**Patient Services Coordinator**

**Job Description & Person Specification**

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| **Job Title:** | Care Navigator |
| **Line Manager:** | Care Navigation Team Leader |
| **Accountable to:** | Operations Manager |
| **Hours per week:** | Part time |
| **Rate of Pay:** | £10.55 - £11.45 |

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| **Job Summary:** |
| The post holder will work within our busy Care Navigation Team answering the telephone, dealing with patient enquiries, booking appointments, undertaking tasks for our clinical teams, signposting patients to internal and external services and generally providing a high standard of patient liaison. The post holder will be able to demonstrate excellent verbal and written communication skills, be able to organise and prioritise a busy workload and work to tight deadlines whilst maintaining confidentiality and demonstrating tact and diplomacy. Attention to detail is of paramount importance as there will be a high level of contact with patients and their individual data. Some data will be of a highly sensitive nature. The post holder will need to be able to work within and understand the importance of policies and procedures around patient information, data sharing, information governance and confidentiality.  Please be aware that this job is demanding. You will be dealing with patients who are ill and potentially stressed. You will be their first port of call. Empathy and understanding with a willingness to help provide a solution following Practice Protocols is the key to this very important role. |

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| **Primary responsibilities:** |
| * Receive, assist and direct patients in accessing 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 * Ensure an effective and efficient reception service is provided to patients and any other visitors to the practice * Deal with all general enquiries, explain procedures and make new and follow-up appointments * Using your own judgment and communication skills ensure that patients with no prior appointment, but who need urgent consultation are seen in a calm logical and non-disruptive manner * Explain practice arrangements and formal requirements to new patients and those seeking temporary cover and ensure procedures are completed * Receive and make telephone calls as required. Divert calls and take messages, ensuring accuracy of detail and prompt appropriate delivery * Enter requests for home visits onto the appointment system, ensuring careful recording of all relevant details and where necessary refer to Duty Doctor * Action repeat prescription requests and ensure that they are ready within 48 hours * Be able to cover all reception positions as necessary * When necessary prepare lists and notes for all surgeries and clinics held, ensuring completion of all associated paperwork * Advise patients of relevant charges for private services, (non General Medical Services), accept payment and issue receipts for same * Enter accurate patient information on to the computer system as required * Retrieve and re-file records as required, ensuring strict alphabetical order is adhered to * Open up premises at the start of the day when first to arrive, de-activate alarm and make all necessary preparations to receive patients * When last to leave at the end of the day, ensure that the building is totally secured, internal lights are off and the alarm activated * Undertake any other additional duties appropriate to the post as requested by the Operations Manager or the Practice Manager. * You will be expected to participate in the induction plan for all new staff members whatever their role may be as requested by Management * You will be expected to take part in the training programme for any new or role changing staff members as requested by Management |

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| **Secondary Responsibilities:** |
| * Maintain close and effective communication with colleagues * Attend and participate in practice meetings * Undertake continuing professional development in line with practice requirements * Participate in audits as necessary |

