

Job Title:	Senior Community Health Navigator Adults
Reports to (job title):	SPA and Business Support Team Lead
Line Manager to:	Community Health Navigator / Administrator

Job purpose

The Senior Community Health Navigator will support the operational day to day management of the Community Health Navigator and Administration team with BSW (B&NES, Swindon & Wiltshire) Adult Services. The role will provide line management to this group of colleagues, dealing with all management matters including workload allocation, performance, absence management, 1-1 provision, appraisal and training.

This is a demanding role requiring high levels of administrative skills / communication skills and the ability to work proactively as part of a team.

The role also requires some degree of client and stakeholder contact, requiring a high level of interpersonal skills and personal confidence. Having a respectful and empathetic attitude will be essential, with the capacity to manage highly sensitive, complex and confidential information.

The role requires the capacity to communicate / manage sensitive, confidential information safely and know when and how to liaise with the multidisciplinary team.

Base

The role will be based in an office with hybrid working.

This post is responsible for

- To oversee the daily management of the Adult Administrator and Community Health Navigator SPA workforce ensuring daily work rotas are in place and adapted as required, to ensure full service cover
- Be able to follow guidelines/protocols and work with clinical colleagues to ensure optimal service delivery
- Develop and create robust processes for the Adult administration support function and review where necessary to ensure they continue to support service delivery

- Participate in the recruitment of the administration staff, including shortlisting, interviewing and appointing new staff members. Responsible for planning the induction and training of new administration staff
- To have an overview of Health Roster, ensuring accurate roster completion and booking bank shifts as required
- To work independently, prioritising own workload, exercising initiative and judgement. Refer and seek guidance / escalate issues outside of own level of competence
- Ensure clear and robust communication and information cascades to the administration team, via team meetings or appropriate communication routes
- Maintain good communications with clinicians and managers in relation to the administration services to support wider service delivery
- To oversee the daily performance of telephony, referral management and scheduling of clinical appointments on SystemOne ensuring patients are seen within any contracted waiting times
- To contribute to the BSW Adult SPA team meetings
- Ensure the timely completion of Datix investigations and embedding of learning in the team processes
- To provide direct line management to the team of administrators in line with the organisation's HR policies, including regular one-to-one meetings, appraisals, allocation of work, induction and training and development.
- To prepare and summarise data in preparation for project reports.
- Ensure a friendly and welcoming point of contact to all service users, giving prompt attention to their requests, directing enquiries and signposting as appropriate.
- Deal with information in a tactful, sensitive and strictly confidential manner, showing empathy and judgement, in liaison with appropriate professionals as required.
- The post holder is required to work flexibly and provide cover for other colleagues as required to ensure that service priorities and workloads are maintained
- The post holder is required to undertake any additional duties as delegated by their line manager

Our values

Our values are our moral compass and core to our DNA. They underpin the way we deliver our services and treat those who use our services.

To many organisations values are just words which don't translate into reality of the day to day but our values flow through everything that we do, they define who we are, what we stand for and set the expectations of our colleagues, communities, customers and partners. They have been defined by our colleagues and have been integral to our journey so far and will be integral to our future as well.

We have three values which help us stand out from the crowd, not just because there's only three, but because they are unique to who we are. We care, we think, and we do.

Care

- Inspire
- Understand
- Communicate

Think

- Challenge
- Improve
- Learn

Do

- Accountability
- Involve
- Resilience

Confidentiality and Information Security

As our employee you will be required to uphold the confidentiality of all records held by the company, whether patients/service records or corporate information. This duty lasts indefinitely and will continue after you leave the company's employment.

All information which identifies living individuals in whatever form (paper/pictures, electronic data/images or voice) is covered by the 2018 Data Protection Act and should be managed in accordance with this legislation. This and all other information must be held in line with NHS national standards including the Records Management: NHS Code of Practice, NHS Constitution and HSCIC Code of Practice on Confidential Information and should only be accessed or disclosed lawfully. Monitoring of compliance will be undertaken by the Company. Failure to adhere to Information Governance policies and procedures may result in disciplinary action and, where applicable, criminal prosecution.

