



**Solihull
Healthcare
Partnership**

Document ID: HR03-07

Issue Date: 20 March 2025

Revision: 4

Job Description

Approved by: HR

Job title:	Care Navigator
Responsible to:	Care Navigator Team Leader
Accountable to:	Patient Services Manager

1. Job Role / Purpose:

The Care Navigator is the first point of contact for patients contacting our GP surgeries. This can be via a variety of methods including via the telephone, face to face and via online consult service and email. The purpose of the role is to optimise the patient's journey, taking every opportunity to ensure that requests are managed appropriately whilst delivering the best service.

2. Key Duties & Responsibilities:

- Working across 7 sites during our core opening hours over varied shift patterns
- Answering high volume calls from our patients, in an efficient and courteous manner, putting patients at ease and providing clear concise information.
- Dealing with patient requests received via Online consult.
- Take clear and concise notes of patient interactions ensuring these documented accurately in EMIS WEB clinical software tool.
- After appropriate training, triage patient calls using a variety of questioning techniques in order to develop a full picture of the nature of the patient's problem and signpost the patient to the appropriate care.
- Identify potentially serious problems and bring those to the immediate attention of the correct clinician; i.e. Roving GP; triage Nurse Practitioner etc.
- For less serious problems negotiate with the patient and identify an appropriate timeframe for them to be seen, and the appropriate professional to see them.
- Building and maintaining strong relationships with all direct team members, clinicians and recognise healthcare professionals in the practice as a scarce resource to be used appropriately.
- Developing and maintaining an in-depth knowledge and understanding of the services provided in the practice and in the wider health community; be able to use this knowledge to guide the patient to the service, which is most likely to meet their needs, whether inside or outside the practice.
- Deal appropriately with instructions and queries from clinicians and outside agencies.
- On a rotational basis cover the reception desk at SHP practices (7 sites), dealing with patient enquiries face to face.
- Following practice standard operating procedures.
- Responding to email requests received by the partnership.
- Action tasks via Docman system from the Workflow team.
- Supporting the pharmacy team with patient prescription requests, both in paper form and over the



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telephone.

- Maintain strict confidentiality in relation to all issues concerned within the service and adhere to the requirements of the Data Protection Act 1984, Information Governance and Caldicott Principles.

3. Other Responsibilities

Health and Safety

- To comply with the Health and Safety at Work etc. Act 1974.
- To take responsibility for their own health and safety and that of other persons who may be affected by their own acts or omissions.

Equality and Diversity

- To carry out at all times their responsibilities in line with Equal Opportunities Policy and Procedure.

Risk Management and Clinical Governance

- To work within the Clinical Governance Framework of the practice, incorporating Risk Management and all other quality initiatives and all aspects of CQC implementation.

Confidentiality

- To maintain confidentiality of information relating to patients, clients, staff and other users of the services in accordance with the General Data Protection Regulations 2018 including outside of the work environment. Any breach of confidentiality may render an individual liable for dismissal and/or prosecution.

Safeguarding

- Whilst in post, staff are expected to acquire and update their knowledge on safeguarding as per the intercollegiate document requirements and SHP policies.

Professional development

- The post holder will participate in any training programme implemented by the practice as part of this employment
- To participate in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development

General

- To undertake any other duties commensurate with the role, within the bounds of his/her own competence as guided by the attached management framework.
- To work across the various SHP sites as required.
- In light of national policy and due to the needs of the business it may be necessary for the Partnership to alter the opening hours of the surgeries. This could incorporate different opening hours and weekend working which may affect when you are required to work. The post holder is expected to be



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flexible and accommodating, following consultation, in terms of any changes to operating times in the future.

SHP Vision Statement: To provide person-centred care at the **heart** of the community.

Mission Statement:

Solihull Healthcare Partnership aims to be the provider of choice in delivering holistic care to our neighbourhood.

Honest - We practice and encourage open and honest communication, acting with integrity in all that we do.

Excellence - We strive to achieve the highest standards in the care we deliver and enable our team to create an environment that encourages excellence.

Accountable - We take personal and collective responsibility for our actions and the way we deliver care.

Respectful - We engage with our team, our patients and our community with respect, providing kind and compassionate person-centred care.

Transformational - We are committed to continually improving our standards, working with the community, being responsive and adapting to the changing needs of the neighbourhood.

I have read and understood the above job description for this job role

Name:

Signature:

Date:



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PERSON SPECIFICATION

	Essential /Desirable	Shortlisting
Qualifications		
GCSE Math & English grade C or above	E	A
Experience		
Previous contact centre experience	D	A
Experience of working with the general public	E	A
Experience of dealing with sensitive data and maintaining confidentiality	D	A
Experience of handling face-to-face and/or telephone enquiries	E	A
Experience in Primary Care Sector	D	A
Ability to work independently and as part of a team and instigate and keep to deadlines	E	A/I
Ability to work towards and achieve service level KPIs	E	A/I
Experience of working in a healthcare/NHS environment	D	A
Skills/Knowledge		
Excellent interpersonal/communication skills with a variety of media and all levels	E	A/I
Excellent telephone manner with the ability to build rapport over the telephone	E	A/I
Accurate record keeping	E	A/I
Effective listening skills	E	A/I
Customer care orientated	E	A/I
Exceptional organisational skills	E	A/I
Confident and approachable	E	A/I
Ability to build and maintain professional relationships	E	A/I
Team player	E	A/I
Maintain a calm and professional manner whilst under pressure	E	A/I
Ability to problem solve whilst working under pressure and to tight deadlines	E	A/I
Proficient in Microsoft Office particularly in Excel and Word	D	A/I
Experience of EMIS Web	D	A/I
Experience of using Docman system	D	A/I
Other		
Flexibility to meet the needs of the business	E	I
Able to travel to all SHP sites	E	I
DBS required	E	-