
CARE NAVIGATOR JOB DESCRIPTION

Care Navigator

Role Details	
Job Title	Care Navigator
Reports to	Patient Experience Lead / Digital Triage Lead The Practice Manager
Primary Location/ Base	The Pall Mall Surgery

Job Summary

We are looking to appoint a receptionist to join our busy GP practice who will be the first point of contact for patients, contractors, and visitors as well as carrying out general office management tasks.

You will be responsible for the general reception duties within the Practice and work with our established processes, policies, and procedures to provide a comprehensive high-quality service and deal efficiently and courteously with patient enquiries.

You will receive, assist, and direct patients in accessing the appropriate service or healthcare professional in a courteous, efficient, and effective way.

You will 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.

You will have excellent communication skills, a compassionate and friendly nature who can operate in a busy environment with a range of people and professions, as you will be working our clinical and administration teams.

This role is ideal for someone who is highly organised and an effective communicator who can provide a professional and warm welcome to our patients, ensuring every contact is of the highest quality.

Job Responsibilities

GENERAL ADMINISTRATION

- To have a thorough knowledge of all practice procedures
- Computer data entry, processing and recording information in accordance with practice procedures
- Cover sickness/annual leave and work reasonable overtime when required.

RECEPTION

- Receiving patients, consulting with members of practice team
- Handing completed repeat prescriptions to patient and checking names and address.
- Be able to cover all reception position as necessary
- Taking messages and passing on information
- Processing requests for appointments, telephone consultations and ensuring callers are directed to the appropriate healthcare professional
- Processing eConsult requests ensuring directed to correct triage list and information is uploaded appropriately to patients' medical records
- Initiating contact with and responding to requests from patients, other team member and associated healthcare agencies and providers

APPOINTMENT SYSTEM MANAGEMENT

- Book/edit/cancel appointments and recalls ensuring sufficient information is recorded to retrieve medical record.
- Monitor effectiveness of the system and report any problems or variations required.
- Deal with home visit requests, carefully noting all details
- Arrange transport to hospital appointments for housebound patients

CONSULTATION ROOM PREPARATIONS

- Rooms are checked at the end of each consulting session and left tidy and secure.

Other Job Responsibilities

CONFIDENTIALITY

- Maintain confidentiality of information, always acting within the terms of the Data Protection Act and Caldicott guidance on patient confidentiality.
- Maintain an awareness of the Freedom of Information Act.
- 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

CARE NAVIGATOR JOB DESCRIPTION

HEALTH & SAFETY

- The post-holder will manage their own and others' health & safety and infection control as defined in the Practice's Health & Safety Policy, the Practice Health & Safety Manual, and the Practice's Infection Control Policy and published procedures.
- Comply with Practice health & safety policies by following agreed safe working procedures
- Actively report health & safety hazards and infection hazards immediately
- Keeping work and general areas clean and tidy, and using appropriate infection control procedures to keep work areas hygienic and safe from contamination.
- Undertaking periodic infection control training (minimum annually)
- Awareness and compliance with national standards of infection control, hygiene, regulatory / contractual / professional requirements, and good practice guidelines.
- Correct personal use of Personal Protective Equipment (PPE) and ensuring correct use of PPE by others, advising on appropriate circumstances for use by clinicians, staff and patients.
- Reporting incidents using the organisations Incident Reporting System
- Using personal security systems within the workplace according to Practice guidelines
- Making effective use of training to update knowledge and skills

EQUALITY AND DIVERSITY

- The post-holder will support, promote, and maintain the Practice's Equality & Diversity Policy.
- No person whether they are staff, patient or visitor should receive less favourable treatment because of their gender, ethnic origin, age, disability, sexual orientation, religion etc.
- The jobholder must comply with all policies and procedures designed to ensure equality of employment and that services are delivered in ways that meet the individual needs of patients and their families.

PERSONAL/PROFESSIONAL DEVELOPMENT:

- The post-holder will participate in any training programme implemented by the practice as part of this employment, with 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

OTHER DELEGATED DUTIES

This job description is not intended to be exhaustive - it may be changed after consultation with the post holder. The employee shares with the employer the responsibility for review and modification of duties.