professional and timely manner. | |
| **Organisation chart** | |
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| **Primary duties and responsibilities** | |
| **Key Duties and Responsibilities:**   * + - * Responding promptly and appropriately to incoming calls from Special Allocation Scheme (SAS) patients * Coordinating and booking face-to-face and telephone appointments to specified GP surgeries in line with clinical and operational requirements * Processing repeat medication requests efficiently and accurately * Acting as a liaison between SAS patients and GP surgeries, ensuring clear, consistent communication and mutual understanding * Booking appointments that require the presence of security personnel when necessary, liaising directly with the security service personnel * Preparing and sending written communications, including letters and notifications, to patients * Monitoring and maintaining an up-to-date record of patients on the SAS * Managing the onboarding process for new patients entering the scheme * Maintaining accurate financial records, including processing invoices and raising purchase orders (POs) * Recording all patient interactions and activities within the scheme to ensure a clear audit trail * Supporting data collection and analysis for service reports, panel reviews, and performance monitoring   **Additional responsibilities:**   * Building and maintaining professional, non-judgmental relationships with patients to promote engagement and continuity of care * Supporting the triage service for all incoming patient contacts, supporting the assessment of urgency, and signposting or escalating appropriately to a Clinician. * Identifying potential safeguarding concerns and escalating appropriately in line with policy * Supporting clinicians and service leads by providing timely updates on patient issues or incidents * Ensuring all patient data is handled in accordance with GDPR and confidentiality guidelines * Contributing to the continuous improvement of the SAS service through feedback, audit, and service development discussions * Managing and updating patient records within the Adastra clinical systems with precision and care * Monitoring compliance with key service standards and alerting the relevant teams to any breaches or risks * Supporting the coordination and scheduling of regular panel reviews and maintaining clear documentation of outcomes * Providing emotional support and calm intervention during challenging or escalating situations, using de-escalation techniques effectively * Contribute to the development of policies, procedures, and best practices in patient risk management and vulnerable person support * Assisting with the induction and mentoring of new team members or temporary staff as needed | |
| **General**   * All employees and teams are expected to:   - Respect each other and be courteous and sensitive to everyone’s needs and concerns  - Be accountable for your work  - Be flexible about job and task assignments  - Be willing to help each other instead of displaying an “it’s not my job” attitude  - Ask for help when needed  - Work safely together  - Be open to constructive feedback without being defensive or negative  - Be self-motivated and reliable  - Share ideas for improvement  - Be cheerful, positive, and encouraging to other team members   * Actively contribute to the Organisation’s values and behaviours ensuring that relevant processes are open and transparent and encourage the confidence of staff, patients, partner organisations, the public and other agencies. * Promote a positive organisational image. * Promote own personal and others health, safety, and security, taking the appropriate action to report risk in accordance with policy. * Ensure that equipment and resources are managed effectively to reduce waste and promote cost efficiency. * Ensure the safe keeping and maintenance of equipment in accordance with policy, reporting defect or loss. * Maintain personal development to meet the changing demands of the job, participate in an annual appraisal and appropriate training activities. * Ensure compliance with all Kernow Health CIC statutory and mandatory training requirements, policies and protocols. * Take appropriate responsibility to ensure that your objectives are aligned with the core team and organisational objectives. * To demonstrate agility through adapting to the needs of the organisation by working flexibly in response to changing organisational requirements and priorities. * You will be expected to carry out any other duties that may reasonably be required in line with your main duties, as directed by your line manager. | |
| **Freedom to act** | |
| The post holder will be expected to undertake and perform tasks and duties within their roles and responsibilities under the direction of their line manager and with the support of the CAS Lead, Service Delivery Managers, clinicians and the senior management team. | |
| **Working conditions / effort** | |
| Unavoidable adverse working conditions   * Long term VDU use with simultaneous keyboard/phone use. * Working in a busy, open-planned office with noise levels akin to call centres. * Mental Effort (concentration, dealing with interruptions, need to meet deadlines) * Emotional Effort (exposure to distressing/emotionally demanding situations) * Resilience (exposure to difficult telephone calls with the strong possibility of being exposed to profane language and verbal aggression) | |
| **Values** | |
| Kernow Health CIC expects all employees to demonstrate the organisation’s Values as part of their day to day working lives. Our shared values guide our actions and describe how we behave and how we make our business decisions:   * **Integrity:** Be real, honest and authentic. * **Ambitious:** Seek new opportunities and not afraid to push boundaries. * **Responsive:** Be proactive, and responsive to our own and partner needs now and in the future. * **Reliable:** Be the trusted partner and for partners to know that we will deliver what we say we will. * **Creative:** Look at different ways of working in the present and the future. * **Professional:** What we do, we do well. High quality standards in all that we seek to achieve. | |
| **Corporate requirements and Responsibilities** | | |
| **GENERAL**  **Confidentiality:** In line with the Data Protection Act 1998 and General Data Protection Regulations and the Caldicott Principles of Confidentiality, the post holder will be expected to maintain confidentiality as outlined in the contract of employment. This legal duty of confidentiality continues to apply after an employee has left Kernow Health CIC. The post holder may access information only on a need-to-know basis in the direct discharge of duties and divulge information only in the proper course of duties.  **Health and Safety:** The post holder is required to ensure health and safety duties and requirements are complied with. It is the post holder’s personal responsibility  to conform to procedures, rules and codes of practice. All staff have a responsibility to access Occupational Health and other support in times of need and advice.  **Risk Management:** The post holder will be required to comply with Kernow Health CIC’s Health and Safety Policy and actively participate in this process, having responsibility for managing risks and reporting exceptions.  **Safeguarding Children and Adults:**  Kernow Health CIC is committed to safeguarding children and adults and therefore all staff must attend/ complete the required level of safeguarding children and adults training.  **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all Kernow Health premises and grounds are smoke free.  **Equality and Diversity:** All staff have a personal responsibility under the Equality Act 2010 to ensure they do not discriminate, harass, or bully or contribute to the discrimination, harassment or bullying of any colleague(s) or visitors or condone discrimination or bullying by others. The post holder will be responsible for promoting diversity and equality of opportunity across all areas of your work. This applies to service delivery as an employee and for anyone who you may be working with. You will be made aware of your responsibilities to uphold organisational policies and principles on the promotion of equality valuing diversity and respecting people’s human rights as part of your everyday practice. | | |

