



## Job Description

POSITION:	Care Navigator
HOURS:	To be agreed
SALARY:	Depending on experience
REPORTS TO:	Practice Operations Manager (POM)

Oakfield Surgery is looking to recruit an enthusiastic Care Navigator to work with the current team. This person will receive, assist and direct patients in accessing the appropriate service in a courteous, efficient and effective way. They will provide general assistance to the practice team and project a positive and friendly image to patients and other visitors. They will help provide a quality, friendly and efficient service within a safe and effective working environment and support the doctors to provide the highest standard of care to the patients, within the changing NHS.

### KEY DUTIES AND RESPONSIBILITIES

- Greeting and directing all patients.
- Ensure an effective and efficient reception service is provided to patients and any other visitors to the Practice
- Deal with all general enquiries, explain procedures and make follow-up appointments as requested by clinicians.
- Using your own judgment and communication skills ensure that patients with no prior appointment but who need urgent consultation are seen in a logical and non-disruptive manner.
- Explain Practice arrangements and formal requirements to new patients and those seeking temporary cover and ensure procedures are completed.
- Process personal and telephone requests for appointments, visits and telephone consultations, and ensuring callers are directed to the appropriate healthcare professional.
- Register requests for home visits, ensuring careful recording of all relevant details and where necessary refer to the relevant Clinician.
- Divert calls and take messages, ensuring accuracy of detail and prompt appropriate delivery.
- Advise patients of relevant charges for private services.
- Enter patient information onto the computer as required.
- Ensure that all new patients are registered onto the computer system promptly and accurately
- Patient notes and correspondence:
- Cover colleague's holiday/sickness periods as requested
- Premises:
  - Open up premises at the start of the day when first to arrive and make all necessary preparations to receive patients.
  - When last to leave at the end of the day, ensure that the building is totally secured.
- Undertake any other additional duties appropriate to the post as requested by the POM, which could include clinical coding.



## WORKING ENVIRONMENT

- Health and safety considerations must be adhered to as follows:
- Maintaining a thorough understanding of health and safety protocol for oneself and others.
- Using security systems within the Practice as instructed.
- Identifying potential risks within the Practice environment and undertaking to minimise such risks. □
- Maintaining up-to-date knowledge and training of health and safety guidelines.
- Understanding and utilising appropriate infection control procedures, maintaining hygiene in work areas and keeping the premises free from hazards.
- Immediate reporting of potential risks as identified.

## CONFIDENTIALITY

- In the course of seeking treatment, patients entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately.
- In the performance of the duties outlined in this Job Description, the post-holder may have access to confidential information relating to patients and their carers, Practice staff and other healthcare workers. They may also have access to information relating to the Practice as a business organisation. All such information from any source is to be regarded as strictly confidential.
- Information relating to patients, carers, colleagues, other healthcare workers or the business of the Practice may only be divulged to authorised persons in accordance with the Practice policies and procedures relating to confidentiality and the protection of personal and sensitive data.

## TRAINING AND DEVELOPMENT

The post-holder will participate in any training programme deemed appropriate by the POM, which may include:

- An annual individual performance review, to include the contribution of a record of own personal and professional development and discussing targets for the future.
- Taking responsibility for own development, learning and performance and demonstrating skills to other members of staff when required.
- Attending any external training course thought appropriate to the role.



**Person Specification**

<b>Skill / Attribute</b>	<b>Essential</b>	<b>Desirable</b>
Excellent verbal communication skills	✓	
Polite & professional telephone manner	✓	
Sensitivity to confidentiality issues & data protection	✓	
Ability to work on initiative & as part of a team	✓	
Ability to work under pressure	✓	
Ability to work well with the members of the public	✓	
Ability to work flexibly & to cover colleague's holiday / sickness periods	✓	
SystemOne / AskmyGP / General IT Skills		✓
Understanding of primary care		✓