

JOB DESCRIPTION	
<b>Job title:</b>	Operational Navigator
<b>Team/Department:</b>	Operations
<b>Location:</b>	Main place of work as agreed / hybrid
<b>Hours of work:</b>	As agreed, and in accordance with the contract of employment to include unsociable hours, weekends, and bank holidays
<b>Job title the post holder will report to:</b>	Team Manager
<b>Job titles reporting to the post holder:</b>	None applicable
<b>Date the role profile was revised:</b>	January 2024
<p><b>JOB PURPOSE</b></p> <p>You will work as part of a pan-regional team providing a professional and courteous telephone response to clinical and non-clinical colleagues, navigating patient requirements efficiently, ensuring accuracy of patient information and adherence to company guidelines and procedures. Direct liaison with patients may be required, including comfort calling when patients cannot be seen during clinical operating hours.</p> <p>The role has accountability for managing the patient queue and will ensure effective and timely distribution of calls to all available clinicians, via triage platforms, regional bases, or dispatch points. The role demands high levels of visibility and understanding of available regional clinical resource during shifts. The role will also support the Service Manager in maintaining service levels against KPIs and responding to fluctuating demands.</p>	
<p><b>KEY RESPONSIBILITIES AND ACCOUNTABILITIES</b></p> <ul style="list-style-type: none"> <li>• Deliver service excellence in a proactive and engaging way within the IC24 call flow guidelines.</li> <li>• Question effectively and document patient details with extreme levels of accuracy, adhering to policies and processes with the strictest of attention and working within the parameters set by the relevant Call Handling Protocols (ILTC, NHS Pathways, etc).</li> <li>• Work as a supportive member of a pan-regional team, maintain and sharing knowledge and collaborating effectively to manage fluctuating service demands.</li> <li>• Proactively seek to develop and maintain knowledge and skill sets by accepting constructive feedback and attending planned and ad hoc training / workshops and coaching sessions on request.</li> <li>• Be empathetic and patient-centred; risk-aware and confident in escalating cases as necessary.</li> </ul>	

- Ensure that any operational information received during the shift is recorded and distributed to all appropriate services and colleagues as necessary.
- Be responsive to the Service Manager(s) ensuring the effective and timely dispatch of calls across the regions, dispatching all calls effectively to available resource, monitoring service levels and re-dispatching where applicable.
- Support the Service Manager in monitoring, recording, and reporting on clinical productivity.
- Closely monitoring all calls to ensure call-backs of an urgent nature are prioritised and the amalgamation screen reviewed to immediately resolve any duplicate calls.
- Managing feedback from all sources for effective redistribution of calls where necessary.
- Utilise cross border agreements with other provider organisations appropriately for dispatch of calls.
- Maintain systems knowledge and understanding of bespoke services contracts in delivering call handling and administrative services to ad hoc requirements.
- Proactively deliver a high standard of performance to meet the KPI performance outcomes as required by IC24 contracts; remain responsive to the changing needs of the Health System environment.
- Receive and respond to patient experience feedback to take forward quality improvements for the benefit of patients, clinicians, and the service.
- Maintain confidentiality for all patients and adhere to GDPR (Data Protection) rules.
- Perform any other relevant duties that may be dictated by the changing needs of the service.

## **COMMUNICATION AND KEY WORKING RELATIONSHIPS**

The post holder must be able to demonstrate excellent communication and interpersonal skills at all times and build and maintain good working relationships with all stakeholders.

## **ENVIRONMENT**

IC24 is a major not for profit Social Enterprise company currently providing innovative primary care services designed to deliver quality and affordability. IC24 is solutions-focused, providing a comprehensive portfolio of services aimed at improving access and reducing the demand on secondary care services by helping to avoid unnecessary admissions and facilitating early discharge.

Going forward, the company is committed to supporting and enabling better integration between health and social care and more effective alliances between partners from different sectors as essential to delivering seamless services. IC24 has considerable experience of working in complex, demographically challenged environments and the Board is keen for the organisation to be proactive in improving standards of care and patient safety, while

delivering value for money too in the health economies it which it operates. Critical to this is building strong professional relationships and alliances with third parties; working with them in a way that maximises the benefits of their involvement.

We are proud of our status as an NHS primary care social enterprise, and how we deliver social value to the communities we serve and contribute to the wider NHS plans to deliver carbon 'Net Zero' and sustainability. To find out more on this and to view our Social Impact Report, please click [here](#).

## HEALTH AND SAFETY

The post holder will be required to comply with the duties placed on employees of IC24 as set out in the Health and Safety at Work Policy and related procedures. The post holder has a legal obligation to make positive efforts to maintain their own personal safety and that of others by taking reasonable care, carrying out requirements of the law and following recognised codes of practice.

### All Colleagues

You have a duty to take care of your own health and safety and that of others who may be affected by your actions at work. You must cooperate with managers and other colleagues to help everyone meet their legal requirements under health and safety law, and not to interfere with or misuse anything that's been provided for your health, safety, or welfare.

