

Job Vacancy

Position	Care Navigator(Receptionist)
Location	Buckingham and Steeple Claydon
Contract type	Part-time
Hours per week	20 Hours
Pattern	To be confirmed
Requirements	Must have own transport
Pay	Band 2 – rising from £15,619.50 pro rata (depending on experience)
Reporting to:	Reception Team Leader / Practice Manager

Introduction

Working with a large team of Care Navigators across three surgeries you will be the first point of contact for our patients. You will be working alongside our clinical and administration staff ensuring that we offer an excellent level of patient service. You will be a good listener, caring and empathic; and have clear communication skills both face to face and using the telephone. You will be guided by the site Supervisors and Team Leaders and work in accordance with the practice guidelines and protocols. The post-holder will be responsible for navigating our patients to the correct type of appointments and services the p has to offer.

Duties and Responsibilities

- Processing personal information and arranging requests for appointments, visits and telephone consultations.
- Open daily post and deal with or distribute as appropriate.
- Deal with incoming telephone calls, act accordingly, or take accurate messages and pass on to the relevant personnel.
- Enter data into patients' electronic NHS Care Record.
- Action daily tasks posted on the practice clinical system.
- Register new patients on the practice clinical system.
- Generate patient online access.
- Book voluntary transport or hospital transport.
- Book emergency ambulance when requested by a clinician.

Person Specification

The position holder should have the following attributes:

- Be able to empathise and be understanding.
- Good computer skills.
- A good telephone manner.
- Able to work independently when needed.
- Remain calm in a busy environment.
- Be a great communicator and have good listening skills.
- Experience of working with the general public.
- Experience of working in a GP surgery is desirable but not necessary, as full training will be given to the right candidate.

To Apply

- Please send CV and covering letter for the attention of Jennifer Laws –Reception Team leader or email to admin.theswanpractice@nhs.net
- Closing date 20th June 2018