**Job Description**

**Job Title:** **Primary Care , Care Navigator**

**Based: Primary Care Hub, Sefton Street, Litherland**

**Hours:**
**Salary:**

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| **Job Summary** |
| As a PC24 Primary Care Call Navigator you will provide excellent customer service to patients, carers, healthcare professionals and other service users when making and receiving calls on behalf of PC24 GP Practices and do so in a caring and compassionate manner. You will also provide cover on an ad-hoc basis for other members of the wider administrative/reception team when appropriate at times of annual/sick leave to deal with peaks in workload.  |
| **Key Responsibilities** |

**Service Delivery**

* Provide in bound care navigation handling duties on behalf of the PC24 practices, in line with PC24 processes and procedures
* Excellent communication with call requests with at all times to enable effective care navigation to the most appropriate Clinician and/or service
* Provide support to the wider Primary Care team and action any follow up calls to other services as required
* Ensure safety of our patients by following correct processes
* Ensure all follow up calls are input into the patient record.
* Use of effective questioning and active listening to ensure when speaking to patients that patients achieve the correct outcome
* Record essential information in a concise and accurate manner using EMIS Web system processes
* Identify callers requiring an immediate emergency response and refer to appropriate emergency ambulance services
* Liaise effectively with all professionals both internal and external
* Contact other services to request visits as instructed by clinical team, and inputting the request into patient record
* Maintain a calm and sensitive approach when dealing with people in distress
* Write and maintain clear, accurate records of patient information in a variety of formats (electronic and paper)
* Adapt communication style and method to best support patient preference and need
* Understand local referral arrangements/pathways for holistic support from a wide range of sectors
* Take a proactive, problem-solving approach in helping support people to connect and access services
* Actively monitor own adherence, conformance and non-productive time to drive efficiency within the Hub and ensure patient safety is not compromised
* Meet Key Performance Indicators (KPI) targets as set out and agreed with the Primary Care Hub Manager

**Other duties**

* Be prepared to work flexibly in terms of time and workload according to the needs of the service
* Share best practice knowledge with colleagues to promote continuous improvement
* Participate in annual personal development reviews and take responsibility for own continuing professional development
* Ensure Information Governance policy is adhered to at all times
* Ensure that all incidents, complaints, and safeguarding concerns are reported appropriately to the Primary Care Hub Manager, using the available reporting mechanisms correctly
* Ensure that any Health and Safety concerns are raised to the Primary Care Hub Manager
* Promptly report any IT or Security issues to the Primary Care Hub Manager
* Undertake any other appropriate ad hoc duties as requested by the Primary Care Business Manager and/or Primary Care Hub Manager

**Personal specification**

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| Education and training | Essential | Desirable |
| Educated to GCSE Level C in literacy and numeracy or equivalent work-based experience | þ |  |
| Knowledge, skills, experience, and other relevant criteria | **Essential** | **Desirable** |
| Able to demonstrate excellent communication skills with a wide variety of people | þ |  |
| Accuracy and attention to detail | þ |   |
| Able to demonstrate excellent customer service skills | þ |   |
| Excellent keyboard skills and experience of Microsoft Office packages | þ |   |
| Patient focused, ability to show patience, empathy, and compassion via telephone. | þ |   |
| Able to problem solve and think clearly in pressured situations | þ |  |
| Previous experience in a call handling post |  | þ |
| Demonstrable experience in dealing with sensitive and confidential information | þ |  |
| Experience of using EMIS Web | þ |  |
| Previous experience of working in a healthcare environment |  | þ |
| Ability to work autonomously and initiate/self-direct own workload | þ |  |

**Primary Care:24**

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