

INFORMATION PACK

**Primary Care Coordinator
– South Tees**

Coulby Medical Practice





WELCOME

A few words from our CEO

Thank you for your interest in our organisation and this role.

We're proud to have directly helped 27,000 local people this last year, more than we've ever supported. We've been working in local communities to improve mental health and wellbeing for 30 years and during that time our support has evolved, enabling us to help people in new and impactful ways.

We believe everyone has the right to enjoy good mental health and our team of trusted professionals provide expert support to help people lead full and happy lives. What's more, we campaign locally to improve services, raise awareness and promote understanding of what good mental health looks like.

Ours is a vibrant organisation to work for and our staff are our most important asset. We know just how important the benefits of a mentally healthy workplace are. So, it's only natural that our people and our culture are at the heart of all we do. Staff wellbeing is a high priority for us and we take great care and pride in making sure that everyone who works with us feels valued and supported. We're dedicated, friendly and open, working together to improve the lives of local people experiencing mental health problems.

I hope you'll be interested in joining our team once you've read this pack and I look forward to meeting you.

Emma Howitt
CEO

Our Values

CARING

We genuinely care about local people and the work that we do. We treat people with respect and dignity.

WELCOMING

It can be difficult to ask for help and there is still much stigma associated with mental health. When people come to us for support, our response is warm and welcoming. Our staff and volunteers are helpful and friendly. We don't judge people.

TRUSTWORTHY

People trust us with their personal stories. We appreciate this isn't easy and are grateful for people's confidence in us. We take confidentiality very seriously.

DETERMINED

We are committed to finding the best support for local people. We can tailor our services to meet their needs as we know finding help for mental health issues can be difficult. If we can't help then we'll find the right support from other local organisations where needed.

PROFESSIONAL

All our staff and volunteers are skilled in the work they do and are supported by us. We're constantly working to ensure our environment is safe and beneficial to you.



“Yesterday really shifted my perspective and gave me clarity on things. I've been reading more about my complex PTSD and so much more makes sense to me now. I genuinely just thought I would live the way I am now for the rest of my life, but this has been amazing.”

Saira, 44, Middlesbrough

Primary Care Coordinator

South Tees

Job Overview

You will work with a wide range of Primary Care and GP practice staff, including administrative and clinical colleagues, to increase carer awareness and identify hidden carers. This will be achieved through the delivery of carer awareness training, promotion of NHS Care Quality Markers, and improving access to local carer services.

Using your excellent relationship-building skills, you will establish yourself within Primary Care settings across South Tees, championing the needs of unpaid carers. You will mentor and coach healthcare staff to support the achievement of carer-friendly GP status and compliance with required standards.

You will also represent the service at local steering groups and networks to ensure the needs of carers are embedded within local strategies and pathways. The role includes attending awareness-raising and marketplace events across South Tees, such as Carers Week and Carers Rights Day, representing Teesside Mind and the Primary Care Outreach Service.

General Duties

- Take responsibility for your own health and safety and contribute to organisational health and safety systems and safe working practices.
- Work at all times within the policies and procedures of Teesside Mind.
- Participate in supervision, support, and performance reviews as required.
- Undertake any other duties commensurate with the role.

Main Duties and Responsibilities

- Take responsibility for the effective day-to-day delivery of the service, reporting directly to the Service Manager.
- Build honest, open, and effective working relationships with partners including NHS England, ICB leads, Primary Care Networks, GP practice staff, South Tees Carer partners, commissioners, and other local and regional agencies and stakeholders.
- Influence, negotiate, and collaborate effectively with partners to progress shared objectives and improve outcomes for carers.
- Use a range of digital platforms, including Microsoft Teams, podcasts, and webinars, to cascade key carer information such as awareness messages, policies, and changes in legislation.
- Deliver Carer Awareness Training to a wide range of audiences, including GP practice staff, Adult Social Care, Secondary Care, and VCSE organisations.
- Use co-production and co-design approaches to develop publications and resources aimed at increasing the identification, awareness, and support of hidden carers across South Tees.
- In line with the NHS Care Quality Framework, establish robust pathways to identify hidden carers and develop effective care navigation to improve health and wellbeing and access to local carer services.
- Capture high-quality data, feedback, and insight to evaluate service effectiveness, drive continuous improvement, and share learning with stakeholders to influence local and national system change.
- Provide guidance and support to Primary Care Networks and wider public health teams, contributing to system change initiatives such as Making Every Contact Count, flu vaccination uptake, and health screening programmes.
- Prepare high-quality reports for commissioners and funders.
- Attend and contribute to quarterly contract review meetings.

Person Specification Criteria

Experience, Qualifications & Knowledge	Essential	Desirable
Level 3 Health & Social Care qualification or equivalent	●	
Level 3 Education and Training (PTLLS) or Level 4 Certificate in Education (CTLLS)		●
Qualification in Nursing or health related field (e.g. Allied Health Professional)		●
Minimum of 2 years experience working in Primary Care, Community Health Development or Public Health	●	
Knowledge of statutory and voluntary sector health and social care providers	●	
Understanding of relevant legislation, including the Care Act	●	
Experience of designing and delivering training for health and social care staff, VCSE staff, volunteers or community groups	●	
Good understanding of the benefits and challenges of multi-agency working including co-production	●	
Experience of working autonomously within community settings	●	
Experience of supporting unpaid carers and families, including providing support options, information and signposting	●	
Understanding of issues affecting carers	●	
Experience of developing, maintaining and updating records and information resources	●	
Knowledge and or/experience of the 'We Care You Care' web based information service.		●
Working knowledge of local and national organisations and services to support carers		●

Person Specification Criteria

Skills and Competencies	Essential	Desirable
Project management skills	●	
Strong administrative and up-to-date IT skills, including use of Microsoft Office and digital systems	●	
Excellent listening, verbal, and written communication skills	●	
Ability to produce clear, accurate, and high-quality reports	●	
Ability to work as an autonomous practitioner using initiative, while also contributing effectively as a team member	●	
Ability to manage own workload, prioritise tasks, and make appropriate decisions with minimal supervision	●	
Demonstrates sound organisational and time-management skills	●	
Confident communicator, able to engage and influence a wide range of audiences	●	
Mentoring and coaching skills to support workforce development and service improvement	●	

Other Personal Qualities	Essential	Desirable
Commitment to Mind's values and objectives	●	
Full UK driving licence and access to own transport for work purposes	●	
High levels of enthusiasm, motivation, and ability to manage competing priorities and work effectively in a complex system	●	

Main Terms and Conditions

Job Title:

Primary Care Coordinator – South Tees

Contract:

This is a fixed-term position until 31st March 2027, with the possibility of extension subject to funding and organisational need.

Responsible to:

Service Manager

Hours:

22.5 – 30 hours per week, with opportunity to increase to 36.5 hours per week

Salary:

£28,500 p.a.

Location:

Based from our office in Middlesbrough, travel across South Tees, community and GP practices.

Holidays:

Starting at 26 days per annum pro-rata for part time plus pro-rata public holidays

Disclosure:

This position is subject to a 26-week probationary period, satisfactory references, Mind's policy on the Protection of Vulnerable Adults and an enhanced CRB check and subsequent re-checks.

How to Apply

If you would like to find out more about this opportunity, please call 01642 257 020 to speak to Lucy Cushley.

Please complete the application form on our website.
Interviews will be held week commencing 22nd June 2026.

**Closing date for applications:
Friday 5th June 2026**

Standard benefits:

- Defined salary according to job evaluation and Teesside Mind pay scales
- Contributory pension scheme
- Travel expenses in line with HMRC

Enhanced benefits:

- Access to EAP wellbeing service
- Holidays commence at 26 days plus 8 BH and increase with length of service up to 32 days plus 8 BH*
- Up to 2 days (15 hrs) off for volunteer / charity work*
- Up to 3 days (22.5 hrs) off for time off to care for dependants*
- Up to 6 hrs for medical appointments*
- Up to 2 weeks of bereavement leave for the death of a close/immediate family member*
- Enhanced Maternity, Adoption, Surrogacy, Paternity pay
- Free parking at Middlesbrough and Stockton offices (subject to availability)
- Access to financial rewards and discounts for high street shops, restaurants, holidays etc.

Other Family Friendly Benefits:

- Flexible working**
- Hybrid working**
- Other time off including but not limited to carers leave or parental leave either paid or unpaid as defined by statutory provisions.

Personal Development:

- Monthly supervision and a personal development plan (with and without funding - subject to approval)
- Annual development day for staff and volunteers

All essential job criteria are subject to reasonable adjustments in line with the Equality Act 2010

- *All benefits are pro-rata for part time or part year contracts
- ** Subject to meeting the needs of the individual, the team and service delivery

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Primary Care Coordinator – South Tees



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