

The James Cochrane Practice

This job description is not exhaustive and is intended to provide an outline of the key tasks and responsibilities only. There will be other duties required of the post holder commensurate with the position.

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.

Role Details

Job Title:	Care Navigator
Hours of work:	37 WTE hours per week Part time 24 hours per week minimum
Primary Location:	The James Cochrane Practice, Helme Chase Surgery, Kendal, LA9 7HR and Maude Street Surgery, Kendal, LA9 4QE or other UK locations
Line Manager:	Office Manager
Salary:	<i>£12:60 per hour</i>
Accountable to:	Practice Operations Manager
Responsible for:	Enabling access to efficient and appropriate medical care
Commencement date:	2025

Job Summary

Main job functions (Note: In addition to these functions employees are required to carry out such other duties as may be required.)

1. Provide a professional first line response to all callers, whether in person, by telephone, or electronically
2. Ensuring all medical administration duties are performed effectively and to the required standard, meeting the objectives of the practice.

Practice Drivers

Vision Statement - Treating people the way we'd like to be treated

Aim - To improve patient and job satisfaction and practice sustainability

Primary 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.

Care Navigation

- Provide a professional first line response to all callers, whether in person, by telephone, or electronically
- Explain practice arrangements and formal requirements to new patients and those seeking temporary cover ensuring procedures are completed correctly
- Receiving telephone and personal requests and enquiries from patients and ensuring sufficient information collected for triage purposes, making appointments/dealing with request as required
- Keeping up to date with changes in procedures and information affecting the post
- Ensuring that mail and specimens are ready for collection by the courier.
- Attend to any ad hoc IT issues, for example replacement of toners, printer issues etc Ensure public areas are kept clean and tidy
- Attending team meetings and practice learning sessions
- Open and close of premises procedures

Core administration responsibilities

- Signpost patients to the correct service
- Process personal, telephone and e-requests for appointments
- Answer incoming phone calls, transferring calls or dealing with the callers request appropriately
- Initiating contact with and responding to, requests from patients, team members and external agencies
- Photocopy documentation as required
- Data entry of new and temporary registrations and relevant patient information as required
- Input data into the patient's healthcare records as necessary
- Manage all queries as necessary in an efficient manner
- Maintain a clean, tidy, effective working area always
- Monitor and maintain the reception area and notice boards
- Ensuring general office areas are kept tidy and safe in accordance with the Health and Safety and Fire policies. Reporting any defects or unsafe practices to the Practice Manager.
- Support all clinical staff with general tasks as request
- Completing opening and closing procedures in accordance practice policy
- Partake in audit as directed by the audit lead
- Answering general enquiries explaining surgery procedures, giving results to patients after the doctor has made the necessary comments, making new and follow-up appointments
- Receiving and recording requests for home visits.
- On a PLT day to ensure that telephone message is telling patients that we are closed for staff training. Also restoring telephone services in the morning after the PLT

- Ensuring that Practice Notes, Docman and AccuRx messages and e-mails are dealt in a timely manner and efficiently.
- Communicating information about any unresolved or urgent matter.
- Maintaining confidentiality regarding patient issues and the affairs of the practice
- Other specific duties which may be allocated to individual team members

To help achieve this you must ensure that: -

- All enquiries, whether from patients or others, are handled in a timely, efficient, and courteous manner
- Scanning of documents, record keeping, and distribution of documents is undertaken efficiently, accurately, and promptly
- You are familiar with use of the computer and that entries on the computer are made accurately and promptly
- Doctors' letters are typed accurately and promptly, where required
- You know the written instructions regarding:
 - doctors' surgery times and their booking arrangements
 - Practice Standing Orders for Staff
 - how to identify a patient who will need a doctor's immediate attention whether at home or in the surgery
 - the various individual duties allocated to office staff

Secondary Responsibilities

- Participate in training and service redesign activities
- Deliver training, mentoring and guidance to other staff
- To perform computer searches as required with the clinical computer system
- Contribute to the achievement and maintenance of good to outstanding CQC registration status.

Person Specification – Care Navigator		
Qualifications	Essential	Desirable
Educated to GCSE grade A-C equivalent in Math's and English	✓	
Desire to learn and develop skills within the role	✓	
Evidence of continuing education / professional development		✓
IT literacy to European Computer Driving License Equivalent		✓
Experience of working in a primary care or health care setting	✓	
Awareness Quality and Outcomes Framework and Quality Improvement Scheme Frameworks, indicators		✓
Aptitudes and skills	Essential	Desirable

Desire to learn and develop skills within the role	✓	
Emis user skills		✓
Effective keyboard skills and good spelling	✓	
Work ethic, self-starter, able to work autonomously	✓	
Self-motivated, articulate, and diplomatic	✓	
Effective time management (Planning & Organising)	✓	
Ability to work as a part of a team and autonomously	✓	
Ability to deal with members of the public in a courteous and understanding manner		
Excellent interpersonal skills, able to communicate with and understand a range of stakeholders	✓	
Excellent written and oral communication skills	✓	
Ability to plan, manage, monitor, and deliver activities to time and agreed specification	✓	
Ability to follow policy and procedure	✓	
Personal Qualities	Essential	Desirable
Professional demeanour and conduct	✓	
Customer service focus	✓	
Promotes organisational values	✓	
Polite and confident	✓	
Flexible and cooperative. <ul style="list-style-type: none"> Flexibility regarding rotas and working patterns Flexibility in an environment where the workload is constantly changing and varied 	✓	
Ability to use own judgement, resourcefulness, and common sense in response to patients' enquiries and requests	✓	
Ability to work under time pressure	✓	
Commitment to ongoing professional development	✓	
Punctual and committed to supporting the team effort	✓	
Sensitive and empathetic in distressing situations	✓	
Initiative and Judgement (knowing when to ask for help)	✓	
Other requirements	Essential	Desirable
Flexibility to work outside of core office hours on occasion	✓	
Disclosure Barring Service (DBS) check	✓	
Pre-Employment Check Clearance	✓	
Ability to travel between GP practice sites	✓	
Good attendance record	✓	

Generic Responsibilities

All staff at The James Cochrane Practice have a duty to conform to the following:

Safeguarding

Safeguarding means protecting people's health, wellbeing and human rights, and enabling them to live free from harm, abuse and neglect. It is fundamental to high-quality health and social care.

This organisation adopts a zero-tolerance approach to abuse, ensuring that there are robust procedures in place for the effective management of any safeguarding matters raised. Staff have a responsibility to take the appropriate actions for safeguarding children, young people and adults at risk of harm or abuse.

Equality, Diversity & Inclusion (ED&I)

Staff have a responsibility to ensure that you treat our patients and their colleagues with dignity and respect.

A good attitude and positive action towards ED&I create 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 law requires it.

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.

Safety, Health, Environment and Fire (SHEF)

This practice is committed to supporting and promoting opportunities to 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 always maintain confidentiality. 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 (CI)

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; this is managed by your line manager or Practice Operations Manager.

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

Collaborative Working

All staff are to recognise the significance of collaborative working. Teamwork 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 James Cochrane Practice must adhere to the information contained with practice policies and regional directives, ensuring protocols are always adhered to. 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 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 to anyone and are to ensure that restricted areas remain effectively secured.

Professional Conduct

At The James Cochrane Practice staff are required to adhere to the staff handbook and practice policies

Staff are required to dress appropriately and in accordance with their role, and where uniforms are provided, they must be worn.