

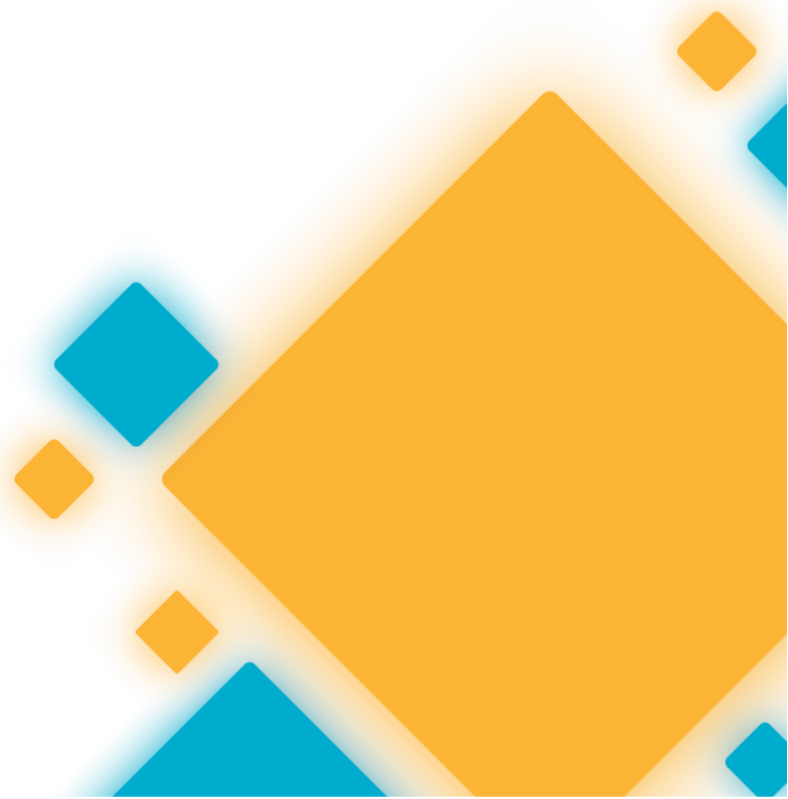
**With you, we're making the
difference.**

**Together, we can achieve
more.**

JOB DESCRIPTION AND PERSON SPECIFICATION

Patient Navigator

Leicester, Leicestershire and Rutland



**For you.
For them.
With us.**

For you: we offer a fulfilling career, full of support, compassion, respect, fulfilment, and benefits.

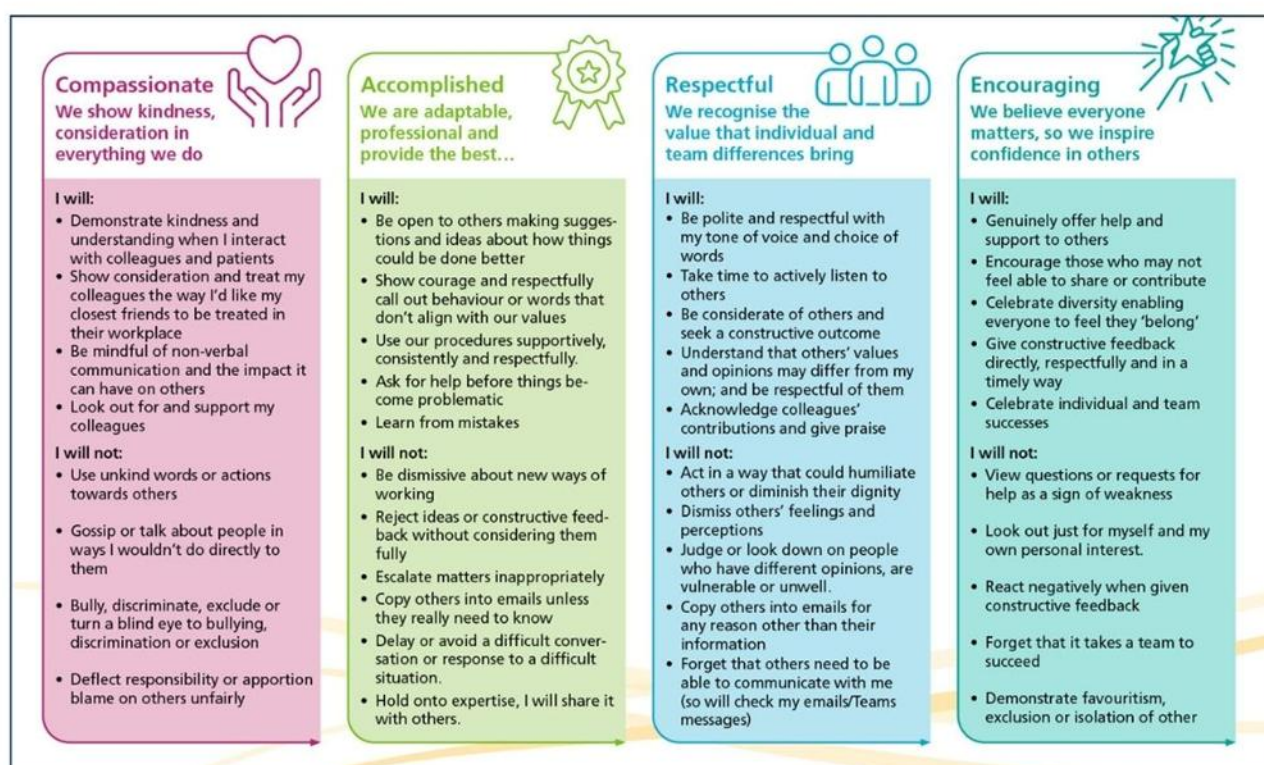
For them: we overcome challenges and achieve more for our patients and their outcomes.

