

## Longfield Medical Centre are hiring!

We are looking for professional Health Care Navigators to join our growing team. As a Health Care Navigator, you will excel in providing first-rate customer care and have great interpersonal skills at the front desk and on the telephone. You must be able to work flexibly in a team of Health Care Navigators on a rota basis to cover Surgery opening hours and also provide holiday and sickness cover, as needed, on an overtime basis. You must be a team player with excellent communication skills, telephone manner and have the ability to work under pressure.

You will be the first point of contact for all visitors to the practice and will be expected to follow the practice mission statement of always aiming to provide high quality primary care services through an ethos of continuous learning and reflection. Care Navigators will always be expected to be professional, helpful and understanding of our patients needs.

The post-holder is responsible for:

- Answering the telephone
- Managing the Patches (Online Triage) requests
- Dealing with all enquiries from patients attending the Surgery
- Booking and cancelling appointments
- Booking in patients arriving for appointments
- Dealing with non-clinical enquiries regarding prescriptions
- Recording home visit requests
- Tidying up waiting area and clinicians' rooms
- Filing of notes, correspondence, results etc.
- Taking results via the telephone from hospitals
- Telephoning patients with results/scans etc., at the Doctor's request
- Telephoning patients when necessary
- Attending staff Practice meetings
- Chaperoning for patients when necessary
- Using SystemOne to send internal tasks, access patient records, send internal and external messages, write patient correspondence etc.

You will need:

- Strong inter-personal and prioritisation skills.

- To be committed to delivering a quality service, be a team player and proactively identify continuous improvement opportunities and implement them.
- To plan ahead and respond to changes and understand the impact that these changes can have on the overall service delivery of the Practice.
- Engage effectively and handle interactions with a wide range of stakeholders and be comfortable with providing advice and support.
- General Practice and SystmOne experience is preferable.

Shift Pattern:

- Monday – 8:00-18:30
- Tuesday – 8:00-14:00
- Wednesday – OFF
- Thursday – 8:00-14:00
- Friday 8:00-18:30

## Contact and apply to

**Danielle Poole**

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**Longfield Medical Centre, Princes Road, Maldon, CM9 5DF**