**KERNOW HEALTH CIC**

**JOB DESCRIPTION**

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| **Job details**  |
| Job Title: | Care Navigator  |
| Salary: | £12.21 per hourAdditional pay for unsociable hours |
| Hours/Contract: | Part-time and full-time hours | Opportunities to increase and develop |
| Department: | Cornwall 111 IUCS |
| Managerially Accountable to: | Clinical Advisory Service Lead  |
| Professionally Accountable to: | Clinical Advisory Service Lead  |
| Location: | Cudmore House, Truro  |
| **Job summary / purpose** |
| This exciting new opportunity will see the post holder acting as a key member of the Cornwall 111 Integrated Urgent Care Services team. As our team expand and the offering of 111 services increase, there is a clear need for passionate, supportive and professional individuals within our call centre who can provide an effective, safe and competent call handling and call navigating service for callers to NHS 111. The key aspects of this role will see the post holder: * Working across the range of call centre duties in the Clinical Advisory Service (CAS) to include Acute GP, home visit and treatment centre dispatch duties and manning health care professional phone lines.
* Taking an overview of the triage queue to appropriately navigate patients with pre-defined conditions (under the direction of a clinician) to healthcare organisations (MIU etc.).
* Recording patient information accurately and managing patient flow to maintain safety, in line with key performance indicators.
* Being polite, professional and empathetic when speaking to callers on the telephone.
* Using initiative to be able to problem solve and answer queries as they arise.

Alongside the core CAS duties, post holders will work closely with clinicians within the Cornwall 111 service to support patients over the phone to access the appropriate healthcare services through excellent communication skills, key knowledge of local services, and efficient call handling in a polite, professional and timely manner.  |
| **Organisation chart** |
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| **Primary duties and responsibilities** |
| **Key Duties and Responsibilities:*** To gain an in-depth knowledge of the Cornwall 111 IUCS service in order to enable efficient call handling and effective use of services across the healthcare system.
* Efficiently handle all calls, using the computer system (currently Adastra) in a polite, professional and timely manner to facilitate the appropriate and timely resolution of call queries.
* Liaise with colleagues within our service, patients and professionals from outside of our service to ensure queries are dealt with promptly.
* Accurately record patient details and symptoms in Adastra, ensuring that all information is quality checked prior to being managed.
* Dispatch home visits in order of priority and book patients into treatment centre appointments, managing the flow of patients in line with clinical priority, performance targets and quality targets.
* Monitor home visits and treatment centre appointments for demand to ensure capacity does not exceed clinical ability to maintain safety in conjunction to our performance and quality targets.
* Scan the triage queue on a frequent basis to identify patients who have called into the service and are eligible for care navigation to key services within the healthcare system, such as Minor Injury Units, based on experience and agreed criteria and with the support of our 111 Clinicians.
* Call patients and navigate them professionally to appropriate services alongside clinicians.
* Gain knowledge of local health care services and authorities along with other support available locally and be able to signpost the patient when appropriate.
* Gain excellent working knowledge of the phone system and interface, including understanding the performance dashboard and other key programmes utilised within the Cornwall 111 service.
* Effectively manage potential individuals with challenging behaviour using excellent communications skills and with the support of SDMs and senior management.
* Liaise with and escalate to the Service Delivery Manager on a frequent basis and in a professional manner, working as a team to manage the shift effectively through highlighting clinical or operational issues.
* Ensure the Adastra database system is maintained and kept up to date (amalgamations, updating special patient notes, etc.)
* Assist Service Delivery Managers with team meetings, escalation and business continuity training, staff training and events when required.
* Ensure compliance with all Kernow Health CIC and Cornwall 111 IUCS statutory and mandatory training requirements, policies and protocols.
* Be capable of identifying patients who may need immediate attention and ensuring that the clinicians are aware of such patients.
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| **Freedom to act** |
| The post holder will be expected to undertake and perform tasks and duties within their roles and responsibilities under the direction of their line manager and with the support of the CAS Lead, Service Delivery Managers, clinicians and the senior management team.  |
| **Working conditions / effort** |
| Unavoidable adverse working conditions* Long term VDU use with simultaneous keyboard/phone use.
* Working in a busy, open-planned office with noise levels akin to call centres.
* Mental Effort (concentration, dealing with interruptions, need to meet deadlines)
* Emotional Effort (exposure to distressing/emotionally demanding situations)
* Working unsociable hours as part of their shift patterns.
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| **Values** |
| Kernow Health CIC expects all employees to demonstrate the organisation’s Values as part of their day to day working lives. Our shared values guide our actions and describe how we behave and how we make our business decisions:* **Integrity:** Be real, honest and authentic.
* **Ambitious:** Seek new opportunities and not afraid to push boundaries.
* **Responsive:** Be proactive, and responsive to our own and partner needs now and in the future.
* **Reliable:** Be the trusted partner and for partners to know that we will deliver what we say we will.
* **Creative:** Look at different ways of working in the present and the future.
* **Professional:** What we do, we do well. High quality standards in all that we seek to achieve.
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| **Corporate requirements and Responsibilities** |
| **GENERAL*** **Confidentiality:** In line with the Data Protection Act 1998 and general data protection regulations and the Caldicott Principles of Confidentiality, the post holder will be expected to maintain confidentiality as outlined in the contract of employment. This legal duty of confidentiality continues to apply after an employee has left Kernow Health CIC. The post holder may access information only on a need to know basis in the direct discharge of duties and divulge information only in the proper course of duties.
* **Health and Safety:** The post holder is required to ensure health and safety duties and requirements are complied with. It is the post holder’s personal responsibility to conform to procedures, rules and codes of practice. All staff have a responsibility to access Occupational Health and other support in times of need and advice.
* **Risk Management:** The post holder will be required to comply with Kernow Health CIC’s Health and Safety Policy and actively participate in this process, having responsibility for managing risks and reporting exceptions.
* **Safeguarding Children and Adults:**  Kernow Health CIC is committed to safeguarding children and adults and therefore all staff must attend/ complete the required level of safeguarding children and adults training.
* **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all Kernow Health premises and grounds are smoke free.
* **Equality and Diversity:** All staff have a personal responsibility under the Equality Act 2010 to ensure they do not discriminate, harass, or bully or contribute to the discrimination, harassment or bullying of any colleague(s) or visitors or condone discrimination or bullying by others. The post holder will be responsible for promoting diversity and equality of opportunity across all areas of your work. This applies to service delivery as an employee and for anyone who you may be working with. You will be made aware of your responsibilities to uphold organisational policies and principles on the promotion of equality valuing diversity and respecting people’s human rights as part of your everyday practice.
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**PERSON SPECIFICATION**

