

Care Navigator (Part time)

£11.44 an hour

Old School Surgery, Manor Road, Fishponds

Closing date: 19.05.2024

Contact details: claire.covell@nhs.net

Job summary

The Old School Surgery are looking to appoint a highly motivated Care Navigator to enhance and support our hardworking & friendly reception team.

This post is for a part time position of between 16 and 30 hours per week. Made up of a mixture of early shifts, 7.45am, and late shifts ,until 7pm. This will include very occasional Saturdays.

Main duties of the job

Being a first point of contact for our patients, whether it be face to face or by the telephone, to offer support and guidance on choosing the right service at the right time.

Dealing with administrative tasks behind the scenes, processing incoming documents from third parties, prescriptions, GP Requests and much more.

Overview of your organisation

We have an ethos of team work and support and we offer our team:

Access to our in house Wellbeing team and Mental Health First Aiders, WhatsApp groups to keep you in the 'know' and socialise, a newly refurbished break room with an amazing bean to cup fresh coffee machine, plus herbal teas, chilled mineral water, squash and we offer fresh fruit and biscuits everyday - all free.

Access to the excellent NHS pension scheme.

Cycle to Work scheme.

An amazing outdoor sun terrace where you can relax on breaks when the weather is nice.

2 minute walk to the main shops and numerous cafes in Fishponds.

Themed events such as: Ice cream van in the car park, pancake day celebrations, cake baking, staff parties and once a Taco Van in the car park!

Some of the wellbeing activities staff have participated in were: Mental Health Awareness Week Nature Competition + which team could grow the tallest sunflower where we gave a pack of seeds for everyone.

We are a large team and can therefore accommodate most working patterns.

We love working here and we are sure you will too!

Primary Responsibilities

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

- a. Maintain and monitor the practice appointment system.
- b. Identify and book appointments and home visits in line with practice protocols.
- c. Process personal, telephone and e-requests for appointments.
- d. Deal with angry and stressed people safely and appropriately as they present in person or by telephone.
- e. Answer incoming telephone calls, transferring calls or dealing with the callers request appropriately.
- f. Understand how to prioritise patients in need of urgent medical attention who present to reception in person or by telephone and direct them appropriately.
- g. Deal with requests from patients and clinical team members for emergency calls, following protocols and dialling 999 as required.
- h. Signpost patients to correct services.
- i. Process incoming and outgoing mail.
- j. Initiating contact with and responding to, requests from patients, team members and external agencies.
- k. Liaising with external agencies such as hospitals and community services.
- l. Photocopy documentation as required.
- m. Data entry of new and temporary registrations and relevant patient information as required.
- n. Input data into the patients healthcare records as necessary.
- o. Process requests for information including Subject Access Requests (SARs), insurance and solicitors letters and DVLA forms, etc. to the administration team.

- p. Advise patients of relevant charges for private services and accept payments in line with practice protocols.
- q. Manage all queries (including administrative queries) as necessary in an efficient manner.
- r. Maintain a clean, tidy, effective working area.
- s. Monitor and maintain the reception area.
- t. Support all clinical staff with general tasks as requested.
- u. Assist with any other duties that may be required to ensure the smooth running of the practice.

Secondary Responsibilities

In addition to the primary responsibilities, the receptionist may be requested to:

- a. Partake in Significant Event Analysis as required.
- b. Participate in performance review and annual appraisal.
- c. Support other reception and administrative staff, providing cover during staff absences.
- d. Complete opening and closing procedures in accordance with the duty rota and protocols.

Generic Responsibilities

All staff at The Old School Surgery have a duty to conform to the following:

Equality, Diversity & Inclusion

A good attitude and positive action towards ED&I creates an environment where all individuals are able to achieve their full potential. Creating such an environment is important for three reasons: it improves operational effectiveness, it is morally the right thing to do, and it is required by law.

Patients and their families have the right to be treated fairly and be routinely involved in decisions about their treatment and care. They can expect to be treated with dignity and respect and will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Patients have a responsibility to treat other patients and our staff with dignity and respect.

Staff have the right to be treated fairly in recruitment and career progression. Staff can expect to work in an environment where diversity is valued and equality of opportunity is promoted. Staff will not be discriminated against on any grounds including age,

disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Staff have a responsibility to ensure that we treat our patients and their colleagues with dignity and respect.

Safety, Health, Environment and Fire (SHEF)

This practice is committed to supporting and promoting opportunities for staff to maintain their health, well-being and safety. You have a duty to take reasonable care of health and safety at work for you, your team and others, and to cooperate with employers to ensure compliance with health and safety requirements. All personnel are to comply with the Health and Safety at Work Act 1974, Environmental Protection Act 1990, Environment Act 1995, Fire Precautions (workplace) Regulations 1999 and other statutory legislation.

Confidentiality

This practice is committed to maintaining an outstanding confidential service. Patients entrust and permit us to collect and retain sensitive information relating to their health and other matters, pertaining to their care. They do so in confidence and have a right to expect all staff will respect their privacy and maintain confidentiality at all times. It is essential that if the legal requirements are to be met and the trust of our patients is to be retained that all staff protect patient information and provide a confidential service.

Quality & Continuous Improvement

To preserve and improve the quality of our output, all personnel are required to think not only of what they do, but how they achieve it. By continually re-examining our processes, we will be able to develop and improve the overall effectiveness of the way we work. The responsibility for this rests with everyone working within the practice to look for opportunities to improve quality and share good practice.

This practice continually strives to improve work processes which deliver health care with improved results across all areas of our service provision. We promote a culture of continuous improvement, where everyone counts, and staff are permitted to make suggestions and contributions to improve our service delivery and enhance patient care.

Induction Training

On arrival at the practice all personnel are to complete a practice induction programme.

Learning and Development

The effective use of training and development is fundamental in ensuring that all staff are equipped with the appropriate skills, knowledge, attitude, and competences to perform their role. All staff will be required to partake and complete mandatory training as directed by the training coordinator, as well as participating in the practice training

programme. Staff will also be permitted (subject to approval) to undertake external training courses which will enhance their knowledge and skills, progress their career and ultimately, enable them to improve processes and service delivery.

Collaborative Working

All staff are to recognise the significance of collaborative working. Team work is essential in multidisciplinary environments. Effective communication is essential and all staff must ensure they communicate in a manner which enables the sharing of information in an appropriate manner.

Service Delivery

Staff at The Old School Surgery must adhere to the information contained within practice policies and regional directives, ensuring protocols are adhered to at all times. Staff will be given detailed information during the induction process regarding policy and procedure.

Security

The security of the practice is the responsibility of all personnel. Staff must ensure they remain vigilant at all times and report any suspicious activity immediately to their line manager. Under no circumstances are staff to share the codes for the door locks to anyone and are to ensure that restricted areas remain effectively secured.

Professional Conduct

At The Old School Surgery all staff are required to dress appropriately for their role. Administrative staff will be provided with a uniform whilst clinical staff must dress in accordance with their role.

Leave

All personnel are entitled to take leave. Line managers are to ensure all of their staff are afforded the opportunity to take their annual leave each year, and staff should be encouraged to take all of their leave entitlement.

This document may be amended following consultation with the post holder, to facilitate the development of the role, the practice and the individual. All personnel should be prepared to accept additional, or surrender existing duties, to enable the efficient running of the practice.