

Job Title:	Community Health Navigator
Reports to (job title):	Senior Community Health Navigator
Line Manager to:	N/A

Job purpose

The Community Health Navigator will provide a professional and efficient customer experience for members of the public, patients, professionals and colleagues by telephone, by email and by post, as the first point of contact in the BSW (B&NES Swindon Wiltshire) Community Health Services SPA. The role will support and navigate the caller through community services, providing relevant signposting, advice and support. The post holder will capture all service user contact and any required follow up actions, in the patient's clinical record, always ensuring accuracy and confidentiality. The post holder will manage the flow of incoming paper and electronic referrals, following service pathways and protocols to ensure patients are referred, triaged and seen in a timely manner by the most appropriate team or professional.

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 a high level of client and stakeholder contact, requiring a high level of inter-personal skills and personal confidence. Having a respectful and empathetic attitude will be essential, with the capacity to manage highly sensitive, complex and confidential information.

Base

To be agreed but will be at a base within BSW. This role will also include hybrid working at home. Travel may be needed to different locations within BSW

This post is responsible for

1. Manage information in a tactful, sensitive and strictly confidential manner, showing empathy and judgement, in liaison with appropriate professionals as required.
2. Act as the first point of contact for all service users accessing the BSW Community Health Services SPA
3. Respond to incoming telephony calls, filtering and directing as appropriate and providing signposting / support as required

4. Assess the information provided by the caller and direct the call and any follow up actions as appropriate. This will include an element of analysis to help the post holder to decide on the urgency of the call and attention to detail to ensure all calls/referrals follow the correct processes
5. Able to express empathy when handling emotional or difficult calls, the post holder should be able to recognise distress and demonstrate understanding of the caller's emotion at that time, to de-escalate/ support the situation as best as possible
6. Ensure accurate data input to key IT systems and databases. This will include scanning and attaching documents, creating patient records, updating personal information relating to service users, generating standard letters and discharging referrals
7. Provide support around incoming and outgoing written correspondence from the organisation (letters/emails)
8. Ensure paper and / or electronic systems are kept up to date and accurate; carry out data cleansing as directed
9. Book and schedule planned clinical appointments on SystmOne ensuring patients are seen within any contracted waiting times
10. Collate and send information / resources and appointment letters to patients in respect of booked appointments
11. Reschedule appointments cancelled by patients or the organisation
12. Direct incoming electronic or paper referrals / process for triage and identify / follow up on any incorrect / incomplete referrals at source
13. Follow guidelines/protocols and work with clinical colleagues to ensure patients are directed to the correct services in a timely manner
14. Prioritise the level of need of referrals and highlight any urgent referrals to the relevant available health professionals, using the pathway criteria provided
15. Carry out call backs to referrers where necessary to ensure appropriate information is obtained to ensure a high quality referral
16. Provide administration support to a range of frontline clinicians and managers
17. Maintain good communications with clinical colleagues in relation to the administration services
18. The post holder is required to work flexibly and undertake any additional duties as delegated by their line manager to ensure that service priorities and workloads are maintained

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	Think	Do
• Inspire • Understand • Communicate	• Challenge • Improve • Learn	• 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

Qualifications

- Maths and English GCSE (A-C) or equivalent qualification level
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Work Experience

- Administration Experience
- IT Systems Experience

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

Qualifications

- NVQ II Administration
- NVQ II Customer Services

Work Experience

- Previous health or social care experience

Knowledge

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