

TWEEDDALE MEDICAL PRACTICE
JOB DESCRIPTION

THIS POST IS SUBJECT TO DISCLOSURE SCOTLAND

JOB TITLE: CARE NAVIGATOR

REPORTS TO: CARE NAVIGATION SUPERVISOR/PRACTICE MANAGER

HOURS:

Job Summary:

Receiving, assisting and directing patients to access the appropriate service or healthcare professional in a courteous, efficient and effective way.

Provide general assistance to the practice team and project a positive and friendly image to patients and other visitors, either in person or via the telephone

Job Responsibilities:

Reception (desk)

- Dealing with patient enquiries

Switchboard (telephone)

- Have working knowledge of telephone system, during and after hours.
- Dealing with patient enquiries
- Process appointment & home visit requests, directing patients to the most appropriate service, at the right time as per practice protocols.

Administration

- Processing prescription requests
- Administration of all aspects of registration & deduction in line with Health Board and practice policies
- Processing Subject Access Requests in line with Data Protection regulations and practice policies
- Record-keeping & documentation in patient records
- Photocopying & scanning as required
- Other admin duties as required

Mail Handling

- Administering the electronic mail including scanning, filing & work-flow of correspondence
- Processing actionable tasks in relation to electronic documentation
- Processing emails
- Administration of SMS Text Message delivery receipts

Other Tasks

- To have a thorough knowledge of all Practice procedures.
- To work in accordance with written protocols
- Ensure building security – have knowledge of doors/windows/alarm.
- Any other tasks allocated by managers

Confidentiality:

- In the course of seeking treatment, patients entrust us with, or allow us to, gather sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately
- In the performance of the duties outlined in this Job Description, the post-holder may have access to confidential information relating to patients and their carers, practice staff and other healthcare workers. They may also have access to information relating to the practice as a business organisation. All such information from any source is to be regarded as strictly confidential
- Information relating to patients, carers, colleagues, other healthcare workers or the business of the practice may only be divulged to authorised persons in accordance with the practice policies and procedures relating to confidentiality and the protection of personal and sensitive data.

Health & Safety:

The post-holder will assist in promoting and maintaining their own and others' health, safety and security as defined in the practice Health & Safety Policy, to include:

- Using personal security systems within the workplace according to practice guidelines
- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks
- Making effective use of training to update knowledge and skills
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards
- Reporting potential risks identified.

Equality and Diversity:

The post-holder will support the equality, diversity and inclusion rights of patients, carers and colleagues by:

- Acting in a way that recognises the importance of people's rights, interpreting them in a way that is consistent with practice procedures and policies, and current legislation
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues
- Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

Personal/Professional Development:

The post-holder will participate in any training programme implemented by the practice as part of this employment, such training to include:

- Participation in an annual appraisal, including taking responsibility for maintaining a record of own personal and/or professional development
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work.

Quality:

The post-holder will strive to maintain quality within the practice, and will:

- Alert other team members to issues of quality and risk
- Assess own performance and take accountability for own actions, either directly or under supervision
- Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team's performance
- Work effectively with individuals in other agencies to meet patients needs
- Effectively manage own time, workload and resources.

Communication:

The post-holder should recognise the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members
- Communicate effectively with patients and carers
- Recognise people's needs for alternative methods of communication and respond accordingly.

Contribution to the Implementation of Services:

The post-holder will:

- Apply practice policies, standards and guidance
- Discuss with other members of the team how the policies, standards and guidelines will affect own work
- Participate in audit where appropriate.