



# Suffolk Primary Care

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**Job Title:** Care Navigator Supervisor  
**Base:** Derby Road & Pinewood Surgeries  
**Salary:** Tier 3

## **Job Summary**

As a Care Navigator Supervisor, you will ensure the smooth day to day running of the Care Navigation Team, you will be integral in the supervision, support and training of this team. You will form part of the Care Navigation Team, receiving, assisting and directing patients in accessing the appropriate service in a courteous, efficient and effective way. You will offer comprehensive support for the practice and act as a focal point for patients and staff. You will take responsibility for the organisation and coordination of the Care Navigation Team processes and ensure all related duties and tasks are completed within agreed timeframes. You will offer general assistance to the practice team and project a positive and friendly image.

## **Key Responsibilities**

### *Care Navigator Supervisor*

- Provide leadership support to the Care Navigation Team, this includes answering queries from team members and directing queries to the appropriate members of the wider practice team if required.
- Ensure the Care Navigation team is motivated, to monitor the quality of the work being completed and be able to provide guidance and support to the team to improve standards where required.
- Be an approachable member of the practice team, and seek to resolve issues that arise where possible, escalating to line managers where appropriate.
- Assist the Practice Management Team in managing patient complaints. Communicate with the patient as and when required to try and resolve patient complaints where possible. If this is not possible, you will gather as much information as possible and explain to patients the complaints procedure.
- Work with the Reception Team Lead to ensure the coordination of the Care Navigation rota and arrange cover for absences.
- Support the induction and training of new Care Navigators.
- Support the practice in implementing and developing agreed changes, this includes process improvements and ensuring these are embedded into the daily operational running of the practice to improve efficiencies.
- Be a point of contact for the Care Navigation Team to report sickness absences.
- Undertake any other additional duties appropriate to the post as requested by line managers.

### *Care Navigator*

- Respond to all queries and requests for assistance from patients and visitors at reception ensuring at all times that enquires from patients are efficiently and courteously handled.





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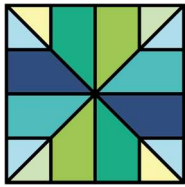
- Ensure that telephones are at all times answered promptly and politely at all times, accurate messages taken and calls passed to the appropriate person as necessary, supplying information as required in a timely fashion.
- Complete Care Navigation tasks on SystmOne and AskMyGP and other work streams.
- Ensure that scanning and filing is undertaken efficiently and promptly.
- Collect any necessary information from the patient for their consultation, deal with any enquiries and provide any information the patient may need.
- To frank mail and prepare for posting on a daily basis.
- Process incoming mail as required, including date stamping.
- Follow agreed protocols to issues acute/repeat prescriptions
- Ensure all new patient registrations and amendments to patient records are entered promptly and accurately onto the computer system.
- To book interpreters as and when required for patients.
- Advise patients of relevant charges for private services and accept payments
- Cover duties of absent members of staff as and when required including cover during breaks when required.
- To attend staff meetings as required and participate fully in annual staff appraisal.
- Any other duties as deemed appropriate and requested by line managers.
- To be flexible in the workplace in terms of hours worked as and when the need arises and be prepared to work across sites.
- Carry out start and end of day procedures in line with practice policy and ensure premises are prepared for staff to receive patients and also secured after use.

### *AskMyGP*

- Manage and respond to patient requests submitted via AskMyGP, providing clear and timely feedback and information to both colleagues and patients.
- Signpost patient requests to external services such as community pharmacies, MSK providers, and other commissioned services when appropriate.
- Assign requests in accordance with current protocols to relevant clinical teams, individual clinicians, or service areas, ensuring effective workflow and patient safety.
- Identify potentially urgent or time-sensitive requests and flag them to the duty clinician or appropriate team for immediate action.
- Work closely with duty clinicians to manage daily workload and support smooth clinical operations.
- Use your initiative to note any potentially urgent requests and highlight accordingly to the appropriate clinician.
- Use agreed pre-set messages to communicate with patients, ensuring consistency and clarity in messaging.
- Contribute to the ongoing development of digital pathways to improve patient request management and service delivery.

