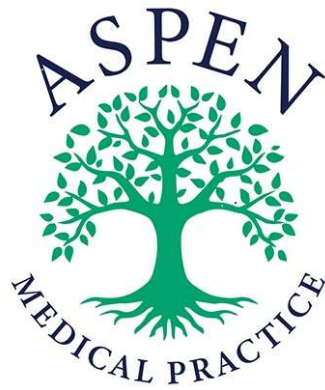




Recruitment Pack



Care Coordinator
(Safeguarding, Immunisation & Palliative Care)

Message from the Practice Manager



I am delighted that you are considering applying for this exciting new role at Aspen Medical Practice. I hope you find this pack informative and that it gives you a sense of both the role and what it is like to work as part of our team.

This newly created position is focused on improving outcomes for some of our most vulnerable patients. The successful candidate will help coordinate safeguarding activity, support children and families to access important vaccinations, and ensure patients receiving palliative care benefit from coordinated and compassionate support.

Aspen Medical Practice cares for approximately 32,000 patients and is one of the largest GP practices in Gloucestershire. We provide a broad range of services through a multidisciplinary team and are committed to continually improving the care and support we deliver to our patients and their families.

Whilst patient care is at the heart of everything we do, we also recognise the importance of supporting our staff. We offer free parking, membership of the NHS Pension Scheme, enhanced sickness allowances, monthly protected learning time events, length of service recognition, and a range of other benefits. We actively seek feedback from our employees through staff surveys, suggestion schemes and our staff forum, and have introduced several improvements in response to this feedback.

We encourage prospective applicants to arrange an informal visit or discussion before applying. This is a great opportunity to learn more about the role, meet some of the team and see the practice for yourself. To arrange a visit or conversation, please contact us at aspen.riskandcompliance@nhs.net.

I look forward to receiving your application and wish you every success.

Best wishes,

Paul Wainman - Practice Manager

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Dedicated

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Forward thinking

People

Key Information

Role: Care Coordinator (Safeguarding, Immunisation & Palliative Care)

Application Closing Date: 4th October 2026

Shortlisting: Week commencing 5 October 2026

Interview Date: Friday 16th October (am)

Points to Note

1. We are happy to consider flexible working patterns and part-time applications. However, availability for a full working day on Thursdays is essential.
2. Whilst experience in primary care or the NHS would be advantageous, we welcome applications from individuals with strong organisational and coordination skills from a wide variety of professional backgrounds.
3. The successful candidate will receive appropriate training and support from our safeguarding leads, nursing team and GP leads. Previous experience in all three areas is not expected.
4. All longlisting, shortlisting and interview assessment will be performed against the essential and desirable criteria listed on page 7. If you are unable to meet the essential criteria you are unlikely to be successful in your application.
5. Should this vacancy attract sufficient interest it may be necessary to close the vacancy at an earlier date. We therefore suggest that you apply at an early stage to avoid disappointment.



Job Description

Post	Care Coordinator (Safeguarding, Immunisation & Palliative Care)
Hours	37.5 hours per week (or part-time/job share considered)
Reports to	Practice Manager
Location	Aspen Medical Practice – Aspen Centre and Saintbridge Surgery
Salary	Dependent on experience, broadly equivalent to NHS Agenda for Change Band 4

Job Summary

Aspen Medical Practice is seeking an organised, compassionate and proactive Care Coordinator to provide dedicated support across three key areas:

- Safeguarding (approximately 50%)
- Childhood Immunisation Programmes (approximately 30%)
- Palliative Care Coordination (approximately 20%)

This is a new role designed to improve patient outcomes, strengthen governance processes, and support clinicians by coordinating care pathways and administrative processes.

The post holder will work closely with GPs, nurses, administrative colleagues, safeguarding leads, community services, hospices and other healthcare professionals to ensure patients receive appropriate, timely and coordinated care.

The successful candidate will act as a central point of coordination for these services, maintaining registers, supporting meetings, tracking actions, improving processes and ensuring patients do not fall through gaps in care.

Key Responsibilities

Safeguarding Coordination

Acting as a key point of coordination to ensure safeguarding concerns are identified, discussed and progressed appropriately the post holder will work closely with our named safeguarding leads, and our administration team around the following key areas:

- **Case Management and Administration**
 - Maintaining safeguarding registers and associated records.
 - Supporting the identification, tracking and monitoring of safeguarding concerns.
 - Ensuring safeguarding records are appropriately coded and documented.
 - Monitoring safeguarding activity and follow up outstanding actions.
 - Liaising with clinical and administrative teams regarding safeguarding processes.