With us: we're united through purpose, teamwork, shared pride and fulfilment. Our values, behaviours and principles.

Our values, behaviours and principles

At DHU, how we work is just as important as what we do. Our Behavioural Framework (below) is rooted in our CARE values and sets out the behaviours we expect from everyone. Together, these behaviours shape a culture where every role and every person matters.

When you become part of DHU, you join an organisation where these values are lived every day by our people, for our patients, and within our communities.



Job Description and Person Specification

Position:	Patient Navigator
Division:	LLR
Location:	Anstey Frith House, Glenfield, Leicester, LE3 8RN
Reporting to:	Deputy Operations Manager
Band:	Band 2, £24,853 per annum (pro rata)
Last reviewed:	September 2026

Purpose of the role

To receive telephone calls and cases from Healthcare Professional and the 11 services, then process them in accordance with procedures, dispatch and refer calls to appropriate outcomes, book patient appointments, and provide a reception function at Primary Care Centres.

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

Performance 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 accountability and responsibility

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 are 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.

Wellbeing Accountabilities

- Foster a positive, inclusive, and psychologically safe workplace.
- Monitor team wellbeing and act early to address stress, disengagement, or burnout.
- Manage workloads fairly, promote work-life balance, and support colleagues returning to work.
- Proactively signpost and support the use of wellbeing resources, including EAP (Hapi) services, such as counselling or other relevant support.

Inclusion & Belonging

- Lead a team culture where all employees feel respected, valued, heard, and able to contribute fully.
- Model inclusive leadership behaviours in decision-making, communication, and collaboration.
- Create an environment where every team member experiences a strong sense of belonging and can succeed.

Team Engagement

- Lead and maintain a highly engaged team through effective communication, coaching-led leadership, regular recognition and meaningful check-ins.
- Promote continuous development by supporting development opportunities, proactively acting on feedback and encouraging participation in engagement initiatives

Person specification

Experience & Qualifications

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

Knowledge & Skills

- 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.

Personal Attributes

- 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

Key policies and what we expect from each other

Belonging: At DHU, we want everyone to feel like they truly belong. We believe our team should be just as diverse as the people and communities we care for. Whoever you are, wherever you're from - you're welcome here. We're all about building a culture where everyone feels seen, heard, and valued.

Diversity: We're proud of the different backgrounds, experiences and perspectives our people bring. That's what makes us strong. We treat everyone fairly and respectfully, and we're committed to creating a workplace that celebrates what makes each of us unique. No one should ever feel left out, left behind, or treated differently.

Safeguarding: Keeping people safe is at the heart of what we do. Whether it's patients or colleagues, children or adults - we all share a responsibility to look out for one another and speak up if something doesn't feel right.

Health & safety: Everyone has a part to play in staying safe at work. Be mindful of how your actions affect others and follow our health and safety guidance. If you see something that's not safe, speak up.

Wellbeing: Look after your own health and wellbeing, and help create a positive, supportive workplace for everyone. Use the resources available, treat colleagues with respect, and speak up if something isn't right. Together, we can make DHU a place where everyone can thrive.

Engagement: Support and promote employee engagement by collaborating effectively, communicating openly, and contributing to a positive team culture.

Infection prevention and control: A clean and safe space is everyone's responsibility. Stick to our infection prevention guidance - it helps protect you, your team, and the people we care for.

Looking after our planet: We all have a part to play in protecting the environment. At DHU, we do our bit by using resources wisely and keeping waste to a minimum. That means recycling and sorting waste properly, switching off lights and equipment when we're not using them, reporting heating or cooling issues as soon as they happen, and cutting down on unnecessary travel. Small actions, big difference - especially when we all do them together.

Teamwork: As part of our DHU team, you might be asked to take on different tasks now and then to help us meet our goals. We all pitch in where we can, support each other, and stay flexible to keep things running smoothly.

Postholder acknowledgement

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.

First name:

Surname:

Signature:

Date: