



## JOB DESCRIPTION AND PERSON SPECIFICATION

**JOB TITLE:** Primary Care Coordinator- Unpaid Carers  
**Employed by:** Imago  
**Responsible to:** Service Manager  
**Working hours:** Full time or part time, Monday to Friday. Flexibility required as occasional evening or weekends needed

**Background:** Imago is a social action charity delivering an innovative range of services to individuals, voluntary and community organisations and private and public-sector agencies in Kent, East Sussex, Medway and London. Underpinning our work is a commitment to excellence, evidencing impact and safeguarding vulnerable people. We work with individuals, families, and communities to create change together.

**Purpose of Role:** To promote the wellbeing of Unpaid Carers by working across the 6 Primary Care Networks (PCN) in Lewisham to enable effective identification of Unpaid Carers across all Lewisham based GP surgeries.

### RESPONSIBILITIES AND DUTIES

- Work closely with Primary Care Networks, identifying key PCN and GP practice staff and developing relationships
- Enable PCN's to measure, develop and expand their engagement with Adult Carers and Young Carers, improving registration, communication, involvement, support and accessibility; support the development of Unpaid Carer-friendly culture
- Promote implementation of Supporting Unpaid Carers in General Practice: A Framework of Quality Markers
- Work with each PCN and GP practice to agree an action plan to become 'Carer Friendly'; work together to address and implement a set of initial minimum priorities
- Promote Carer Wellbeing and other relevant services available to Unpaid Carers; encourage practices to refer all Unpaid Carers to the Maximising Wellbeing of Unpaid Carers service
- Regularly update practices on the outcomes achieved by the Unpaid Carers referred by the practice to the Maximising Wellbeing of Unpaid Carers service
- Collect and disseminate examples of good practice developed by Lewisham PCN's, GP practices and staff in supporting Unpaid Carers; support the development of good practice across the primary healthcare system in the borough



- Work with an understanding of cultural differences and how this may impact the support Unpaid Carers receive and access
- Support the planning and delivery of the service's activity package as required, including respite activities, online groups, face-to-face sessions
- Maintain detailed records on our bespoke database
- Work with an understanding of issues relating to lone working and safeguarding; and adhere to Imago policies and procedures
- Have a commitment to equal opportunities, ensuring services are accessible to all sections of the community

## ESSENTIAL SKILLS AND EXPERIENCE

- Relevant personal or professional experience of working with Unpaid Carers and/or vulnerable adults or children in a social care, health, education or voluntary and community sector
- Ability to work independently and as part of a team; to meet objectives, achieve targets and work to tight deadlines
- Excellent communication skills
- A practical understanding of physical, emotional and attitudinal barriers facing Unpaid Carers; and awareness of cultural differences and accessibility of support
- Confident working within professional boundaries
- Ability to stay calm in challenging and emotional situations and have a measured response
- Able to motivate and empower others
- Proficient in using word, excel, websites and experience of using a database; use of social media
- Ability to forge effective relationships at all levels and across boundaries
- Good level of education, ideally degree level or equivalent

## Desirable Experience

- NVQ level 3 in Health and Social Care or Information and Guidance
- Hold a full driving licence with business insurance and have access to own transport
- Knowledge of policy and legislation relating to Unpaid Carers (Adult and Young Carer)

Post is subject to references and a satisfactory enhanced  
Disclosure and Barring Service check