

Care Navigator

How those in the role describe it.



I'm here to support CareComplete program participants on their journey through program.

I'm the reassuring voice on the end of the phone checking in on CareComplete program participants, helping them stick to their health goals and seeking support for them where they need it.

I quickly build strong patient relationships with CareComplete program participants, I take the time to understand their needs and they can tell I genuinely care for their wellbeing.

I'm highly organised, prioritise my work and focus on what's important to make sure the right things get done first.

The work I do impacts people's lives, so it's important I get things right. I am focused on the details, I am thorough and follow things through.

I deal with a lot of different people in my role and can adapt my style to communicate and build relationships with anyone. Whether it's CareComplete program participants, internal colleagues or external healthcare providers.

My role is one part of a team that are here to support participants throughout the CareComplete program. I'm not a clinical expert and I don't need to be, but I know when to involve my team to ensure participants get the support they need.

A big part of my role is to connect with people who are dealing with Chronic Disease. It's not always easy, but I'm able to manage my own wellbeing throughout.