

Job description

Job title: Care Navigator

Reports to: Service Manager

Place of work: Unity Health Care, Haverhill

Job Purpose: To ensure our patients can access appropriate care at the right time and to reduce dependency on GP time, reduce inappropriate referrals to clinical services, avoid unnecessary hospital admissions, and readmissions, and enhance the care that patients can receive on discharge.

Main Duties & Responsibilities

- Handle enquiries from patients and carers in relation to appointments with the practice clinical team.
- Proactively manage available appointments with practice staff on a day to day basis, ensuring that clinical time is preserved and protected and that patients with the most urgent needs are prioritised.
- Offer advice to patients and carers, in order to manage healthcare needs through a problem solving approach; e.g. directing to the appropriate clinician, signposting to appropriate services (e.g. equipment and adaptations which meet peoples' needs and reduce risk where possible), connecting people with the appropriate support services in the community (e.g. pharmacies or voluntary services).
- Establish good working relationships with local service providers. Develop a variety of communication techniques to enable understanding and engagement
- Develop internal and external communications to maintain regular contact with practice staff, and relevant partners. Be proactive when communicating to ensure patient care is of the highest importance
- Actively participate in practice level multi-disciplinary team meetings and produce notes when requested
- Provide information to support relevant partners where necessary
- Provide and receive information to support care of individual patients

- Input into the practice clinical system (SystemOne) to inform patient care and maintain a full and contemporaneous patient record.
- If required, liaise with a range of multi-disciplinary professionals who are involved in a patient's care, ensuring a smooth and coordinated approach, especially where multiple agencies are involved.
- Support the management of care and support to avoid unnecessary hospital admissions, residential care placements and unnecessary GP referrals
- Identify when there is a need for urgent action or for a step-up in care and alert the relevant professional(s)

Other Responsibilities

- Suggest and support improvements to processes for the role
- Suggest processes to support decision making which will benefit patients
- Ensure timely and accurate data input into the practice clinical system
- Update, maintain, organise, and gather basic information to meet the needs of the role

Amending the job description: It is expected that as the organisation develops and changes it may be necessary to vary the tasks and/or the responsibilities of the post holder. This will be done in consultation with the post holder and it is hoped that agreement can be reached to any reasonable changes.

Confidentiality: The post holder must at all times maintain complete confidentiality of the material and information that they handle. Any matters of a confidential nature, or in particular, information relating to diagnoses and treatment of patients and individual staff records must not, under any circumstances, be divulged or passed on to any unauthorised person or persons. The post holder must respect patient named confidentiality in keeping with "Caldicott principles".

Data Protection: The post holder must at all times respect the confidentiality of information in line with the requirements of the General Data Protection Regulation. This includes, if required to do so, obtaining, processing and/or using information held on a computer in a fair and lawful way, holding data only for the specified registered purposes and using or disclosing data only to authorised persons or organisations as instructed.

Policies & Procedures: The post holder will be expected to comply with all statutory legislation, the organisations governance framework and approved national and local policy. All employees are expected to comply with all of the organisations Policies and Procedures.

General: The post holder will be expected to be responsible for his/her continuing professional development and to take a proactive approach to maintaining personal and professional effectiveness in an evolving role.

The duties and responsibilities described in this Job Description are intended to be indicative but not exhaustive of the responsibilities of the post holder. As the organisation develops, the requirements of the job may change and the post holder is expected to adapt to these changes.

Health & Safety: Employees must share responsibility for abiding by health and safety policies and regulations, infection prevention and control policies and act in accordance with the Risk Management Policy. This includes compliance with The Health Act 2006 Code of Practice for the prevention and control of healthcare associated infection. In addition, be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedure is carried out to maintain a safe environment for themselves, other employees and visitors.

Equal Opportunities Policy and Anti-Harassment: The post holder will immediately report to their line manager any breach or suspected breach of both equal opportunity and anti-harassment guidelines

Safeguarding Children: Everyone employed by the organisation regardless of the work they do has a statutory duty to safeguard and promote the welfare of children. When children and/or their carers use our services it is essential that all child protection concerns are both recognised and acted on appropriately. You have a responsibility to ensure you are familiar with and follow the Southend Essex and Thurrock (SET) child protection procedures and the organisations safeguarding policy to ensure you are equipped to carry out your duties effectively, you must also attend mandatory child protection training and updates at the competency level appropriate to the work you do.

Safeguarding Adults: Everyone employed by the Organisation regardless of the work they do has a duty to safeguard and promote the welfare of vulnerable adults. When patients and/or their carers use our services it is essential that all protection concerns are both recognised and acted on appropriately. You have a responsibility to ensure you are familiar with and follow relevant policies in relation to safeguarding vulnerable adults. To ensure you are equipped to carry out your duties effectively, you must also attend mandatory vulnerable adult protection training and updates at the competency level appropriate to the work you do.

Organisation Structure Chart