### Managers

You must ensure you know and understand your responsibilities as defined in our health & safety policies and associated guidance documents. You must identify and assess any risks to people, property, or the environment and ensure all colleagues you have responsibility for, are aware of all our health and safety policies, understand issues arising from risk assessments, site inspections etc. and deal with any associated concerns. You must ensure that all accidents or incidents involving colleagues within your responsibility, are properly reported, and investigated and that regular inspections are undertaken and recorded to eliminate potential hazards and minimise risks.

### Directors

You must ensure that all colleagues and teams within your region and/or department(s), effectively manage health and safety in line with all our health & safety policies and guidance documents.

## **EQUALITY AND DIVERSITY**

IC24 has a Diversity and Inclusion Policy to ensure that no job applicant or employee is discriminated against either directly or indirectly on the grounds of disability, marital status, sex, race, colour, nationality, ethnic or national origin, sexual orientation, age, religion or political opinion, whilst attracting talented recruits and retaining experienced employees.

IC24 is committed to promoting equal opportunities and diversity and will keep under review its policies, procedures and practices to ensure that, in addition, all users of its services are treated according to their needs.

## **INFORMATION GOVERNANCE**

Information is vitally important for the safe clinical management of patient care and the efficient administration of services and resources, including our workforce. Information Governance is a framework to enable IC24 to handle personal and corporate information appropriately.

It is the responsibility of our entire workforce, regardless of employment status, to ensure they abide by the requirements of Information Governance as set out in the Data Security & Protection Policy.

## **SAFEGUARDING CHILDREN AND VULNERABLE ADULTS**

IC24 is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All colleagues and volunteers are therefore expected to behave in such a way that supports this commitment. You will be responsible for safeguarding the interests of children and adults who you come into contact during your work. To fulfil these duties, you will be required to attend training and development to recognise the signs and symptoms of abuse or individuals at risk, to follow local and national policy relating to safeguarding practice and to report and act on concerns you may have appropriately.

## **DISCLOSURE AND BARRING SERVICE CHECKS**

IC24 will require a DBS check for appropriate roles which is a mandatory requirement and a condition of the employment offer.

All posts are assessed on their eligibility for the post holder to be required to undertake a DBS check. For posts that have been assessed as exempt from the provisions of the Rehabilitation of Offenders Act 1974, IC24 will require the post holder to undertake an enhanced DBS check

with barred list checks. For posts that have been assessed as being in a position of trust, IC24 will require the post holder to undertake a basic DBS check.

This post has been assessed as requiring a standard DBS check.

#### **REHABILITATION OF OFFENDERS ACT 1974**

Some posts have been assessed as being exempt from the provisions of the Rehabilitation of Offenders Act 1974 and in these cases IC24 will require the post holder to disclose all convictions, whether spent or unspent.

This post has been assessed as being exempt from the provisions of the Rehabilitation of Offenders Act 1974. IC24 therefore require the post holder to disclose all convictions, whether spent or unspent.

#### **PERFORMANCE AND DEVELOPMENT REVIEW**

This job description will be used as a basis for conducting an individual Performance and Development Review between the post holder and the manager.

#### **VARIATIONS**

This job description describes the main purpose and key responsibilities and accountabilities of the post. The post holder may be required to undertake any additional duties or responsibilities as may reasonably be required.

This job description is a guide to the nature and main duties of the post as they currently exist, but it is not intended as a wholly comprehensive or permanent schedule and it is not part of the contract of employment.

To reflect changing needs and priorities, some elements of this post may be subject to change and where required, any appropriate communication or consultation with the post holder will be undertaken prior to making any changes.

## PERSON SPECIFICATION

Requirements	Essential	Desirable	How identified
<b>Qualifications</b>	GCSE level English and Maths or equivalent level 2 qualification		Application / Evidence
<b>Experience</b>	<p>Computer literate and adaptable in using different software solutions</p> <p>Excellent communication and interpersonal skills including listening and questioning skills</p>	<p>General office experience</p> <p>Previous experience of working within a contact Centre environment</p> <p>Experience of working with Urgent Integrated Care services</p>	Application/ Interview
<b>Knowledge, Skills and Abilities</b>	<p>Calm, confident telephone manner</p> <p>Ability to manage difficult situations with patients on the telephone</p> <p>Ability to work under pressure and to prioritise patient needs</p> <p>Ability to manage high volumes of workload under pressure</p> <p>Ability to successfully undertake NHS Pathways training as required</p> <p>Proactive in seeking operational improvements and confident in decision making</p>	Good understanding of clinical management systems	Application / Interview
<b>General</b>	<p>Empathy, tact and discretion at all times.</p> <p>Flexible towards new working practices</p>	Demonstrates initiative in handling unforeseen events	Interview

Requirements	Essential	Desirable	How identified
	<p>Ability to collaborate and work as part of a team</p> <p>Self-motivated</p>		