### **Confidentiality**





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- 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 will have access to confidential information relating to patients and their carers, staff and other healthcare workers. They may also have access to information relating to Suffolk Primary Care 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 Suffolk Primary Care may only be divulged to authorised persons in accordance with Suffolk Primary Care 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 Suffolk Primary Care's Health & Safety Policy, to include:

- Using personal security systems within the workplace according to Suffolk Primary Care 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 rights of patients, carers and colleagues, to include:

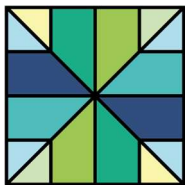
- Acting in a way that recognises the importance of people's rights, interpreting them in a way that is consistent with Suffolk Primary Care procedures and policies, and current legislation
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues
- Behaving in a manner 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 Suffolk Primary Care as part of this employment, such training to include:

- Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development





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- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work
- Monthly training sessions as necessary

## **Quality**

The post-holder will strive to maintain quality within Suffolk Primary Care, 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 Suffolk Primary Care 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

## **Equal Opportunities**

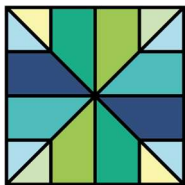
Suffolk Primary Care is an equal opportunities employer and you will be expected to comply with all relevant policies and procedures

## **Right to Work in the UK**

All applicants must have the legal right to work in the United Kingdom at the time of application and throughout the duration of employment. This includes holding a valid visa or immigration status that permits employment in the UK, if applicable.

Suffolk Primary Care is unable to employ or continue to employ individuals who do not have, or are unable to provide evidence of, their right to work in the UK.





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## **Code of Conduct**

All staff are required to work in accordance with the code of conduct for their professional group (e.g. Nursing and Midwifery Council, Health Professions Council, General Medical Council, NHS Code of Conduct for Senior Managers).

## **Infection control**

It is the responsibility of all staff, whether clinical or non-clinical, to familiarise themselves with and adhere to current policy in relation to the prevention of the spread of infection.

Clinical staff, on entering and leaving clinical areas and between contacts with patients, must apply alcohol gel to their hands and also wash their hands frequently with soap and water. Staff are required to communicate any infection risks to the Infection Control lead.

## **Complaints**

From time to time, complaints may occur, no matter how professional the approach of our staff. All complaints are investigated promptly, and the full co-operation of staff is required. The current guidelines amplify the above points with policies and procedures explained.

## **Clinical Governance and Risk management**

Suffolk Primary Care believes everyone has a role to play in improving and contributing to the quality of care provided to our patients. As an employee of the practice you are expected to take a proactive role in supporting Suffolk Primary Care's clinical governance agenda by:

- Taking part in activities for improving quality such as clinical audit
- Identifying and managing risks through incident and near miss reporting and undertaking risk assessments
- Following policies, guidelines and procedures
- Maintaining continued professional development
- Clinical staff making entries into patient health records are required to follow any Suffolk Primary Care standards of record keeping

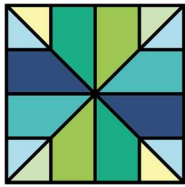
## **Information Quality Assurance**

As an employee of Suffolk Primary Care it is expected that you will take due diligence and care in regard to any information collected, recorded, processed or handled by you during the course of your work and that such information is collected, recorded, processed and handled in compliance with Suffolk Primary Care requirements and instructions.

## **Freedom of Information**

The post holder should be aware of the responsibility placed on employees under the Freedom of Information Act 2000 and is responsible for helping to ensure that Suffolk Primary Care





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complies with the Act when handling or dealing with any information relating to Suffolk Primary Care activity.

## Person Specification

Factor	Essential	Desirable
<b>Qualifications</b>	Educated to GCSE level (or equivalent) including Grade C in English & Maths	NVQ level 2 in customer service. Medical receptionist diploma
<b>Knowledge &amp; Experience</b>	Experience of working in a healthcare environment. One year's experience in busy customer service or reception environment. Experience of working in a team.	Confidence to use own judgement based on resourcefulness and local knowledge in response to patient or staff queries. Previous NHS experience Experience of clinical systems, including SystmOne
<b>Ability &amp; Skill</b>	Basic computer skills including email, spreadsheets, word processing. Good interpersonal/organisational skills Good communications skills, face to face and over the telephone and in writing. Ability to deal appropriately with difficult situations and work under pressure, including being able to remain calm when dealing with conflict. Logical thinker, able to file accurately. Ability to translate information and details accurately, both verbally and in writing.	Good level of skills in spreadsheets and word processing
<b>Personal Attributes</b>	Quick to grasp new points and a pleasant articulate manner. Ability to work as part of an integrated, multi skilled team. Approachable and positive. Able to maintain strict confidentiality at all times. Good punctuality and professional appearance. Able to demonstrate compassion and patience.	Able to work flexibly in a changing environment. Willing to learn new skills and develop. Sensitivity and awareness of minority group needs. Gain satisfaction from helping others.

