

Dyfi Valley Health

Job Description

Job Title	Care Navigation and Admin support
Responsible To:	Head of Care Navigation and Operations/Practice Manager
Line Manger	Practice Manager
Hours	Minimum 10hours a week, max 40 hours. Days/times to be discussed. Practice is open 08:00 to 18:30 working days.

Job Summary

To provide an effective and efficient front line service to patients and to act as a focal point of communication between patients, doctors and other medical staff

Key Responsibilities *(this list is not complete and is for guidance only)*

Reception & Administration

- Ensure efficiency of appointment system and monitor flow of patients into consulting and treatment rooms
- Efficient processing of all document, clinical letters and patient registrations received by the practice in accordance with Standard Operating Practices (SOPs)
- Explain practice arrangements and formal requirements to new patients and those seeking temporary cover and ensure that procedures are completed correctly
- Enter requests for home visits onto the computer including all relevant information. Where necessary refer to a doctor
- Book appointments of a suitable length and manage recalls with an appropriate clinician, ensuring patient details are correct
- Monitor effectiveness of systems and report any problems or variations required
- Ensure that the consulting rooms are prepared in readiness for each consulting session, checking a full range of forms is available and that all consumable items are restocked as required
- Ensure that the consulting rooms are checked at the end of each session and left in a tidy condition
- Ensuring the clinical team are offered hot/cold drinks throughout the day
- Receive and make telephone calls as require. Divert and forward calls and take messages as appropriate
- Support with the administration scanning
- Support with the completion of new patient records

- Facilitate in moving of appointments should a clinician be unavailable
- Complete all tasks and other clinical support instructions in a timely manner, reporting any issues to your line manager
- Support the team in ensuring that the phone calls are answered within 2 minutes
- Respond to emails in a timely manner including checking the main practice email
- Hand out prescriptions if required
- Support with on-going admin tasks and working as part of a team to ensure daily tasks are completed
- To Support with ad-hoc projects

Confidentiality

To act other than as detailed below, contravenes the Data Protection Laws and may result in legal action

- 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 may have access to confidential information relating to patients and their carers, Practice staff and other healthcare workers. They may also have access to information relating to the Practice 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 the Practice may only be divulged to authorised persons in accordance with the Practice Policies & 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 the Practice Health & Safety Policy, to include:

- Using personal security systems within the workplace according to Practice 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 & 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 Practice Policies & Procedures and current legislation
- Respecting the privacy, dignity, needs and beliefs of patients carers and colleagues
- Behaving in a manner which is welcoming to the individual, is non-judgemental and respects their circumstances, feelings, priorities and rights

Personal and Professional Development

- The post-holder will participate in any training programme implemented by the Practice 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
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work

Quality

The post-holder will strive to maintain quality within the Practice 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 patient 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