

Job Description – Care Navigator

Job Title: Care Navigator
Reports to: Senior Care Navigator and Operations Manager;
Hours: 20-30 hours per week – part/time

Job Summary:

To support the health centres clinical team by signposting patients to the appropriate healthcare professional or service, working as part of the practice's multidisciplinary team. The care navigator will also be expected to undertake reception duties as part of the role, supporting the administrative team in delivering a polite and professional service to the entitled patient population.

Job responsibilities:

The following are the core responsibilities of the Care Navigator. There may be, on occasion, a requirement to carry out other tasks; this will be dependent on factors such as workload and staffing levels:

- ✓ Process and effectively signpost patients to the appropriate healthcare professional depending on the patient's needs;
- ✓ Answer incoming phone calls, transferring calls or dealing with the callers' requests appropriately;
- ✓ Process patient requests for appointments;
- ✓ Process repeat prescription requests;
- ✓ Initiate contact with and respond to requests from patients, team members and external agencies;
- ✓ Enter read-code data into the clinical IT system;
- ✓ Photocopy documentation as required;
- ✓ Data entry of new and temporary registrations and relevant patient information as required
- ✓ Input accurate data into the patients' healthcare records as necessary;
- ✓ Direct requests for information, e.g. SAR, insurance/solicitors' letters and DVLA forms, to the administrative team;
- ✓ Manage all queries as necessary in an efficient and effective manner;
- ✓ Maintain a clean, tidy, effective working area at all times;
- ✓ Monitor and maintain the reception area;
- ✓ Support all clinical staff with general tasks as requested;
- ✓ Manage the progress of eConsults through the practice clinical processes;
- ✓ Deal proactively with patient needs in line with practice protocols;
- ✓ Proactively manage patients attendance and presence whilst waiting for their clinical appointments.

In addition to the primary responsibilities, the post holder may be requested to:

- ✓ Participate in health centres audit as directed by the audit lead;

- ✓ Support administrative staff, providing cover during staff absences;
- ✓ Action incoming electronic mail and consultations when necessary;
- ✓ Scan patient-related documentation and attach scanned documents to patients' healthcare records;
- ✓ Complete opening and closing procedures in accordance with the duty rota;
- ✓ As required, support the team in the management of repeat prescriptions, ensuring that they are processed accurately and efficiently;
- ✓ Monitor stationery supplies.

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, Health Centre staff and other healthcare workers. They may also have access to information relating to the Health Centre 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 Health Centre may only be divulged to authorised persons in accordance with the Health Centre policies and procedures relating to confidentiality and the protection of personal and sensitive data.

Health & Safety:

The post-holder will proactively support the practices health, safety and wellbeing needs; specifically:

- ✓ Maintain and up to date knowledge of health and safety and infection control statutory and best Health Centre guidelines and ensure implementation across the business;
- ✓ Using personal security systems within the workplace according to Health Centre guidelines
- ✓ Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks across the business;
- ✓ Making effective use of training to update knowledge and skills, and initiate and manage the training of others;
- ✓ Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards, and initiation of remedial / corrective action where needed;
- ✓ Actively identifying, reporting, and correction of health and safety hazards and infection hazards immediately when recognised;
- ✓ Keeping own work areas and general / patient areas generally clean, identifying issues and hazards / risks in relation to other work areas within the business, and assuming responsibility in the maintenance of general standards of cleanliness across the business in consultation (where appropriate) with other sector managers;
- ✓ Undertaking periodic infection control training (minimum annually);
- ✓ Demonstrate due regard for safeguarding and promoting the welfare of children.

Equality and 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 Health Centre procedures and policies, and current legislation;
- ✓ Respecting the privacy, dignity, needs and beliefs of patients, 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.

Personal/Professional Development:

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

- ✓ Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development;
- ✓ Taking responsibility for 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 patients needs;
- ✓ Effectively manage own time, workload and resources.

Communication:

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

- ✓ Communicate effectively with other team members;
- ✓ Communicate effectively with patients and carers;
- ✓ Recognize people's needs for alternative methods of communication and respond accordingly.

Contribution to the Implementation of Services:

The post-holder will:

- ✓ Apply Health Centre 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.