- **Meeting Coordination**
 - Organising safeguarding meetings and multidisciplinary discussions.
 - Preparing agendas and circulate relevant information.
 - Taking accurate minutes and maintain action logs.
 - Following up actions arising from meetings.
 - Liaising with external agencies including social services, schools and health partners where appropriate.
- **Governance and Quality Improvement**
 - Conducting safeguarding audits and support quality improvement initiatives.
 - Developing and maintaining effective safeguarding processes.
 - Producing reports and data requested by safeguarding leads.
 - Supporting compliance with safeguarding policies and statutory requirements.

Childhood Immunisation Coordination

The post holder will work closely with our lead nurse, and our administration team, around the following key areas:

- **Vaccination Administration**
 - Recording and reconciling immunisation histories for newly registered patients.
 - Monitoring immunisation uptake and identify patients requiring vaccination.
 - Supporting the management of childhood immunisation schedules.
- **Patient Engagement**
 - Contacting parents and guardians regarding missed appointments.
 - Following up persistent non-attenders and encouraging uptake of vaccinations.
 - Booking immunisation appointments and supporting recall systems.
 - Responding to patient queries regarding vaccination appointments.
- **Programme Coordination**
 - Liaising with Child Health Information Services and other relevant organisations.
 - Supporting vaccination campaigns including catch-up programmes.
 - Assisting with flu, COVID-19 and other seasonal vaccination initiatives.
 - Supporting vaccine stock planning through coordination with nursing and administrative colleagues.
- **Performance Monitoring**
 - Monitoring vaccination uptake rates
 - Identifying opportunities to improve coverage and performance
 - Producing reports and data to support achievement of practice targets

Palliative Care Coordination

The post holder will work closely with our lead GP, frailty and administrative teams, around the following key areas:

- **Register Management**
 - Maintaining and monitoring the palliative care register
 - Identifying patients requiring discussion at multidisciplinary team meetings.
 - Ensuring records are accurate and up to date.
- **MDT Support**
 - Coordinating palliative care meetings.
 - Preparing agendas and documentation.
 - Recording minutes and maintaining action plans.
 - Tracking completion of agreed actions.

- **Patient Coordination**
 - Supporting coordination of care for patients receiving palliative and end-of-life care.
 - Liaising with GPs, community nursing teams, hospices and other providers.
 - Facilitating communication between professionals involved in patient care.
 - Assisting in ensuring patients and families receive appropriate support and signposting.

General Responsibilities

- Always providing excellent patient-centred service.
- Maintaining confidentiality and complying with GDPR requirements.
- Working in accordance with practice policies and procedures.
- Participating in training, supervision and appraisal.
- Contributing to service development and continuous improvement.
- Undertaking other duties consistent with the role and grade as required.



Person Specification

Care Coordinator (Safeguarding, Immunisation & Palliative Care)

Key: A = Application I = Interview R = References E = Essential D=Desirable

Attribute	Essential (E) Desirable (D)		Assessed
	E	D	A, I, R
Qualifications			
Good standard of general education, including GCSE English and Mathematics (Grade C/4 or above) or equivalent.	E		A, R
Relevant qualification in administration, health and social care, healthcare administration or a related field.		D	A, I, R
Work related Experience			
Experience working in an administrative, coordination or customer/patient-facing role	E		A, I, R
Experience handling sensitive and confidential information	E		A, I, R
Experience organising meetings, maintaining records and monitoring actions to completion	E		A, I, R
Experience working collaboratively as part of a multidisciplinary team	E		A, I, R
Proficient IT skills, including Microsoft Office applications and the ability to learn new digital systems quickly	E		I, R
Experience working in general practice, primary care or another NHS setting		D	A, I, R
Experience supporting safeguarding processes, vaccination programmes or palliative care services		D	A, I, R
Experience using TPP SystmOne		D	A, I, R
Experience using audits, performance monitoring or reporting to support service improvement.		D	A, I, R
Other Experience, Skills and Attributes			
Compassionate, resilient and patient-focused, with the ability to handle sensitive and confidential information appropriately.	E		I
Excellent communication, organisational and prioritisation skills, with the ability to work independently and manage competing demands.	E		A, I
Understanding of safeguarding principles.	E		I
Demonstrates initiative and a proactive approach to identifying and resolving issues	E		I
Knowledge of safeguarding procedures, childhood immunisation programmes and/or palliative care pathways.		D	I
Availability to work a full day on Thursdays	E		A, I