



Frome Medical Practice

Job Description

Job Title:	Care Navigator
Normal place of work:	Frome Medical Centre
Accountable to:	Team Leader
Salary:	£15,310.00 (under review)
Job Purpose:	To achieve high standards of patient satisfaction and service, listening to patient needs and finding appropriate solutions.

The practice currently delivers primary care services to 29,000 patients. Our last CQC inspection was rated outstanding and we are Somerset practice of the Year.

Main Duties and Responsibilities:

- Responsive to the needs of patients
- Be available to chaperone when required
- Ensure all staff and patient areas are kept tidy and take any necessary action to problems occurring
- Make and/or cancel patient appointments over the phone
- Staff the information Reception desk and inform patients of meetings around the building
- Accept and deal with all requests from clinical staff in order to aid the smooth running of the Practice
- Manage the visits line and organisation of visits and contingencies Be responsive to and act upon feedback provided during coaching, call listening/recording sessions and developmental feedback
- To scan and file documents into patients' electronic medical records such as Hospital letters, MIU letters, Out of Hours letters, Discharge Summaries and various consent forms.
- Almost every medical symptom, physical sign, diagnosis, test and procedure has a code. You will identify the appropriate patient, appropriate entry in the patient notes to be coded and extract from the letter all the relevant information which needs to be edited into the patient's notes.
- Be available to assist in any part of the Practice when asked to by the Team Leader or Practice Manager Ensure the building is left secure at the close of surgery

Health & Safety

It is the responsibility of all employees to ensure that the requirements of the Health and Safety at Work Act are complied with, safe working practices are adhered to and that any hazards are reported to the appropriate officer immediately.

All post holders are expected to:

- Adhere to practice policies and procedures
- Promote Equality and Diversity in a non-discriminatory way.
- Adhere to the Data Protection Regulations, respecting confidentiality of patients and colleagues and the practice as a whole.
- Maintain personal and professional development in order to maintain their skill levels, participate in the appraisal process and any training and development that is recognised and agreed with Lead Practice Nurse.
- Respect and adhere to corporate and clinical governance principles
- Undertake a Disclosure and Barring Service (DBS) – criminal records and barring list checks
- Adapt to any changes made to the organisation structure/delivery of service
- Work within the operating hours of the surgery
- Work as an integral part of the whole practice team
- Be committed to safeguarding and promoting the welfare of children, young people and vulnerable adults.

This job description is neither definitive nor exhaustive, and may be reviewed in the light of changing circumstances at a personal or organisational level. Any changes will be made in consultation with the post holder through the appraisal and review process.

Because of the nature of the work, this post is exempt from the provisions of Section 4 (2) of the Rehabilitation of Offenders Act 1994 (Exceptions) Order 1995. Applicants for posts are not entitled to withhold information about convictions which for other purposes are “spent” under the provisions of the Act and in the event of employment any failure to disclose such convictions could result in disciplinary action or dismissal by the Practice. Any information given will be completely confidential and will be considered only in relation to an applicant of a position to which the order applies.

Care Navigator Person Specification:

Attributes	Description	E/D	Method of Assessment
Qualifications and Training	<p>Minimum 3 Grade C and above GCSE / O level passes, to include English Language and Maths.</p> <p>Fully competent in Microsoft Outlook, Microsoft Word and able to demonstrate familiarity with computer based systems</p> <p>Ability to touch type.</p>	<p>E</p> <p>E</p> <p>D</p>	Application/Certificates/Interview task
Experience	<p>Proven skills in administrative systems.</p> <p>Awareness of the type of work undertaken in a GP Practice</p> <p>Familiar with medical terminology.</p> <p>Experience of working with the general public</p> <p>Experience of working within a busy call centre environment</p>	<p>E</p> <p>D</p> <p>D</p> <p>E</p> <p>E</p>	Application/interview task
Skills and Abilities	<p>Ability to demonstrate a high standard of communication skills with a range of people: face to face and on the telephone.</p> <p>Well organised and work systematically</p> <p>Excellent Customer Care Skills.</p> <p>Able to follow procedures/protocols.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p>	Application/interview
Personal	Motivation to expand	E	Interview

Qualities	<p>knowledge /skill level/range.</p> <p>Able to manage own short-term work priorities</p> <p>Able to act on own initiative when required.</p> <p>Able to be consistently welcoming and friendly to patients and visitors to the Practice.</p> <p>A proven understanding of team working – able to demonstrate previous effectiveness in this area.</p> <p>Develop and maintain good working relationships both within the team and the organisation</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	
Other	Able to work flexible hours.	E	

E = Essential
D = Desirable