



### **Job Description & Person Specification**

Position:	Patient Navigator	Division:	LLR
Location:	Anstey Frith House	Reporting to:	Deputy Operations Manager

#### **Purpose of the Role**

To receive telephone calls and cases from Healthcare Professionals and the 111 services then process them in accordance with procedures. Dispatch and refer calls to appropriate outcomes, book patient appointments. Provide a reception function at Primary Care Centres.

The post holder will participate in promoting and advancing DHU Health Care CIC.

#### **Key Success Measures**

- Caring & Compassion - We will actively listen to understand and empathise with others', with a desire support both patients and colleagues.
- Always Professional - We will be accountable for consistently delivering high quality healthcare for our patients
- Respect & Dignity - We will actively listen to each other and our patients to answer their concerns or questions. We will maintain and respect patient's dignity and must ensure it is never compromised.
- Everyone Matters - We will actively encourage feedback from both patients and colleagues to continually improve our service, ensure everyone has an opportunity to have their voice heard, and everyone has an opportunity to further develop their skills and competencies.

#### **Key Areas of Responsibility & Accountability**

To receive telephone calls from healthcare professionals requiring access to the Service and process them in line with Local Procedures.

- Record details of patients on the clinical system ensuring accuracy.
- Process referrals from 111 making contact with patients and their carers to arrange Primary Care Centre appointments and home visits ensuring compliance with the relevant National Quality Requirements.
- Use the clinical system to dispatch calls to home visiting crews and allocate appointments at Primary Care Centres.
- Ensure that home visiting calls as dispatched to visiting crews making most efficient use of resources to achieve timely patient care in line with the relevant National Quality Requirements.
- Process Special Patient Notes ensuring that they are accurately recorded onto the clinical system
- Provide reception cover at Primary Care Centres, to include processing patients as they arrive.
- Entering patient details and prioritisation of walk in patients, monitoring patient's conditions and escalating concerns to the Doctor on Duty.
- Maintain the security of prescriptions and keys at remote locations where co-located with other services.
- Assist with the provision of training of new entrant Patient Navigators and exiting staff as required.
- Actively establish and maintain good relationships with all agencies and organisations in contact with.
- Be responsible for referring any cause of concern or complaint to the service directly to the shift Supervisor.
- Provide general administrative support to the LLR Out of Hours Service team as requested.
- Ensure that at all times your own work practices, conduct, behaviour and attitudes provide an example of professionalism to all staff and actively promote the core values of the organisation at all times.
- As you will expect the organisation may change from time to time and you will be expected to meet the operational requirements.
- Any other reasonable duties as required from time to time.

## Person Specification

### Essential Criteria

- Educated to at least GCSE standard with a minimum of 3 GCSE's (including Maths/English) or equivalent.
- Experience of working with the public on the telephone and face to face.
- Experience of working in a team.
- Effective verbal and written communication skills.
- Ability to listen to and record information accurately.
- Basic IT skills.
- Ability to work under pressure.
- An understanding of the importance of confidentiality with the ability to manage confidential information appropriately.
- To attend mandatory or professional development training as required.
- To be available for annual appraisal.
- Flexible in hours and duties.
- Calm and pleasant manner, especially when under pressure.
- Empathic manner and approach when dealing with patients.
- Working unsupervised and using own initiative.

### Desirable Criteria

- NVQ2 Customer Services.
- ECDL.
- Previous experience of patient care.

### Behavioral Skills

- Caring & Compassion – Putting patients interests at the heart of everything we do
- Always Professional – Demonstrate excellence in everything we do
- Respect and Dignity – Everyone has the right to respect and dignity
- Everyone Matters – Placing our colleagues and patients at the heart of the organisation

## **Values, behaviours and principles**

We are always:

- **Compassionate** – we show kindness, consideration and understanding in everything we do – and demonstrate our caring nature to our patient, people and communities
- **Accomplished** – we are available day and night – a response, adaptable, professional NHS partner, providing the best advice, care and treatment for every individual
- **Respectful** – we recognise the value that individual and team difference bring – welcoming views, listening, being honest, and learning from others' experiences
- **Encouraging** – we believe everyone matters, so we inspire confidence in other – promoting 'speaking up', fostering career-long learning and development, and supporting improvement ideas



### Diversity

DHU believe our workforce should be as diverse as the range of services we offer, and the communities we serve. We are committed to valuing and encouraging diversity throughout our workforce, regardless of age, disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. As part of our mission we are dedicated to eliminating discrimination

### Safeguarding

DHU Health Care CIC is committed to safeguarding and promoting the welfare of Adults, Children and Young People and expects all staff and volunteers to share this commitment.

### Infection Prevention & Control

Infection Prevention & Control is pivotal in ensuring a safe & clean environment for both patients and staff. IP&C is everyone's responsibility and strict adherence to the IP&C policy is expected of ALL employees of the organisation.

### Acknowledgment

I acknowledge receipt and confirm my understanding and acceptance of the responsibilities specified in my Job Description.

**Please Note:** *If you are unclear of any requirement in this document obtain clarification from your line manager.*

Signature of Post Holder:		Date:	
Name:			