

Job Description and Person Specification

Sirona SPA Health Navigator Band 3 – Health and Social Care

About Sirona

Sirona care & health is a Community Interest Company committed to providing local communities with a range of high quality specialist health and social care. For us, it's about the personal approach; we take pride in what we do and deliver the high standard of care that we'd expect for ourselves and our families.

Summary about the Service

- SPA is the first contact point for all referrals into Community nursing and Urgent care
- SPA aims to provide a person centred experience and support navigation of the local healthcare system whilst providing clinical support to patients.
- SPA allows more time to care within all teams and supports Sirona's taking it personally ethos.
- SPA operates between hours 07:00-22:00 365 days per year
- BNSSG SPA is located across three sites in South Gloucestershire, Bristol and North Somerset

Job Purpose

What is done for **what** area of the business and **why**?

- This role supports the delivery of the admin component within the Single Point of Access
- Provide comprehensive administrative support to health and social care professionals, hospitals, GPs, service-users, their relatives and carers and other stakeholders both within Sirona and in the wider health community.
- Work within a mixed team under the direction of Clinical Advisors and SPA Admin team lead
- Identify the most appropriate pathway for the person's needs, with guidance from SPA Clinicians.
- Support continuous service improvement

Key Responsibilities

*Describe the **key outputs** to be achieved by the post holder and the on-going responsibilities of the role.*

- To act as the first and central point of contact for the service both by telephone, email and in person. To determine and / or act independently to enquires which may be of a confidential / volatile nature.

- To answer telephone enquiries in a friendly and professional manner, ensuring effective and accessible communication with staff, service users, the general public and any others as appropriate.
- Prioritise work on a daily and weekly basis to ensure that work is completed within agreed time scales and to the required standards.
- Respond to referrals and patient enquiries, either written, email or telephone using empathy and judgement. Exchanging information, providing and receiving information. Providing signposting information. Occasional exposure to distressing , volatile and emotional circumstances.
- To filter calls to the appropriate member of staff having taken detailed messages, if necessary, and to ensure they are passed to the intended person as soon as possible
- Have a good knowledge of various administrative processes and practices, some of which are non-routine activities such as answering queries, chasing progress and task-related problem solving acquired through experience and training
- Provide effective support to the SPA Clinicians, using agreed BNSSG EMIS templates and algorithms.
- To have the ability to work without supervision when required to identify patients' needs and the most appropriate pathway for people referred via SPA using a clear set of guidelines.
- To liaise internally with colleagues within the organisation, and externally with partner organisations and outside agencies, service users, and other members of the public.
- Exercise discretion as to the degree of urgency and confidentiality required.
- To undertake any other duties that may be reasonably required to facilitate the smooth running of the team as directed by Admin Team Leader.
- To maintain accurate and up to date patient records and data collated in the Sirona IT systems
- To cover colleagues in times of sickness and annual leave across BNSSG
- Responsible to support surveys or audits as necessary to own work
- Supporting the implementation of process change with local SPA area

Scope of Accountability:

- Number of direct reports 0
- Number of indirect reports 0
- Budget holder NO

Skills, Experience and Knowledge Required

Essential:

- Ability to prioritise and co-ordinate care for non-complex patients.
- Recognising complex patient needs and escalating appropriately.
- Ability to take responsibility for tasks and to work autonomously if needed
- Ability to manage time and build efficient working practices
- Ability to work under pressure and meet deadlines
- Experience of working in a demanding office environment
- Call handling experience

- Proven experience of using Microsoft e.g. Word, Excel, PowerPoint, Teams and Email.
- Proven ability to schedule staffing duties, preferably with experience of using an electronic rostering system.
- Proven experience of using an EPR (Electronic Patient Record) i.e. EMIS, Rio, System One
- Able to handle sensitive and confidential issues and recognise the need for discretion and confidentiality
- Proven ability to work without supervision to achieve the objectives of the post and supporting the objectives of the organisation.
- Proven ability to communicate clearly and succinctly using a variety of methods to a wide range of people including members of the public, staff, colleagues, senior managers and professionals.
- Proven ability to deal with varied situations with tact and diplomacy.
- Proven ability to build effective working relationships.
- Excellent organisational skills with an attention to detail with the ability to multi task.

Desirable:

- Previous acute or community care experience
- Proven ability to work from home and maintain effective workload prioritisation.
- Previous use of EMIS
- Previous experience of Cloud based telephony systems

Qualifications and Training Required

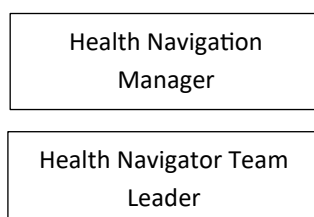
Essential:

- Functional literacy and numeracy level 3/ GCSE grade A-C or equivalent including English Language and Mathematics
- NVQ 3 Business and Administration or equivalent experience
- Trained in a range of systems /IT applications relevant to the role eg EMIS/Clinical System and Microsoft Office

Desirable:

- Educated to AS/A Level Standard or equivalent
- NVQ 4 Business and Administration or equivalent
- Trained in a range of Systems

Team Structure Diagram



Additional Information

The essence of Sirona is about 'Taking it Personally' and we work hard to ensure that everyone who comes into contact with us feels welcomed, supported, safe and valued; these are the experiences we want everyone to have throughout their employment with us.

Every contact we have with individuals makes a difference and our aim is to make that difference a positive one.

Sirona Values

- We provide care to the standard we expect for ourselves and our families
- We offer a high quality environment where the individual feels in control of the care and the support they receive
- We offer a working environment where high quality care and compassion are respected and rewarded
- Our staff focus on the goals of the individual taking into account their inter-related physical, mental and social care needs
- Every member of staff takes personally their responsibility to improve the health and wellbeing of those to whom we provide support
- We nurture a just culture where all staff are supported to deliver to the highest standard and are fairly held to account when they fail to do so

Taking it Personally

Taking it Personally sets out standards of behaviour that have been developed by staff for staff and support Sirona's values. We expect all staff to adhere to the Taking it Personally behaviours to ensure the Sirona values are upheld at all times.

Taking it Personally underpins Sirona's vision to achieve our aim to make a difference by providing health and social care services ensuring that we

- Focus on individuals, families & communities
- Promote the prevention of poor health and wellbeing and intervene only to support recovery
- Add value to our local communities above what we are contracted to do

- Work with others to ensure joined up services
- Remove unhelpful boundaries between services and professionals
- Continually learn and grow as a Company.

We will ensure that everyone who comes into contact with Sirona feels welcomed, supported, safe and valued in line with our commitment to Taking It Personally.

Making Every Contact Count (MECC)

Staff across Health and Social care has many contacts every day with individuals and are ideally placed to promote and engage in conversations about their health and lifestyle. As part of MECC staff are required to support and encourage individuals to make positive changes to their physical and mental health and wellbeing, including directing them to local services that can support them in making positive changes. MECC focuses on the lifestyle issues that, when addressed, can make the greatest improvement to an individual's health:

- Stop smoking
- Alcohol intake and staying within the recommended limits
- Healthy eating
- Physical activity
- Keeping a healthy weight
- Improving health and wellbeing

Safeguarding

We are committed to safeguarding and promoting the welfare of children, young people and adults at risk and expect all staff to share this commitment and promote safeguarding by implementing policies and procedures, acting promptly on concerns, and sharing information appropriately. We are committed to safe recruitment practice and all appointments are subject to satisfactory clearance appropriate to the post.