

Care Navigator

(Medical Receptionist)

24 to 37 hours per week



Would you like to work in a forward thinking, happy and well organised GP Practice where you will feel part of the team, well supported, and enjoy genuine work-life balance? Due to internal promotion, we are looking for a new member for our team.

The James Cochrane Practice has a long-standing reputation for excellent patient care, as the largest General Practice in the South Lakes area we have a registered list of over 17,500 patients and operate from 2 sites in Kendal. We are looking for an energetic and professional Care Navigator who is proactive and works well on their own initiative to join our busy team. Your core responsibilities will be working front of house in the reception desk, answering our telephones dealing with appointments and queries from our patients and working through administrative tasks.

We can offer you:

- Access to the competitive NHS Pension Scheme
- 27 days annual leave plus Bank Holidays
- Access to Cycle to Work Scheme
- Access to NHS discounts with many retailers and leisure companies

You will be required to maintain a professional and friendly manner and work well within a large team. We are looking for someone with natural customer service skills and the ability to understand and respond to individual patient needs, ensuring that our patients are always looked after. Experience within a similar role is desirable however full training will be given.

Essential Skills	Desirable Skills	Main Duties/Tasks
<ul style="list-style-type: none">• Excellent customer service skills• Friendly and outgoing personality• Computer literate• Empathetic and responsive to patient needs• Ability to use own initiative• Ability to think on your feet and under pressure• Discretion & Confidentiality	<ul style="list-style-type: none">• Previous experience in a similar role• Competent user of Microsoft Office programmes• Knowledge of/experience in a healthcare setting• Previous experience or training in Customer Service	<ul style="list-style-type: none">• Greeting patients and other Healthcare Professionals• Booking appointments• Giving out test results• Answering queries• Supporting the clinical team with a range of administrative tasks• Checking patients in on the clinical system

The successful applicant will work at our Helme Chase and Maude Street surgeries.

Working hours are 24 to 37 hrs per week over 5 days (Monday – Friday) and occasionally Saturday working.

Salary: £12.00 per hour

Please forward a current C.V. with covering letter to Antonia Coathup, Office Manager, to the Helme Chase Surgery Address.

The closing date for applications is Sunday 26th May 2024

Please note, we reserve the right to close this advert early if sufficient applications are received.

Main Address: Helme Chase Surgery, Burton Road, Kendal, Cumbria, LA9 7H **Branch Address:** Maude Street Surgery, Maude Street, Kendal, Cumbria, LA9 4QE

Tel: 01539 718080 | www.jamescochranepractice.co.uk

