**Care Navigator - Job description**

Streamside Surgery have an exciting opportunity for a position for a Care Navigator. The post is for between 16-24 hours and will include duties such as care navigation as you will be the first point of contact for the surgery and triaging patients into appointments, Face to Face and via the telephone and through the surgery email, problem solving, administration duties and protocols associated with the smooth running of the practice.

Training will be on the job, as well as Mandatory Online training.

Recent staff feedback at Streamside Surgery says, “is a great place to work where the senior management team really care about their employees and their welfare.”

The applicant will need to be fully flexible to cover shifts between the hours of 7.45am - 7.30pm Mon Fri. The successful applicant will be required to cover sick leave and annual leave when required.

We reserve the right the close the advert early, should the right applicant apply.

Job Summary:

· To ensure that the Practice runs efficiently and that a good service is provided to patients, doctors, colleagues and other agencies.

· To participate as part of your team. To carry out your duties efficiently and competently. To ensure that patients are attended to quickly and in a friendly manner. To ensure that duties required by Partners or senior staff are carried out swiftly. To assist in the provision of a pleasant working environment for all staff.

Duties and Responsibilities:

* Make future appointments for patients with doctors, nurses and other clinicians.
* Navigate patients to the most suitable person to deal with their problem.
* Provide general information such as results of tests carried out.
* Register regular, temporary, immediately necessary or emergency patients using the approved guidelines.
* Take visit requests according to guidelines, ensuring you have obtained the patients name, address, telephone number and message.
* General reception administration
* When required chaperone a doctor when they are examining a patient.
* Process sick note certificate requests.
* Liaise with patients, staff, chemists, nursing homes and GPs as required in the production of prescriptions or certificate requests.
* Enter all data onto patient’s medical records.
* Have a good working knowledge of all office equipment and use as required and instructed.
* Remove any spillages of bodily fluids or litter in the any area of the surgery using the spillage box and ensuring that there is no risk to you or any other staff member.
* Respond to the call assist system as per the guidelines.
* Use the panic button as per the guidelines.
* Attend practice meetings as required.

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, Practice staff and other healthcare workers. They may also have access to information relating to the Practice 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 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.

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

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 peoples rights, interpreting them in a way that is consistent with Practice 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 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 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 teams performance
* Work effectively with individuals in other agencies to meet patients needs
* Effectively manage own time, workload and resources

Job Type: Part-time

Salary: £10.54 per hour

Benefits:

* Company pension
* Cycle to work scheme
* Free parking
* On-site parking
* Sick pay

Schedule:

* Monday to Friday
* Weekend availability

Education:

* GCSE or equivalent (preferred)