

Job Description

Care Navigator



Post: Care Navigator

Salary Range: £24,157 FTE

Accountable to: Hospice CEO

Responsible to: Clinical Services Manager

Hours of work: 22.5 hours per week over 3 days
Full flexibility required at all times

Purpose: A supportive role for a dynamic individual to provide excellent administrative and tracking activities whilst resolving barriers to care and enabling patients to access the right help at the right time. To understand our Hospice model and the wide range of services available and to ensure that the person's journey to better wellbeing is as easy as possible.

Principal Tasks

- Communicating effectively with patients, health professionals, volunteers and service providers to ensure that all support/treatment is provided in a timely manner
- Establish patient concerns, help with non-clinical questions and signpost to other services where necessary
- Arrange clinical appointments for further, more detailed assessment
- Check on progress and ensure evidence of service outcomes
- Create and provide regular clinical reports using a clinical database.
- Work closely with the clinical teams to ensure the right support for patients and their families/carers
- Assisting with general administrative workload as well as data collection for Hospice services.

Key Duties

- Responsible for facilitating the patient's journey that could take many different pathways and will include patients with a wide variety of conditions in line with the Hospice model/offering
- Co-ordinate and monitor the patient tracking lists to ensure that all next steps are in place and that waiting times are met
- Work in unison with specialist teams to ensure the coordination and management of patients at key points in their treatment
- Co-ordinate the necessary appointments or investigations as identified at initial assessment ensuring systems are updated as required
- Ensure services are provided in a timely manner
- Provide weekly reports as requested by the Senior Management Team
- Work closely with the clinical and non-clinical teams for a consistent delivery of service
- Ensure no delays in steps for the patient and support them to ensure the co-ordination of services and appointments

- Communicate and develop working relationships with all service providers to facilitate the timely treatment of all patients
- Ensure the patient's progress through the pathway is prospectively and proactively managed and that any concerns related to waiting times and treatment schedules are communicated to the relevant service in a timely manner.
- Provide the fundraising team with statistical reports and information when required for case studies and income generation schemes.

Innovation

- Use a co-ordinated approach to develop, implement and review wellbeing action plans with the patient
- Assess the needs of individuals, identifying outcomes and determining the type of support required to overcome barriers and achieve those outcomes

Expertise

- Ensure an on-going focus on prevention of poor wellbeing through linking with service providers and understand healthy lifestyle services and support available
- Undertake post referral tracking to identify whether an individual achieves their level of well-being and identify any risk to achieving this
- Maintain effective and efficient administrative procedures producing appropriate records
- Ensure achievement against service delivery KPI's and individual performance measures.

Excellence (clinical)

- Refer to services within the Hospice which will support the individual in their achievement of well-being goals including health, behaviour, sports and leisure, arts and culture, statutory agencies and to monitor positive engagement
- Participate in case conferences, if required and where appropriate, to ensure a client journey is smooth and consistent
- Provide a quality service that meets the contractual requirements and related thinking of the Hospice as well as organisational quality standards.

Special Features

- The post holder may be expected to work outside of standard office hours
- To have a full driving licence, access to own car for business and ability to drive throughout area.

Health & Safety

- All staff have responsibilities to ensure that our working environment continues to be a safe, secure, healthy and fulfilling place to work
- Staff are required to work in line with Health & Safety Policy to ensure not only their own health and safety, but that of others too.
- Ensure familiarity with risk issues pertaining to confidentiality of participant and research related documentation (Data protection Act, 1994, Caldicott 1999, GDPR Regulation 2018)
- Ensure safeguarding policies and principals are adhered to.

This job description describes the main duties of the post holder and is not exhaustive. It will be reviewed with the post holder as part of the regular performance review and staff development procedure. This job description does not form part of the Contract of Employment.