Information governance responsibilities

You are responsible for the following key aspects of Information Governance (not an exhaustive list):

- Completion of annual information governance training
- Reading applicable policies and procedures
- Understanding key responsibilities outlined in the Information Governance acceptable usage policies and procedures including NHS mandated encryption requirements
- Ensuring the security and confidentiality of all records and personal information assets
- Maintaining timely and accurate record keeping and where appropriate, in accordance with professional guidelines
- Only using email accounts authorised by us. These should be used in accordance with the Sending and Transferring Information Securely Procedures and Acceptable Use Policies.

- Reporting information governance incidents and near misses on DATIX or to the appropriate person e.g. line manager, Head of Information Governance, Information Security Lead
- Adherence to the clear desk/screen policy
- Only using approved equipment for conducting business

Governance

Clinical governance is a framework through which organisations delivering health and care services are accountable to continuously improving the quality of their services and safeguarding high standards of care by creating an environment in which clinical and other forms of care flourishes. Employees must be aware that clinical governance places a duty on all staff to ensure that the level of care services they deliver to patients is safe and high quality, and that they follow/comply with our policies and procedures.

Risk Management/Health & Safety

The post holder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the company. Staff are required to observe the Hygiene Code and demonstrate good infection control and hand hygiene.

Employees must be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for other employees, patients and visitors. It is essential to observe strict fire and security precautions at all times.

All staff must report accidents, incidents and near misses so that the company can learn from them and improve safety.

Safeguarding Children and Vulnerable Adults Responsibility

We are committed to safeguarding and promoting the welfare of children and adults at risk of harm and expects all employees to share this commitment.

Policies and Procedures

All colleagues must comply with the Company Policies and Procedures which can be found on the company intranet.

General

We are committed to serving our community. We aim to make our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so.

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will recognise the commitment from our staff to meeting the needs of our patients.

The company recognises a “non-smoking” policy. Employees are not able to smoke anywhere within the premises or when outside on official business.

Equal Opportunities

It is the company’s intention to be an employer of choice and ensure that no job applicants or employees are unfairly disadvantaged on the grounds of gender, disability, race, ethnic origin, colour, age, sexual orientation, religion or belief, trade union membership or any other factors that are not relevant to their capability or potential. To this end, the company has an Equality and Diversity policy and it is the responsibility of each employee to contribute to its success.

Flexibility Statement

This job description is not exhaustive and may change as the post develops or changes to align with service needs. Any such changes will be discussed directly between the post holder and their line manager.

Personal Specification

Essential

Qualifications

- Maths and English GCSE or equivalent level A-C
- Qualification in supervisory or line management or relevant experience to NVQ 4 or equivalent level.

Work Experience

- A minimum of 2 years administrative / clerical experience
- Experience of direct line management

Knowledge and Skills

- High level of computer literacy to include a good working knowledge of Microsoft Office packages including Outlook, Word, Excel.
- Accurate and efficient IT and keyboard skills.
- Effective interpersonal, organisational and communication skills. Ability to communicate clearly with a wide variety of colleagues and service users, both verbally and in writing.
- Ability to work with discretion, sensitivity and maintain confidentiality.
- Good planning and organisational skills and ability to meet deadlines.
- Ability to prioritise and manage workload within a busy environment.
- Ability to work as part of a team.
- Excellent planning and organisational skills and ability to meet deadlines.

Desirable

Work Experience

- Previous experience of Adult health or social care
- Minute taking skills or experience.

Knowledge

- Understanding of medical terminology
- Knowledge of clinical systems or databases

Job Description

- Good knowledge of a wide range of office procedures.
- Minute taking skills or experience.

Other requirements:

Ability to travel to another BSW base as required.

Employee signature

Manager signature
