

Apprentice Care Navigator – Pelham Medical (Grimsby)

Description

Would you like a career within general practice, supporting a team to provide outstanding support to patients, doctors, and nurses? Yes? Then this is your chance to start a great career! We are looking to recruit a confident, dynamic, and committed individual who is calm under pressure and can maintain a high level of customer service.

What will the apprentice be doing?

This is a varied and interesting role covering all aspects of medical reception and administration duties, ensuring that the reception area of the practice runs smoothly and provides the highest achievable levels of service to both patients and other members of the practice team, including doctors and nurses.

As part of the apprenticeship, full training will be provided to undertake the role which will include but is not limited to:

- Making appointments and dealing with queries
- Prescription requests
- Handling incoming and outgoing post
- Greeting and directing patients and visitors
- Responding to the needs of both doctors and nurses during surgery
- Inputting and extracting information from the practice computer system
- Scanning letters in patients' records
- Summarising full patient records on receipt from the health authority
- Completing and sending referral letters and proformas
- Actioning internal system tasks on a daily basis
- Handling Medical / Insurance Reports, ensuring all details are completed, photocopying records and post

This is an excellent opportunity to learn the knowledge, skills and behaviours required to work in the NHS and further your career within the service.

What training will the apprentice take and what qualification will the apprentice get at the end?

Business Administrator Level 3 Apprenticeship Standard qualification:

- You will learn the knowledge, skills & behaviours which will support you for your end-point assessment.
- You will take part in a combination of activities, such as face-to-face classroom-based sessions, remote learning sessions, work shadowing and online learning, to support your learning and development.
- Functional Skills in maths and English if required.
- You will be required to undertake training sessions with Avant Skills

Employer

Pelham Medical Group

Annual Wage

£ 9,984

Working Week

Pelham Medical is open 8am until 8pm Monday, Wednesday, Thursday and Friday, 8am to 6.30pm on Thursday, and 9am until 5pm Saturday.

Hours will vary between these times on a rotational basis (TBC).

30 hours a week hours a week

Expected Duration

16 Months

Possible Start Date

January 2025

Date posted

10 December 2024

Apprenticeship Standard

Business administrator Level 3

Apprenticeship Location

Church View Health Care Centre,
Cartergate, DN31 1QZ, Grimsby

Apply:

Apply Now!

Academy every other week, throughout the length of the apprenticeship.

What is the expected career progression after this apprenticeship?

With experience and further training, you could become an administration manager, office manager or GP practice manager

You could also move into roles in finance or HR within the NHS

Desired skills and personal qualities

- Communication skills
- IT skills
- Attention to detail
- Organisation skills
- Customer care skills
- Problem solving skills
- Administrative skills
- Team working
- Initiative
- Non judgemental
- Patience
- Ability to prioritise workload
- Friendly and approachable
- Telephone communication skills

Qualifications

- GCSE or equivalent English (Grade C/4) desirable
- GCSE or equivalent Maths (Grade C/4) desirable

About the employer

Dr R. K. Mathews practice is a forward-thinking and innovative provider of primary care services. There are 2 GP Practices Cromwell Road, Primary Care Centre, Grimsby and Stirling Street Grimsby. The practice's mission is to provide a first class primary care service to the people of Grimsby and the surrounding area.