

Job Description Primary Care Welfare Call Coordinator (Community Health Hub)

Salary £24,392

Hours Full time

Duration fixed term to December 2024

Location York CVS, 15 Priory Street, York YO1 6ET

Reporting to Social Prescribing Team Leader

We are recruiting a Primary Care Welfare Call Coordinator to manage the delivery of welfare calls to patients with Covid-19 symptoms or with symptoms of Long Covid, via the Community Health Hub.

The calls are made by volunteers, managed by the Primary Care Welfare Call Coordinator, as part of York CVS.

The Community Health Hub has developed as a partnership between York CVS, Primary Care and Nimbuscare after their successful partnership delivering welfare calls via their York Covid-19 Monitoring Hub.

Initially set up during the first wave of Covid-19 to support patients with Covid, it has grown into a wider support network which brings together the health and VCSE (Voluntary, Community and Social enterprise) sectors to focus on patients' wider needs.

GP practices, healthcare workers, carers, social prescribers, voluntary organisations and adult social care staff can refer anyone in the community who has developed symptoms of Covid-19 to the Community Health Hub.

Reporting daily to Nimbuscare and the Social Prescribing Team Leader, this role provides a high level of support to patients across York.

The role involves recruiting, inducting and managing volunteers; communicating daily with volunteers and Nimbuscare, and ensuring that individual patients' needs are met.

We are looking for a team player with an interest in supporting vulnerable people and committed to working with volunteers. The suitable candidate must be able to work flexibly and responsively to emerging issues and priorities.

Does this sound like your next role? If so, please click on the link below for an information pack and details of how to apply

<https://www.yorkcvs.org.uk/work-at-york-cvs/>

Closing date: 9am, Monday 8 Nov, 2021

Interviews will take place on Wednesday 17 November, 2021

York CVS is committed to safeguarding and requires all staff and volunteers to share this commitment.