**Job Description & Person Specification**

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| Position: | Care Navigator | Division: | Primary Care |
| Location: | Eyam Surgery | Reporting to: | Practice Manager |

Purpose of the Role

*To provide an efficient and friendly service to all who visit the surgery as well as colleagues and clinicians working at the surgery. To always have the best interest of the patients in mind.*

Key Areas of Responsibility & Accountability

* Adhere to all relevant Standard Operating Procedures (SOPS) and relevant protocols.
* To be courteous and friendly when speaking to patients on the telephone as well as face to face.
* Always wear the appropriate uniform and name badge.
* Maintain stock control records of all medicines and drugs and ensure none of them are out of date.
* Reorder supplies of medicines and containers.
* Prepare and dispense all medicines prescribed accurately and promptly.
* Ensure all medicines/drugs are securely kept, as well as always keeping dispensary secure.
* Keep all dispensing equipment, including the computer in good working order and dispensary is kept clean and tidy.
* Report any faults/ damage to equipment in the appropriate manner to the Dispensary Manager or Practice Manager.
* Ensure that all legal requirements which are applicable to dispensing practices and medicines are observed.
* All drugs/medicines should be ready for transfer to other branch surgeries at the appropriate time.
* Take money for NHS & private prescriptions, record and balance the takings at the end of each shift.
* Always maintain product liability records.
* Maintain records for identification of drug usage for VAT purposes.
* Cover for other members of the dispensary team in times of absence.
* To adhere to and follow the policies and procedures which are in place at Eyam Surgery.
* Be aware of the H&S at work act 1974 for your own safety as well as for others, carrying out tasks following the guidelines written in Eyam Surgery’s H&S policy.
* To carry out other tasks not featured on the job description.
* Attend staff meetings
* Prepare the submission of prescriptions to the Pricing Authority, ensuring that they are endorsed, signed by a GP and are correctly completed by a patient. Despatch on time.
* Oversee and when necessary, order stock, ensuring efficient stock control mechanisms are in place.
* Confidentiality: Always keep all information regarding staff and patients confidential.

Person Specification

* Strong attention to detail and accuracy
* Excellent communication and customer service skills
* Ability to work effectively in a team and support colleagues when needed
* Confidence in handling stock management and financial processes
* Awareness of confidentiality, safeguarding, and health & safety requirements
* Flexibility to meet service needs, including cover for colleagues during absence

Behavioral Skills

We value our people through a coaching culture offering staff engagement, well-being support, career progression and inspirational, visible leadership.

At the heart of everything we do, you will find our CARE values – principles, standards and behaviours we live by:

**We CARE for you. We are always….**



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

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.*

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| Signature of Post Holder: |  | Date: |  |
| Name: |  |