**Job Description**

**Are you looking for a change in career or a role that is both inspiring and rewarding? Do you have a background of working with the public, do you enjoy helping people when they need it the most.**

If you are committed to delivering the best customer service then Pioneer Medical Group might have the right role for you. We are looking for an enthusiastic, motivated team player to join our Support team in the role of Care Navigator. In return we offer competitive rates of pay, access to NHS discount services, membership of the NHS pension scheme plus the opportunity to work with an exceptional team in our innovative, forward thinking practice. We can also offer a range of shifts and days to fit in with the hours that we are open for our patients. This ranges from 7.30am until 8pm Monday to Friday and 8am - 1pm on a Saturday

Pioneer Medical Group cares for over 21000 patients covering the areas of Brentry, Southmead, Lawrence Weston and Avonmouth. We have been awarded the rating of “Outstanding” by the Care Quality Commission and always strive to be accessible, responsive and caring to deliver first class healthcare and a positive experience for both patients and staff.

**Job Summary:**

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

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**.**

To support the practice to ensure compliance with its statutory and regulatory obligations, such as but not limited to the Care Quality Commission and Data Protection Act 2018(GDPR)

**Job Responsibilities**

* To provide non clinical information or advice to patients or relatives to support them in navigating the wider healthcare system. This is through telephone, face to face and digital mediums.
* To work alongside the on-call team to ensure patients receive the right care at the right time from the right person.
* To follow the repeat prescription process to ensure patients medication is received in the most efficient manner possible
* To work independently and alone dealing with confidential issues. To respond and prioritise immediate requests from patients, clinical staff and other outside agencies.
* To utilise the appointment system ensuring that appointments are booked as per practice protocols and nurse traffic light system. This includes appointments for healthcare professionals at other sites e.g. improved access appointments, physio, social prescribing link workers.
* To be responsible for maintaining patients medical records to include change of address, telephone number and any other information, on the clinical system.
* To understand and utilise the protocol system in place.
* To communicate effectively and promptly to all enquires using a high level of discretion, tact, diplomacy and empathy in a calm and collected manner. This will ensure a smooth, efficient, friendly and welcoming practice.
* To take accurate messages and relay to relevant personnel in the most appropriate manner.
* To scan documents onto the patients clinical record and send via workflow, if required
* To register and deduct patients ensuring all paperwork and associated tasks are completed
* To book patient transport
* Ensure the building is secure upon vacating at the end of the day
* Ensure the building is unlocked in the morning.
* To be adaptable in a constantly changing environment, actively participating in the decision process involved in the progression of the practice. To undertake any other duties that may be reasonably requested of the post holder to help the department run smoothly.
* To ensure that you and others take notice of and operate within relevant Health and Safety guidelines.

**PERSON SPECIFICATION - POSITION OF CARE NAVIGATOR**

**Knowledge & Experience:**

* Good general education with demonstrable ability in Mathematics and English Language desirable
* Experience of maintaining and manipulating computerised and/or paper based data/information

**Abilities & Aptitudes:**

* Ability to handle face to face and telephone enquiries in a calm and professional manner
* In communication, ability to assess any given situation and to respond in the appropriate manner, with a high degree of tact & diplomacy
* Ability to organise and prioritise work, and to adhere to deadlines and targets
* Ability to handle information securely and confidentially
* Ability to work cooperatively as part of a team
* An understanding of the requirements in shaping the image of a customer orientated organisation, when working as a ‘first point of contact’ member of staff
* Strong customer service skills
* Ability to work on own initiative dealing with confidential issues
* Able to work efficiently and with a great degree of accuracy

**Other Job Related Requirements:**

* Flexibility in relation to working hours
* Able to vary shifts worked on occasions
* Experience of working in a GP Practice or NHS environment
* An awareness of equal opportunities
* An awareness of Health and Safety within the workplace
* Experience of working in a customer service environment