

Care Navigator

Department: Health and Community Services

Division: HCS 24

Reports to: HCS 24 Clinical Services Manager

JE Reference: HCS1007

Grade: CS06

JE Date: 07/01/2021

Job purpose

Provide professional and effective first line health care navigation service to customers/service users, by connecting people to the right information using procedures, standards, electronic pathways that is understandable and suitable for their needs.

Play a key and equal role in providing a 24 hour, 7 day a week service to users by working a rotating shift pattern, including some overnight working and in creating a warm and welcoming environment within the Care Hub.

Job specific outcomes

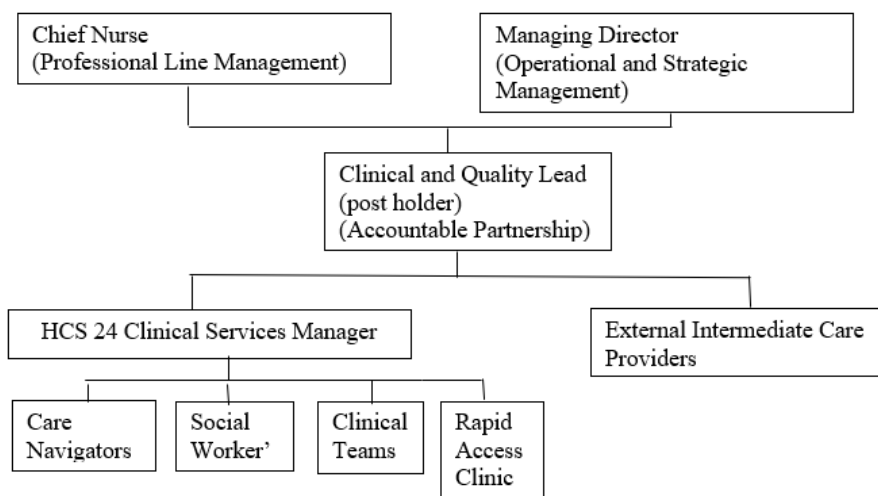
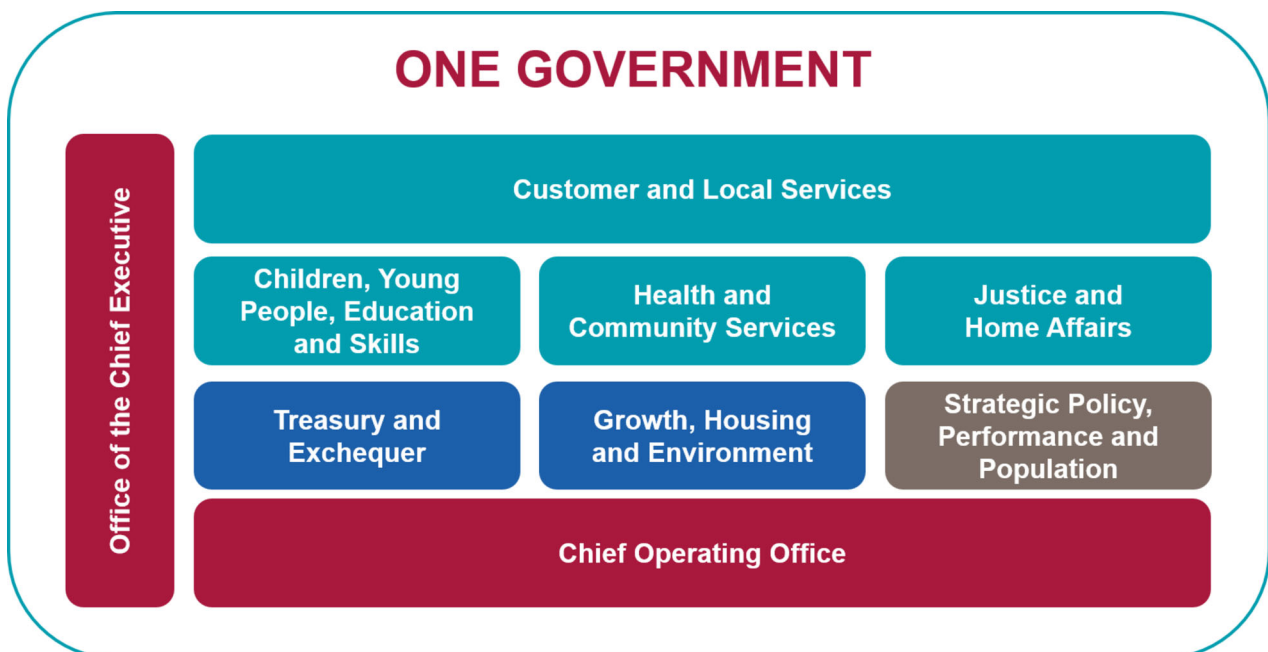
1. Providing professional and effective advice and guidance to customers who makes contact with the HCS 24 hub advising them if services available to meet their individual needs, support hospital admission avoidance.
2. Ensure that HCS 24 meets the Department's Service Level Agreements by providing prompt, courteous, professional, confidential and accurate services and information at all times.
3. Work with colleagues to deliver an effective and efficient service ensuring that all information provided is up to date and exceeds customer expectations.
4. Complete accurate records of all contacts received on the relevant computer systems and onward referrals are appropriate to ensure records are up to date.
5. Ensure standards and protocols relating to information sharing to maintained to ensure compliance with data protection requirements.
6. Participate in project teams in order to contribute to the development and improvement of service delivery.
7. Organise, input into and monitor databases to ensure accurate recording; undertake analysis and produce reports to provide the business with the information it needs to support decision-making.
8. Actively promote the full range of services offered by HCS 24 in order to maintain an effective service, keeping up to date across a wide spectrum of information and services.

