**JOB DESCRIPTION:**

**CARE NAVIGATOR – MEDICAL PRACTICE**

Job Title: Care Navigator.

Main Purpose of Job: Receive, assist and direct patients in accessing the appropriate service or healthcare professional in a courteous, efficient and effective way using the AskmyGP platform. The roles ensures that GPs are able to focus on the clinically important elements of practice work while minor ailments are signposted to self-help advice and non-clinical queries are responded to by the Care Navigators. Provide general assistance to the Practice team and project a positive and friendly image to patients and other visitors, either in person or via the telephone. To provide efficient, helpful, informative and supportive Care Navigation and administration services to patients and members of the primary health care team.

**Responsible to**: The Patient Services Manager / Business Manager

Care Navigation Duties:

* Ensure an effective and efficient Care Navigation service is provided to patients and any other visitors to the Practice.
* Deal with all incoming enquiries and provide the required information or direct to the most appropriate colleague.
* Using your own judgment and communication skills, review the patient notes and Practice policies to ensure that patients are directed to the most appropriate advice and guidance or external service.
* Review patient notes and respond to patient queries where the information is available and on the clinical system.
* Explain Practice arrangements and policies.
* Receive and make telephone calls as required. Divert calls and take messages, ensuring accuracy of detail and prompt appropriate delivery.
* Enter requests for home visits into the home visits book, ensuring careful recording of all relevant details and where necessary refer to Duty Doctor.
* Take action on clinicians’ requests for further information/patient contact information etc. (including computerized Practice notes), ensuring completion of all associated paperwork.
* Enter patient information on to the computer as required.

Premises:

* Open up premises at the start of the day when first to arrive, de-activate alarm 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, internal lights are off and the alarm activated.
* Covering colleagues’ holiday and sickness absence as required.
* Process incoming and outgoing mail according to Practice protocols.
* Record actions taken in patient records where appropriate or in accordance with Practice protocols.
* Complete other daily/ weekly and monthly core tasks to support to smooth running of the reception area.
* Any other administration duties as necessitated by the needs of the Practice.

Confidentiality:

Data protection is a top priority for the Company. The Data Protection Act places obligations on the Practice to ensure that data is processed lawfully and stored according to its strict provisions. You are required to uphold the Company’s data protection policies when dealing with information about patients, carers, colleagues and other healthcare workers. Our work is of highly confidential nature and information gained must not be communicated to other persons except in the recognised course of duty. Unauthorised disclosure of confidential information will result in disciplinary action and may lead to your dismissal.

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 special category data.

Health & Safety:

**The post-holder will assist in promoting and maintaining their own and others’ health, safety and security as defined in the Practice Health & Safety Policy, to include:**

* Using personal security systems within the workplace according to Practice guidelines.
* Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks.
* Making effective use of training to update knowledge and skills.
* Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards
* Reporting potential risks identified.
* Act as Chaperone when requested by clinician and in accordance with the Chaperone policy.

Equality & Diversity:

**The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:**

* Acting in a way that recognises the importance of people’s rights, interpreting them in a way that is consistent with the Practice policies and procedures, and current legislation.
* Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues.
* Behaving in a manner which is welcoming to the individual, is non-judgmental and respects their circumstances, feelings, priorities and rights.

Personal/Professional Development:

**The post-holder will participate in any training programme implemented by the Practice as part of this employment, such training to include:**

* Participation in an annual individual performance review, including taking responsibility for maintaining a record of their own personal and/or professional development.
* Taking responsibility for their own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work.

Quality:

**The post-holder will strive to maintain quality within the Practice, and will:**

* Alert other team members to issues of quality and risk.
* Assess own performance and take accountability for own actions, either directly or under supervision.
* Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team’s performance.
* Work effectively with individuals in other agencies to meet customers’ needs.
* Effectively manage own time, workload and resources.

Communication:

**The post-holder should recognise the importance of effective communication within the team and will strive to:**

* Communicate effectively with other team members.
* Communicate effectively with patients and carers.
* Recognise people’s needs for alternative methods of communication and respond accordingly.

Contribution to the implementation of services:

**The post-holder will:**

* Apply Practice policies, standards and guidance.
* Discuss with other members of the team how the policies, standards and guidelines will affect own work.
* Participate in audit where appropriate.

The above list serves to illustrate the scope and responsibilities of the post and is not intended to be an exhaustive list of duties. You will be expected to perform different tasks as necessitated by the development of this role as the practice develops, and the overall business objectives of the practice change.

# PERSON SPECIFICATION

RECEPTIONIST

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|  | ESSENTIAL CRITERIA | DESIRABLE CRITERIA |
| Qualifications | * English GCSE Level C or equivalent. * A demonstrable commitment to professional development. | * Intermediate level Microsoft Office. |
| Experience | * Experience of working in a health care related environment * Experience of Microsoft Office software. * Experience of dealing with the public and/or patients. | * Experience of triage or care navigation * Experience of computerised clinical system. |
| Knowledge/Skills | * Excellent literacy skills and the ability to write accurately and in a professional manner. * Excellent keyboard and computer skills. * Excellent communication skills. |  |
| Qualities/Attributes | * An understanding, acceptance and adherence to the need for strict confidentiality. * Ability to use own judgment, resourcefulness and common sense. * Ability to work without direct supervision and determine own workload priorities. * Ability to work as part of an integrated multi-skilled team. * Pleasant and articulate * Able to work under pressure. * Able to work in a changing environment. * Able to use own initiative. |  |
| Other |  | * Flexibility of working hours/ able to work at the desired times. |

Job description approved by: Gavin Richards………………………………. Date: ……Jun 21

Employee Signed: ………………………………. Date: ……………….

Employer Signed: ….……………………………. Date: ……………….