



**Solihull
Healthcare
Partnership**

Document ID:

HR03-03

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8 January 2020

Revision:

1

Job Description

Approved by:

HR

Job title:

Care Navigator

Responsible to:

Care Navigation Team Leader

Accountable to:

Unplanned Care Manager

1. Job Role / Purpose:

The Care Navigator will be the second point of contact for patients ringing the surgery. The role will be to optimise the patient's journey and be an ambassador for the practice. The purpose of the post holder is to take every opportunity to ensure that the patient's presenting issue is managed appropriately and that the patients are up to date with their routine appointments. This will be a telephone triage role as well as dealing with walk in attendees who present at the surgery reception.

2. Key Duties & Responsibilities:

- Provide clear concise information to patients and understand the importance of discretion and confidentiality.
- Good communication skills and a calm manner. Be able to put patients rapidly at their ease and give them the space and time to explain their needs.
- After appropriate training employ a variety of questioning techniques in order to develop a full picture of the nature of the patient's problem.
- Identify potentially serious problems and bring those to the immediate attentions of the correct clinician; i.e. on call GP; triage Nurse Practitioner.
- 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.
- Build strong relationships with all direct team members, clinicians and recognise healthcare professionals in the practice as a scarce resource to be used appropriately.
- Develop and maintain 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.
- Be able to distinguish real priorities from cases of unnecessary panic, be able to reassure and manage these situations. Demonstrate assertiveness without being domineering and have ability to gain the confidence of the caller (project confidence and sensitivity).
- Support the Practice in developing approved business changes that include process improvements and assist in embedding these into daily operations/contribute to increasing clinical effectiveness.
- Assist in the timely production of relevant information for patients; clinicians and 3rd Party services.
- Development, mentoring and performance management of the practice team within their area.
- Engage in regular supervision relationship with GP's and Advanced Nurse Practitioners to get direction and support for the role.



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- Evidence of a clear understanding of patients presenting issues by identifying potentially serious problems and bring those to the immediate attention of the appropriate clinician – using the Practice Triage protocol and clinical software EMIS WEB.
- Evidence 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.
- Evidence managing patient’s routine appointment requirements when patients initiate contact with the practice.
- Timely management of telephone conversations with patients whilst obtaining both the patients and practice’s desired outcome from the call.
- Demonstrate understanding of the role’s limitations and work within them. Evidence that guidance has been sought from colleagues when appropriate.
- Meet the required standard with regards to clear and concise notes of encounters and have these documented in EMIS WEB clinical software tool.
- Resolution of patient presenting issues and pro-active management and escalation of any risks.
- Evidence of effective performance management through teamwork, collaboration; successful application of tools and techniques.
- Understand the Practice Business strategy agreed and accepted by the Practice Partners and Management.
- Provide Feedback to Management, GP Partners, Practice teams & Peers.

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



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

Vision Statement: To be the most respected Primary Care provider in the Birmingham and Solihull Region.

Mission Statement:

Sustainable Primary Care services that meet the needs of our patients and commissioners.

Have a united, strong and financially viable organisation.

Practice of choice for our patients and the employer of choice for our people.