



**Job Title:** CARE NAVIGATOR

**Reports to:** ACCESS MANAGER

**Structure:**

Access Manager > Head of Access > Managing Partner

**Job Summary:**

The purpose of the role is to:

You will work as part of a cross city team providing a professional and effective telephone service to patients following business policies and procedures, ensuring accuracy at all times. You will:

- Offer general assistance to the Practice team and project a positive and friendly image to patients and other visitors, via the virtual contact centre.
- Assist and direct patients in accessing the appropriate service or healthcare professional in a courteous, efficient, and effective way.
- Undertake a variety of administrative duties to assist the triage team.
- Facilitate effective communication between patients, members of the primary health care team, secondary care and other associated healthcare agencies.
- Have an overview and utilise the clinical resources across multiple locations to ensure patients are directed appropriately.

You must work at all times within your own competence and use your own judgement, knowledge and common sense in your day-to-day activities.

**Duties and Responsibilities:**

The duties and responsibilities to be undertaken by members of the access team may include any or all of the items in the following list. Duties may be varied from time to time under the direction of the Access Manager, dependent on current and evolving workload and staffing levels:

- You will deliver service excellence in a proactive and engaging manner following call pathway guidelines and protocols.
- Question patients effectively and document patient information with a high level of accuracy.
- Maintaining and monitoring the Practice appointments system.
- Proactively seek to develop and maintain knowledge and skill sets required within your role.

- Processing telephone requests for appointments, visits and telephone consultations and ensuring callers are directed to the appropriate healthcare professional.
- Computer data entry/data allocation and collation; processing and recording information in accordance with Practice procedures.
- Initiating contact with and responding to requests from patients, other team members and associated healthcare agencies and providers.
- Promote, advise and assist patients accessing services via our online portals.
- Work closely with the triage hub clinicians, offering administration support via in house systems.
- Utilise the enhanced/improving access services ensuring you are up to date with available signposting resources across cities.
- Providing clerical assistance to Practice and Trust staff as required from time to time, including word/data processing, filing, photocopying and scanning.
- Taking messages and passing on information.
- Provision of refreshments for staff and visitors as required; loading and emptying the dishwasher and keeping the kitchen area clean and tidy.
- Helping to maintain hygiene control measures.

### **Business responsibilities:**

- Assist with the gathering of statistics and information when required.
- Undertake specific assigned tasks, project support or development which may arise from time to time.
- Maintain accurate and complete documentation and records utilising I.T. as appropriate and in accordance with Central Healthcare protocol.
- Follow agreed protocols, referring to senior people for guidance.
- Demonstrate pro-active engagement with the practice population and wider community to promote an uptake of services.
- Maintain the ethos and culture of Central Healthcare.
- Positively promote Central Healthcare.
- Ensure rationalisation of resources.
- To assist in enhanced and extended services to grow the professional offerings of the business.
- Attend in-house governance, educational and staff meetings as appropriate.
- To help plan, develop and support the introduction of new working processes to optimise quality.
- Train staff to attain optimum performance.
- To build and maintain relationships with other healthcare professionals, including GPs, GP surgery personnel, care home personnel, CCG personnel etc.
- Behave in a professional manner at all times.

### **Safeguarding:**

- Be responsible for and committed to safeguarding and promoting the welfare of Adults-at-risk (vulnerable adults), children and young people and for ensuring that they are protected from harm.

- Be aware of your duties and responsibilities regarding current legislation and adhere to our policies and procedures on Child Protection and Safeguarding Adults.
- Recognise the types and signs of abuse and neglect.
- Ensure the Safeguarding Lead is alerted to, and kept fully informed of, any concerns you may have in relation to safeguarding adults, children and young people.

### **Learning and development:**

You will participate in any training programme implemented by Central Healthcare as part of this employment, such training to include:

- Participation in individual performance reviews, including maintaining a record of own personal and/or professional development.
- Working in conjunction with senior management, assess own learning needs and undertake learning as appropriate.
- Develop and utilise a written Personal Development Plan.
- Make effective use of learning opportunities within and outside the workplace, evaluating their effectiveness and feeding back relevant information.
- Disseminate learning and information gained to other team members in order to share good practice and inform others about current and future developments.
- Undertake mandatory and statutory training as required.
- Share administrative duties in order to refer patients through to other services including secondary care

### **Team working:**

- Assist and support your line manager to provide a quality service.
- Provide cover for members of your team during periods of sickness and annual leave.
- Support and facilitate change as requested.
- Undertake additional tasks as required within your general role.
- Understand own role and scope in the organisation and identify how this may develop over time.
- Work as an effective and responsible team member, supporting others and exploring the mechanisms to develop new ways of working.
- Accept delegation from senior staff, prioritise own workload and ensure effective time management strategies are embedded in own practice.
- Participate in team activities that create opportunities to improve customer care.
- 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.
- Participate and support local projects as agreed with the management team.
- Delegate clearly and appropriately, adopting the principles of safe practice and assessment of competence of those taking on delegated duties.

## **Confidentiality:**

- In the course of seeking treatment, customers 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, you may have access to confidential information relating to customers and their carers, Central Healthcare staff and other healthcare workers. You may also have access to information relating to Central Healthcare as a business organisation. All such information from any source is to be regarded as strictly confidential.
- Information relating to customers, carers, colleagues, other healthcare workers or the business of Central Healthcare may only be divulged to authorised persons in accordance with Central Healthcare policies and procedures relating to confidentiality and the protection of personal and sensitive data.

## **Health & Safety:**

You will assist in promoting and maintaining their own and others' health, safety and security as defined in Central Healthcare Health & Safety Policy, to include:

- Using personal security systems within the workplace according to 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.

## **Equality and Diversity:**

You will support the equality, diversity and rights of customers, 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 Central Healthcare procedures and policies, and current legislation.
- Respecting the privacy, dignity, needs and beliefs of customers, carers and colleagues.
- Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

## **Quality:**

The post-holder will strive to maintain quality within Central Healthcare, 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.
- Effectively manage own time, workload and resources.
- Work within own limitations and experience.
- Be aware of and co-operate with audit.

- Contribute to the achievement of the highest possible quality standards such as the QOF.
- Proactively initiate quality improvement projects.
- Work with the Registered Manager to ensure the organisation achieves the required CQC standards.
- Work effectively with individuals in other agencies to meet patient's needs.
- Portray a professional image at all times.

**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 customers and carers.
- Recognise people's needs for alternative methods of communication and respond accordingly.

**Other:**

This job description is neither exhaustive nor exclusive and will be reviewed periodically in conjunction with you. Your job title and job description may be amended by the Managing Partner / Director, including any additional duties that may be required. You will need to be flexible in developing the role to provide the best possible care to patients.

## Care Navigator – Person specification

	<b>Essential</b>	<b>Desirable</b>
<b>Physical Requirements</b>	Able to undertake the requirements of the post.	Reliable. Flexible. Excellent attendance record.
<b>Knowledge/Qualifications/Skills</b>	Excellent customer service skills Good administrative and organisational skills IT literate with good keyboard skills Excellent telephony skills Understand and observe strict confidentiality	Customer service qualification Skilled in office machinery use
<b>Competencies/Qualities/Attributes</b>	An interest in primary care Good communication (written and verbal) Work well under pressure Able to work as a team member Able to work unsupervised Able to use own initiative Be self-motivated Able to listen and empathise Hard working and willing Flexible and adaptable, able to work according to changing need Enthusiastic Commitment to personal development	
<b>Other</b>	Able to work at the desired times. Flexibility of hours for cover. Good sickness record.	Car driver/clean licence. Non-smoker.