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| **Generic Responsibilities** |
| All staff at have a duty to conform to the following:  **Equality, Diversity & Inclusion (ED&I)**  A good attitude and positive action towards ED&I creates an environment where all individuals are able to achieve their full potential. Creating such an environment is important for three reasons: it improves operational effectiveness, it is morally the right thing to do, and it is required by law.  Patients and their families have the right to be treated fairly and be routinely involved in decisions about their treatment and care. They can expect to be treated with dignity and respect and will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Patients have a responsibility to treat other patients and our staff with dignity and respect.  Staff have the right to be treated fairly in recruitment and career progression. Staff can expect to work in an environment where diversity is valued and equality of opportunity is promoted. Staff will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Staff have a responsibility to ensure that they treat our patients and their colleagues with dignity and respect.  **Safety, Health, Environment and Fire (SHEF)**  This practice is committed to supporting and promoting opportunities to for staff to maintain their health, well-being and safety. You have a duty to take reasonable care of health and safety at work for you, your team and others and to cooperate with employers to ensure compliance with health and safety requirements. All personnel are to comply with the Health and Safety at Work Act 1974, Environmental Protection Act 1990, Environment Act 1995, Fire Precautions (workplace) Regulations 1999 and other statutory legislation.  **Confidentiality**  This practice is committed to maintaining an outstanding confidential service. Patients entrust and permit us to collect and retain sensitive information relating to their health and other matters, pertaining to their care. They do so in confidence and have a right to expect all staff will respect their privacy and maintain confidentiality at all times. It is essential that if, the legal requirements are to be met and the trust of our patients is to be retained that all staff protect patient information and provide a confidential service.  **Quality & Continuous Improvement (CI)**  To preserve and improve the quality of our output, all personnel are required to think not only of what they do, but how they achieve it. By continually re-examining our processes, we will be able to develop and improve the overall effectiveness of the way we work. The responsibility for this rests with everyone working within the practice to look for opportunities to improve quality and share good practice.  This practice continually strives to improve work processes which deliver health care with improved results across all areas of our service provision. We promote a culture of continuous improvement, where everyone counts and staff are permitted to make suggestions and contributions to improve our service delivery and enhance patient care.  **Induction Training**  On arrival at the practice all personnel are to complete a practice induction programme. This is managed by the Operations Manager.  **Learning and Development**  The effective use of training and development is fundamental in ensuring that all staff are equipped with the appropriate skills, knowledge, attitude and competences to perform their role. All staff will be required to partake and complete mandatory training as directed by the training coordinator, as well as participating in the practice training programme.  Staff will also be permitted (subject to approval) to undertake external training courses which will enhance their knowledge and skills, progress their career and ultimately, enable them to improve processes and service delivery.  **Collaborative Working**  All staff are to recognise the significance of collaborative working. Teamwork is essential in multidisciplinary environments. Effective communication is of paramount importance and all staff must ensure they communicate in a manner which enables the sharing of information in an appropriate manner.  **Service Delivery**  Staff at Newhall Surgery must adhere to the information contained with practice policies and regional directives, ensuring protocols are adhered to at all times. Staff will be given detailed information during the induction process regarding policy and procedure.  **Security**  The security of the practice is the responsibility of all personnel. Staff must ensure they remain vigilant at all times and report any suspicious activity immediately to their line manager. Under no circumstances are staff to share the codes for the door locks to anyone and are to ensure that restricted areas remain effectively secured.  **Professional Conduct**  At Newhall Surgery, staff are required to dress appropriately for their role. Administrative staff will be provided with a uniform whilst clinical staff must dress in accordance with their role.  **Leave**  All personnel are entitled to take leave. All staff will be encouraged to take all their leave entitlement. |

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| **Person Specification – Patient Services Coordinator** | | |
| **Qualifications** | **Essential** | **Desirable** |
| Good standard of education with literacy and numeracy skills | ✓ |  |
| **Experience** | **Essential** | **Desirable** |
| Experience of working with the general public | ✓ |  |
| Experience and understanding of medical terminology |  | ✓ |
| NHS/Primary Care General Practice experience |  | ✓ |
| **Skills** | **Essential** | **Desirable** |
| Excellent communication skills (written and oral) | ✓ |  |
| IT skills (generic) | ✓ |  |
| Ability to prioritise, delegate and work to tight deadlines in a fast-paced environment |  | ✓ |
| EMIS / Systmone / Vision user skills |  | ✓ |
| **Personal Qualities** | **Essential** | **Desirable** |
| Polite and confident | ✓ |  |
| Flexible and cooperative | ✓ |  |
| Excellent interpersonal skills | ✓ |  |
| Motivated and proactive | ✓ |  |
| Ability to use initiative and judgement | ✓ |  |
| High levels of integrity and loyalty | ✓ |  |
| Sensitive and empathetic in distressing situations | ✓ |  |
| Ability to work under pressure | ✓ |  |
| **Other requirements** | **Essential** | **Desirable** |
| Flexibility to work outside of core office hours |  | ✓ |
| Disclosure Barring Service (DBS) check | ✓ |  |
| Maintaining confidentiality at all times | ✓ |  |
| Full UK driving licence |  | ✓ |

This document may be amended following consultation with the post holder, to facilitate the development of the role, the practice and the individual. All personnel should be prepared to accept additional, or surrender existing duties, to enable the efficient running of the practice.