

Job Description

Job Title: Family Engagement Coordinator
Accountable to: Patient Engagement Lead

Practice Plus Group's mission is [Access to Excellence](#). Our core values are;

- we treat patients and each other as we would like to be treated
- we act with integrity
- we embrace diversity
- we strive to do things better together

Patients can only access excellence if we commit to living our values in everything we do when we're at work.



We believe in putting the patient first, regardless of the environment or their history. The prison population is one of the most vulnerable and challenged patient groups in society and the delivery of their health care is conducted within often difficult and demanding environments.

The role

As the Family Engagement Coordinator, you will act as the vital bridge between families, carers, and our patients in prison, ensuring that family perspectives are heard, valued, and incorporated into service delivery and development. You will be responsible for improving and sustaining family engagement activities, strengthening relationships between healthcare, patients and their support networks, and enhancing the experience of families through meaningful involvement, communication, and co-production opportunities.

You will plan and deliver projects and programmes that reflect the needs and priorities of families and patients, working collaboratively with healthcare teams, prison staff, and external partners to promote family-centred care. You will facilitate family forums, engagement events, and feedback mechanisms, ensuring that the voices of both patients and their families contribute to service improvement and innovation.

Acting as a key point of contact for families, carers, staff, and partner organisations, you will develop effective communication pathways that support positive relationships and help families remain

engaged in the health and wellbeing of their loved ones while in custody. You will champion the importance of family involvement in rehabilitation, recovery, and wellbeing outcomes, ensuring barriers to engagement are identified and addressed wherever possible.

You will support the implementation of the Family Engagement Strategy, ensuring that family engagement activities are embedded across the site and that feedback from families informs continuous improvement. Through building strong partnerships with commissioners, prison staff, healthcare colleagues, and voluntary sector organisations, you will help create an environment where families are recognised as key partners in supporting positive health and rehabilitation outcomes for patients in prison.

Provide an outstanding experience for families of patients by actively seeking, listening to and responding to their feedback, ensuring services are informed by what matters most to them and their loved ones. You will work closely with families, patients, healthcare teams and prison colleagues to ensure families are engaged, informed and supported as appropriate throughout the care pathway.

Deliver a fully embedded family engagement process to manage compliments, concerns and complaints, ensuring the needs and perspectives of families are understood and addressed. This will include providing high-quality, timely responses and maintaining robust systems to identify learning opportunities and drive service improvement from family feedback.

Inspire excellence by building and maintaining strong relationships with families, partners and stakeholders, providing a service that people can trust, feel confident in and be proud of.

Promote best practice in family engagement, peer support processes and continuous quality improvement, fostering a culture of collaboration, shared learning and meaningful involvement of families in service development.

Share knowledge, skills and expertise to support safe, person-centred care, strengthening multidisciplinary working and encouraging effective partnership between healthcare teams, patients and their families.

About you

- Applicants must hold English and Maths at GCSE level C/4 or above or Functional Skills Level 2 in English and Maths (certificate evidence will be required)
- I.T competent (Microsoft office programmes)
- A commitment to further training/education and continuous professional development.
- Face to face engagement
- Group facilitation/note taking

- Service user involvement with disadvantaged groups
- Equality, diversity and inclusion with disadvantaged groups
- Ability to advocate for families and their loved ones
- Project development and planning
- Prioritising workload
- Excellent communication skills
- Committed to patient care and first-class service provision.
- Flexible and proactive attitude to working arrangements.



Additional information

Disclosure and Barring Service- a Disclosure and Barring Service disclosure at the enhanced level is required for this role. A risk assessment will be undertaken if necessary.

Prison Vetting- a HMPPS (His Majesties Prison and Probation Service) clearance is required for this role in accordance with Ministry of Justice, plus local prison vetting.

Education and Training- continuing professional development is encouraged and an annual appraisal system is in place to discuss ongoing objectives and support revalidation.