



## Join our Health Navigation team at **Charlotte Keel Medical Practice** and **Make a Real Difference!**

Charlotte Keel Medical Practice has a growing population of over 19,000 patients. Our Practice is at the vibrant and colourful heart of Bristol's inner city, serving a population from all corners of the world and from all walks of life.

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### Your Role as a Health Navigator

As a Health Navigator, you will work within Patient Services. You will receive, assist and direct patients in accessing the most appropriate service or clinician in a courteous, efficient and effective way, projecting a positive and welcoming first impression.

#### Key Responsibilities:

- **Engage and Support:** Manage incoming calls from patients and healthcare professionals, dealing with patients face to face to book appointments, deal with registrations, take messages
- **Accurate Documentation:** Entering and amending patient details on our clinical system with precision to ensure the clinical team have all necessary information.
- **Safety and Patient Care:** Signposting patients to the most appropriate care following guidance from senior staff and policies to ensure patient wellbeing and safety
- **Timely Communication:** Provide prompt, professional, and informed responses to all callers, ensuring they feel heard and supported.
- **Financial:** manage financial transactions

## Additional Duties:

- **Administrative Assistance:** Assist with administrative tasks as required, ensuring smooth operation of the service.
  - **Support:** Support clinical staff by collecting blood and urine samples ensuring they are stored in line with the infection control policy.
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## What We can Offer You?

- **Competitive Salary:** real living wage salary £13.00 per hour
  - **Hours:** 20 hours per week
  - **Contract type:** Fixed term 6 months
  - **NHS Pension:** Employer contributions at 23.7%.
  - **Generous Leave:** 25 days annual leave plus 8 Bank Holidays (increasing with service).
  - **Annual Bonuses:** Up to 3 bonuses per year, qualifying criteria applies
  - **Training and Development:** Paid training time and opportunities for ongoing development.
  - **NHS Discount Scheme:** Benefit from various discounts.
  - **Cycle to Work Scheme:** Promote a healthier commute.
  - **Employee Recognition:** Recognition platform with discounted offers for co-owners
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## Who We're Looking For

We want every member of our team to be committed to outstanding '**patient care by people who care**' and to be passionate about the NHS. As a Social Enterprise, our goal is to put people and planet first, so we seek those who share our aims for social justice and environmental sustainability.

Our patient base is diverse, so it is crucial that you share our approach to equality and inclusion. This involves respecting the rights of others and celebrating diversity of all kinds.

As an Employee Ownership Trust, every team member is a 'co-owner', empowered to shape and influence the company's direction. We encourage all 'co-owners' to get involved and be active participants in all areas of the business.

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## Person Specification

### Essential:

- Good general education, including GCSE equivalent qualifications in English and Maths.
- Good computer literacy.
- Ability to listen and respond appropriately to patients and staff with differing needs.
- Ability to convey information accurately both verbally and in writing.
- Ability to work within a team and take instructions as required.
- Experience in a front-line or telephone role dealing with customers/patients
- Initiative and problem-solving skills.
- Maintaining confidentiality at all times.
- Accurate record-keeping with attention to detail.
- Motivation to contribute to BrisDoc's core values.

### Desirable:

- Experience of prescription administration
- Experience of EMIS

### Other:

- Organised and systematic approach.
- Ability to manage systems and processes in line with organisational policy.
- Professionalism in handling sensitive and emotive situations.
- Impartiality and non-judgmental attitude during sensitive times.

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## Make a Difference Today!

Find a career you can feel proud of at BrisDoc. Leave work every day knowing what you've done really matters.

**To Apply now** visit our [website](#) and follow the link to the application form

**To arrange an informal chat about the role in the first instance email:**  
workwithus@brisdock.org