

FROME VALLEY MEDICAL CENTRE



2 Court Road
Frampton Cotterell
Bristol
BS36 2DE
Tel: 01454 772153

Web: www.fromevalley.nhs.uk

WE ARE RECRUITING FOR CARE NAVIGATORS TO JOIN OUR RECEPTION TEAM

An opportunity has arisen for an enthusiastic and energetic individual to work within our expanding and busy reception team. The role involves daily face to face and telephone contact with patients, arranging appointments and follow up of patient related tasks. Our **Care Navigators** are at the forefront of delivering outstanding patient care by ensuring patients are directed to the most appropriate service or healthcare professional.

This is a challenging but rewarding role, suitable for a team player who works well under pressure. Post holders must be willing to learn and demonstrate flexibility and adaptability in a changing and dynamic environment.

The position would suit an applicant with previous experience in a primary care setting but this is not essential. The role would suit anyone with previous customer service or call centre experience who is interested in a move to a primary care setting as full training will be provided.

Frome Valley Medical Centre is situated on the outskirts of Bristol in a semi-rural location. It is a forward thinking, enthusiastic and supportive practice with a dynamic team of clinical and non-clinical staff supporting our 14,500 patient list.

Candidates must have excellent communication skills and computer literacy is essential.

We offer:

- Up to 27 days annual leave
- NHS Pension
- Parking and outside relaxation area
- Full training and development

Salary will be £12.08 per hour. This role is part time with shifts worked between 7:00am and 6:30pm worked on a rota.

If this position interests you please contact apply through Indeed, ALMC or email your interest to bnssg.fvmcrecruitment@nhs.net

Pre-arranged visits to the surgery prior to application are welcomed.