

Care Coordinator

How those in the role describe it.



I am passionate about preventative health and empowering people to better manage their own health and navigate the health system.

I quickly build rapport with CareComplete program participants, I take the time to understand their needs and they can tell I genuinely care for their wellbeing.

I'm highly organised and can structure my day so I focus on what is most important first and can also be flexible to adapt to new demands.

The work I do impacts people's lives, so it's important I get things right. I am focused on the details, I am thorough and follow things through.

I am able to assess and mitigate participant risks and I understand why it is important for me to prevent a participant going into hospital.

I deal with a lot of different people in my role and can adapt my style to communicate and build relationships with anyone. Whether it's CareComplete program participants, internal colleagues or external healthcare providers like GPs and Practice Nurses.

I genuinely care about the participants that I meet and want to support them. I am happy to support participant's decisions and put people at ease when I am with them.

I enjoy autonomy in a work role- I like analysing a person's condition and working out what they need, but I also like knowing that I am part of a team and an organisation and there is help when I need it.

I am confident and assertive in order to speak with health care providers to discuss participant's needs and convey the benefits of the CareComplete program. I also have excellent written communication and understand the need to be succinct in my reports and Care Plans.