



Care Navigator – JOB Description

Line Manager: Head Receptionist
Accountable to: Deputy Practice Manager
Hours per Week: 20-25

Job Summary

To support the practice 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.

Mission Statement

"Empowering Health, Enriching Lives: Our mission at Tudor Practice Stockland Green is to provide comprehensive and compassionate primary healthcare services tailored to the diverse needs of our community. We are dedicated to fostering a patient-centered environment where trust, respect, and collaboration thrive, promoting wellness and enhancing the quality of life for all individuals we serve."

Generic responsibilities:

All staff at Tudor Practice Stockland Green have a duty to conform to the following:

Equality, Diversity and Inclusion

A good attitude and positive action towards [Equality Diversity & Inclusion](#) (ED&I) creates an environment where all individuals can 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 they treat our patients and their colleagues with dignity and respect.

Safety, Health, Environment and Fire (SHEF)

This organisation is committed to supporting and promoting opportunities for staff to maintain their health, wellbeing, and safety.

The post holder is to manage and assess risk within their areas of responsibility, ensuring adequate measures are in place to protect staff and patients, and monitor work areas and practices to ensure they are safe and free from hazards, and conform to health, safety and security legislation, policies, procedures, and guidelines.

All personnel have a duty to take reasonable care of health and safety at work for themselves, their 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](#)
- Other statutory legislation which may be brought to the post holder's attention.

Confidentiality

The organisation 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 that all staff will respect their privacy and maintain confidentiality.

It is essential that, if the legal requirements are to be met and the trust of our patients is to be retained, all staff protect patient information and provide a confidential service.

Quality and Continuous Improvement (CI)

To preserve and improve the quality of this organisation's outputs, 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 organisation, to look for opportunities to improve quality and share good practice, and to discuss, highlight and work with the team to create opportunities to improve patient care.

Tudor Practice Stockland Green continually strives to improve work processes which deliver healthcare 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.

Staff should interpret national strategies and policies into local implementation strategies that are aligned to the values and culture of general practice.

All staff are to contribute to investigations and root cause analyses whilst participating in serious incident investigations and multidisciplinary case reviews.

Induction

At Tudor Practice Stockland Green, you will be required to complete the induction programme and the practice management team will support you throughout the process.

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 in and complete mandatory training as directed by Deputy Practice Manager. It is an expectation for the post holder to assess their own learning needs and undertake learning as appropriate

The post holder will undertake mentorship for team members, and disseminate learning and information gained to other team members, to share good practice and inform others about current and future developments (e.g., courses and conferences).

The post holder will provide an educational role to patients, carers, families, and colleagues in an environment that facilitates learning.

Collaborative working

All staff are to recognise the significance of collaborative working, understand their own role and scope, and identify how this may develop over time. Staff are to prioritise their own workload and ensure effective time-management strategies are embedded within the culture of the team.



Teamwork is essential in multidisciplinary environments and the post holder is to work as an effective and responsible team member, supporting others and exploring mechanisms to develop new ways of working, while working effectively with others to clearly define values, direction and policies impacting upon care delivery

Effective communication is essential, and all staff must ensure they communicate in a manner which enables the sharing of information in an appropriate manner.

All staff should delegate clearly and appropriately, adopting the principles of safe practice and assessment of competence.

Plans and outcomes by which to measure success should be agreed.

Managing information

All staff should use technology and appropriate software as an aid to management in the planning, implementation and monitoring of care and presenting and communicating information.

Data should be reviewed and processed using accurate SNOMED/read codes to ensure easy and accurate information retrieval for monitoring and audit processes.

Service delivery

Staff will be given detailed information during the induction process regarding policy and procedure.

The post holder must adhere to the information contained within the organisation's policies and regional directives, ensuring protocols are always adhered to.

Security

The security of the organisation is the responsibility of all personnel. The post holder must ensure they always remain vigilant and report any suspicious activity immediately to their line manager.

Under no circumstances are staff to share the codes for the door locks with anyone, and they are to ensure that restricted areas remain effectively secured. Likewise, password controls are to be maintained and passwords are not to be shared.



Professional conduct

All staff are required to dress appropriately for their role.

