**JOB VACANCY**

**Position:** Patient Services – Care Navigator

**Location:** Sackville House, Sackville Way, Cambourne, Cambridge

**Days:** Thursday & Friday, possible opportunity for more in the future

**Hours:** 18.5 hours Between 0745 – 1800 or 0800 - 1815

**Start Date:** As soon as possible

**Salary:**  £12.21 per hour

Monkfield Medical Practice (MMP) has a patient population of 14000 and is led by 3 Partners and their multidisciplinary team who work together within a close team, supporting each other to provide safe, high quality, sustainable healthcare to Cambourne.

We are seeking a part-time Care Navigator to join our friendly team, to answer the telephone, to greet patients face to face and assist patients in accessing the appropriate service or relevant healthcare professional in a courteous, efficient and effective way.

You will provide general administrative assistance to the practice team and project a positive and friendly image to patients and other visitors, either in person or via the telephone.

You will play a key role in the continued development of MMP, working closely with the practice team in implementing systems aligned to the practice’s values and purpose, especially during this exciting time of expansion due to the continued growth of Cambourne.

You will have proven customer service experience and or reception environment and have the ability to multi task within an environment that is unpredictable. You will have a passion for providing excellent customer service when expectations can vary, whilst remaining calm, polite and professional. Excellent IT skills are required. Previous GP and/or NHS experience beneficial.

In return, you will receive continued support in the workplace, an excellent working environment, 27 days annual leave and 8 bank holidays on a pro rata basis and access to the NHS Pension scheme.

*We encourage all our staff to be up to date with their vaccination status, including COVID & MMR and also to carryout Basic life support training*

**Please note:** if you are a resident of Cambourne, you will be asked to register with Bourne or Papworth GP surgery

**To apply for this position, do so by emailing your CV and covering letter to Hannah Crisford, Practice Manager** **h.crisford@nhs.net**