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| Post: | **Care Navigator**  |

All requirements listed in this specification must be (a) essential to the post and (b) assessable within the selection process.

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| **Attributes** | **Requirements** | **Method of Assessment** |
| **Essential** | **Desirable** |
| **Qualification, training & professional membership** | * GCSEs in Maths and English grade C or above
* Good level of literacy and numeracy
 | * Educated to A level or degree level (or equivalent)
 | * Application form
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| **Knowledge & experience** | * Previous call centre/customer service experience or experience of working with members of the public
 | * Evidence of experience within an NHS environment.
* Previous experience of dealing with high volumes of inbound calls or equivalent workload
* Primary, Urgent or Emergency healthcare knowledge or experience
* Experience of working to targets and KPIs.
* Experience working in an out of hours control centre
 | * Application form
* Interview
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| **Skills & abilities** | * Commitment to providing excellent patient care
* Good standard of written and verbal English
* Excellent verbal and written communication skills.
* IT competent (digital literacy) and able to demonstrate competent typing and navigation whilst speaking to patients
* Ability to differentiate between routine, urgent and emergency requests – with support of the clinical team
* Ability to problem solve
* Geographical knowledge of Cornwall
 | * Conflict Management skills/experience
 | Application formInterview |
| **Personal qualities** | * Self-motivated, with a flexible attitude and can-do attitude
* Able listen carefully and record details accurately
* Able to stay calm and professional in stressful and challenging situations
* Able to work within the parameters that you are trained in and able to escalate where appropriate
* A team player- Able to work as part of a team with a friendly, approachable demeanour
* Commitment to continuous personal development and ability to learn
 |  | Application / interview |
| **Behaviours & aptitudes required to demonstrate the Values** | * Collaborative
* Honest
* Reliable
* Self-motivated.
* Demonstrate integrity
* Be a positive ambassador for the organisation.
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| **Additional requirements** | * A criminal record check satisfactory to the organisation.
* Ability to travel into work for shifts without difficulty.
 | * Driving licence
 | Application |

**The attached job description has been agreed by the post holder(s), where appropriate, as an accurate reflection of the roles and responsibilities of the post.**

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| Post holder’s Name: |  |
| Post holder’s Signature: |  |
| Date: |  |

**The attached job description has been agreed by the line manager.**

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| Line Manager’s Name: |  |
| Line Manager’s Signature: |  |
| Date: |  |