Leave

All personnel are entitled to take leave. Line managers are to ensure that all their staff are afforded the opportunity to take a minimum of 20 day's leave each year and are encouraged to take all their leave entitlement.

Public holidays will be calculated on a pro-rated basis dependent on the number of hours worked.

Primary Key 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 upon factors such as workload and staffing levels and training:

- Process and effectively signpost patients to the appropriate healthcare professional, depending on the presenting condition
- Maintain and monitor the practice appointment system
- Answer incoming phone calls, transferring calls or dealing with the callers' request appropriately
- Maintain and Monitor all online requests/Econsults are action in a timely manner
- Initiating contact with and responding to, requests from patients, team members and external agencies
- Clinically code data on TPP System 1 accurately
- Photocopy documentation as required
- Data entry of new and temporary registrations and relevant patient information as required
- Ensure all queries for online registrations are auctioning promptly
- Input data into patient's healthcare records as necessary
- Direct requests for information, i.e., SAR, insurance/solicitors' letters and DVLA forms to the administrative team
- Manage all queries as necessary in an efficient manner
- Carry out system searches as requested
- Maintain a clean, tidy, effective working area at all times
- Monitor and maintain the reception area and notice boards
- Support all Practice staff with general tasks as requested
- Participate in audit as directed by the audit lead
- Support Care Navigators/Administrators, providing cover during staff absences
- Action incoming emails and correspondence as necessary
- Scan patient related documentation and attach scanned documents to patient's healthcare records and code accurately.
- Complete opening and closing procedures in accordance with the duty rota
- As required support POD Team in the management of repeat prescriptions, ensuring they are processed accurately and efficiently.

- Produce, maintain and participate in the Care Navigators rota for lunch and out of hours cover
- Undertake all mandatory training and induction programmes, and ensuring all mandatory training is maintained and up to date
- Support the with the Patient Participation Group related matters
- Support the health promotion lead and display promotional material on the allocated noticed boards and in the waiting room
- To liaise and arrange meetings as required and to attend meetings and take minutes
- To retrieve medical records and assist the completion of medical/insurance records
- Attend a formal appraisal with their manager at least every 12 months. Once a performance/training objective has been set, progress will be reviewed on a regular basis so that new objectives can be agreed
- Contribute to public health campaigns (e.g., flu clinics) through advice or direct care

Person Specification – Care Navigator		
Qualifications	Essential	Desirable
Educated to GCSE level or equivalent	✓	
Active signposting or Care Navigator training qualification		✓
Healthcare qualification (level 2) or working towards gaining equivalent level		✓
Customer Service qualification (NVQ) or equivalent		✓
Experience	Essential	Desirable
Experience of working in a primary care environment	✓	
Experience of working with the public	✓	
Experience of working in a healthcare setting	✓	
Clinical knowledge and skills	Essential	Desirable
An understanding of Clinical Terminology used.	✓	
Skills	Essential	Desirable
Excellent communication skills (written and oral)	✓	
Strong IT skills	✓	
Clear, polite telephone manner	✓	
Competent in the use of Office and Outlook		✓
SystemOne user skills		✓
Effective time management (planning and organising)	✓	
Ability to work as a team member and autonomously	✓	
Good interpersonal skills	✓	
Ability to follow clinical policy and procedure	✓	
Personal qualities	Essential	Desirable
Polite and confident	✓	
Flexible and cooperative	✓	
Motivated	✓	

Problem-solver with the ability to process information accurately and effectively, interpreting data as required	✓	
High levels of integrity and loyalty	✓	
Sensitive and empathetic in distressing situations	✓	
Ability to work under pressure/in stressful situations	✓	
Able to communicate effectively and understand the needs of the patient	✓	
Effectively utilise resources	✓	
Punctual and committed to supporting the team	✓	
Other requirements	Essential	Desirable
Flexibility to work outside core office hours and full cover for Sickness and holidays	✓	
Disclosure Barring Service (DBS) check	✓	
Occupational health clearance	✓	

Notes:

The job description and person specification may be amended, following consultation with the post holder, to facilitate the development of the role, the organisation and the individual.

All personnel should be prepared to accept additional, or surrender existing, duties, to enable the efficient running of the organisation