**PERSON SPECIFICATION**

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| Post: | **Special Allocation Scheme Coordinator** |

All requirements listed in this specification must be (a) essential to the post and (b) assessable within the selection process.

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| **Attributes** | **Requirements** | | **Method of Assessment** |
| **Essential** | **Desirable** |
| **Qualification, training & professional membership** | * GCSEs in Maths and English grade C or above * NVQ level 3 in Business Administration or equivalent experience | * Educated to A level or degree level (or equivalent) * Relevant training in de-escalation, conflict resolution, or safeguarding | * Application form |
| **Knowledge & experience** | * Previous call centre/customer service experience or experience of working with members of the public * Experience working with vulnerable or complex patient groups, including those who may be challenging * Evidence of professional resilience and remaining calm in emotionally charged or difficult situations * Experience in accurate data collection, reporting and inputting * Experience working within healthcare, social care, or another public service setting | * Experience of multi-agency working e.g. with police, mental health teams * Previous experience of dealing with high volumes of inbound calls or equivalent workload * Experience of working to targets and KPIs. | * Application form * Interview |
| **Skills & abilities** | * Commitment to providing excellent patient care * Good standard of written and verbal English * Excellent verbal and written communication skills, with a calm and compassionate telephone manner * Strong organisation skills with the ability to prioritise a varied workload. * Proficiency in Microsoft Office applications, particularly Word and Excel * Attention to detail and a conscientious approach to administrative and data-related tasks * Ability to manage sensitive patient information in line with confidentiality and GDPR requirements * Ability to build and maintain professional relationships with individuals who may be disengaged or distressed * Ability to work independently and as part of a team * Ability to problem solve | * Conflict Management skills/experience | Application form  Interview |
| **Personal qualities** | * Resilient, adaptable and able to work under pressure * Emotionally intelligent, empathetic and maintains professional boundaries * Commitment to service quality, safety and continuous improvement * Willingness to continuous personal development and ability to learn |  | Application / interview |
| **Behaviours & aptitudes required to demonstrate the Values** | * Resilient and emotionally stable with the ability to remain calm, compassionate, and professional under pressure * Empathetic yet boundaries in being able to support challenging individuals without becoming emotionally overwhelmed * Non-Judgemental approach * Be a positive ambassador for the organisation. |  |  |
| **Additional requirements** | * A criminal record check satisfactory to the organisation. * Ability to travel into work for shifts without difficulty. | * Driving licence | Application |

**The attached job description has been agreed by the post holder(s), where appropriate, as an accurate reflection of the roles and responsibilities of the post.**

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| Post holder’s Name: |  |
| Post holder’s Signature: |  |
| Date: |  |

**The attached job description has been agreed by the line manager.**

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| Line Manager’s Name: |  |
| Line Manager’s Signature: |  |
| Date: |  |