9. Proactively review relevant systems and processes within own area of work and make recommendations to continuously improve efficiency and performance.
10. Develop and maintain an awareness of other services activities, building positive relationships with them to ensure a collaborative service is provided to the business.

Statutory responsibilities

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

Organisational structure



Person Specification

Specific to the role

Describe the knowledge, skills, experience, and qualifications required to perform the job to a satisfactory standard.

It is important to convey what the job requires, rather than what an individual might have, as these may be different. For example, you may have a postgraduate level qualification, however, an A' Level standard qualification is the requirement for the job.

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p>Qualifications <i>Please state the level of education and professional qualifications and / or specific occupational training required.</i></p>	<p>Must be educated to a minimum of GCSE level (or equivalent – to include Maths and English).</p>	<p>NVQ Level 3 in Health and social care (or equivalent)</p>
<p>Knowledge <i>This relates to the level and breadth of practical knowledge required to do the job (e.g. the understanding of a defined system, practice, method or procedure).</i></p>	<p>Knowledge of operating across a number of systems and adjusting to specialist systems;</p> <p>Knowledge of working with a customer service environment</p>	<p>Knowledge of medical terminology</p>
<p>Technical / Work-based Skills <i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i></p>	<p>Have used computer systems to enter data and retrieve data;</p> <p>Proficient in using computer applications e.g. Microsoft Office;</p>	
<p>General Skills/Attributes <i>This relates to more general characteristics required to do the job effectively, e.g. effective written communication skills, ability to delegate, motivation or commitment etc.</i></p>	<p>Able to accurately record information and data;</p> <p>Ability to manage own workload within agreed timelines and escalate where issues arise;</p> <p>Organised and self-motivated;</p> <p>Communicate effectively with colleagues to request or transmit information, ask questions, get clarification, exercise tact etc;</p>	

	<p>Be able to deal with routine challenges autonomously, some with a moderate level of complexity;</p> <p>Be able to operate within a number of specialised IT and software systems;</p>	
<p>Experience <i>This is the proven record of experience and achievement in a field, profession or specialism. This could include a minimum period of experience in a defined area of work if required by an external body (for example a period of post-qualification experience).</i></p>	<p>Previous relevant experience of successfully undertaking a customer service role Ability to manage a varied workload;</p>	
<p>Criteria relating to Safeguarding <i>Other requirements needed to confirm suitability to work with vulnerable people e.g. attitudes, skills, experience etc.</i></p>		

Core Accountabilities, Attributes and Behaviour Indicators

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 6 core accountabilities attributes and behaviour indicators.

This next section is for Job Evaluation purposes only (Please remove everything below this point when using the JD elsewhere e.g. for recruitment / consultation purposes)