Job Description

Job Title:	Senior Practice Care Navigator
Department:	Primary Care
Reports to:	Practice Group Manager
Location:	Multi-site (group practice)
Contract Type:	Permanent 37.5 hours
Pay Level:	2A £28,980 - £39,330 dependent on experience

Job Summary

The Senior Practice Care Navigator supports the day-to-day delivery of reception and administrative services across the practice grouping. Alongside core reception duties, the postholder provides operational support, guidance and mentoring to reception and administration staff, helping to ensure consistent, high-quality service delivery.

The role acts as a first point of escalation for complex patient enquiries and operational issues, supports patient access and service improvement initiatives, and contributes to compliance, workforce development and service resilience across the practice grouping.

The postholder is expected to work flexibly across the practice grouping and, where required, undertake practice care navigation, clinical coding and administrative duties across the practice grouping during periods of high demand, workforce pressures and OPEL escalation to support safe, effective and responsive service delivery.

Key Responsibilities

Operational Leadership

- Act as the first point of escalation for complex patient enquiries, complaints and service issues.
- Provide day-to-day guidance and support to reception and administration staff.
- Act as a local point of contact for operational queries and support communication between teams and the Practice Group Manager.
- Coordinate reception workflows and service cover to maintain operational efficiency.
- Provide flexible support against the management of staffing pressures and short-term absence cover.
- Resolve on site operational issues and escalate risks appropriately.

Patient Access and Service Delivery

- Support effective patient navigation and access to the most appropriate service or clinician.

- Monitor appointment utilisation and promote appropriate GP appointment diversion where suitable.
- Identify opportunities to improve patient access and experience.
- Work with clinical and non-clinical teams to support smooth patient pathways.

Administration, Quality and Compliance

- Oversee administrative processes to ensure compliance with practice policies, NHS requirements and data protection standards.
- Support the management of correspondence, referrals and workflow systems.
- Produce and maintain standard operating procedures.
- Support audits, quality improvement initiatives and service improvement projects.
- Support CQC compliance, preparation activities and evidence gathering as directed by the CQC Registered Manager,

Workforce Development

- Supporting the induction of new starters.
- Identify training needs and maintain an accurate skills matrix to support development of a flexible, responsive non-clinical workforce.
- Acting as a local point of contact for day-to-day operational queries.
- Supporting consistent application of processes and escalation routes.
- Coordinating local cover arrangements during periods of absence or operational pressure.
- Promote consistent use of agreed processes and escalation routes.
- Supporting communication between frontline teams and the Practice Group Manager.
- Deputising for agreed operational matters when the Practice Group Manager is unavailable.
- Identifying training needs, process issues and operational risks, reporting directly to the Practice Group Manager
- Supporting service improvement and quality assurance activities.

Person Specification

Job Title:	Senior Practice Care Navigator	
Department:	Primary Care	
Education and Training	**Essential**	**Desirable**
Educated to GCSE Level C in literacy and numeracy or equivalent work-based experience.	X	
Relevant training or experience in care navigation, reception, administration or customer service.	X	
Training or understanding of information governance, confidentiality, safeguarding and health and safety requirements.	X	
Training in EMIS Web, clinical coding, workflow or NHS primary care systems.		X
Knowledge, Skills and Experience	**Essential**	**Desirable**
Experience of working across a multisite service	X	
Able to demonstrate excellent communication skills with a wide variety of people.	X	
Accuracy and attention to detail.	X	
Able to demonstrate excellent customer service skills.	X	
Adaptable and flexible to a changing working environment.	X	
Excellent keyboard skills and experience of Microsoft Office packages.	X	
Patient focused, with the ability to show patience, empathy and compassion by telephone and face to face.	X	
Able to problem solve and think clearly in pressured situations.	X	
Demonstrable experience in dealing with sensitive and confidential information.	X	
Experience of supporting reception, administration, care navigation or patient access services.	X	
Ability to provide day-to-day guidance, mentoring and support to colleagues.	X	
Ability to coordinate local workflows, prioritise workload and support service resilience.	X	
Knowledge of escalation routes, incident reporting and operational risk management.	X	
Good working knowledge of medical terminology.	X	
Experience of working in a call handling or similar post.	X	
Experience of using EMIS Web.	X	
Previous experience of working in a healthcare environment.		X
Other Relevant Criteria	**Essential**	**Desirable**
Strong interpersonal and communication skills.	X	
Ability to work autonomously and self-direct own workload.	X	
Maintains confidentiality and builds trust with patients and colleagues.	X	

NHS

Demonstrates honesty, integrity and promotes PC24's values.	X	
Good IT skills and digital literacy.	X	
Commitment to delivering excellent patient service.	X	
Flexible and adaptable approach to changing priorities.	X	
Ability to travel between practices and work from different surgeries.	X	