**CARE NAVIGATOR**

Barrack Lane Medical Centre has the opportunity for a Care Navigator to join our friendly, supportive and professional team. The role will involve working at both Barrack Lane and our branch surgery at Stoke Park. This is a very busy, interesting and rewarding job.

The Care Navigator is a very important role within the surgery as they are the first person a patient speaks to or sees when they contact the surgery.

The role includes:

* Greeting and directing all patents and handing out prescriptions, letters, completed forms, and specimen bottles.
* Making appointments face-to-face, online and via the telephone.
* Answering the telephone promptly and politely.
* Managing the needs of the patient, dealing with enquires and advising of practice procedures.
* Helping patients access the right services.
* Ensuring all information is recorded accurately on the computer system.
* Working as part of the Care Navigator Team and supporting all members of the Practice Staff.

This post requires:

* Excellent communication skills and a caring approach.
* A clear and polite telephone manner.
* The ability to work calmly and efficiently in a fast paced environment, working well under pressure.
* The need to maintain confidentiality all times.
* A high level of attention to detail.
* Good IT skills.
* The ability to work flexibly to cover colleagues holidays and occasional sickness.

The working patterns will be discussed at interview but will consist of a combination of the following shifts:

* 7.45am – 6.45pm
* 7.45am – 1.45pm
* 12.45pm – 6.45pm

Previous applicant need not apply.

Created 23 July 2024