



**Job Description & Person Specification**

<b>Position:</b>	NHS 111 Patient Experience Facilitator	<b>Division:</b>	NHS 111
<b>Location:</b>	Derby	<b>Reporting to:</b>	NHS 111 Clinical Development Manager

**Purpose of the Role**

The NHS 111 Patient Experience Facilitator will be responsible for audits and investigations arising from complaints, incidents and Health Care Professional Feedback (HCPF) relating to the DHU 111 service and link with clinical governance team to ensure audit and investigation is completed in a timely and accurate manner. This role plays an important part in the delivery of a safe, effective and high quality service, through timely audit and feedback which promotes best practice and shares learning from themes and trends identified.

**Key Areas of Responsibility & Accountability**

- Demonstrate expert knowledge of the NHS Pathways call audit toolkits and ensure competencies are applied to all calls via the detailed competency document or quick guide.
- Demonstrate a comprehensive knowledge of the DHU processes and procedures as set out in the NHS 111 Call Centre Operating Manual
- Complete those audits raised through the clinical governance framework through the correct process and within the required timescales
- Promote call audit as a supportive intervention that focuses on learning, development and improvement in individual and organisational practice
- Participate in the clinical governance and quality improvement requirements of the DHU 111 Service
- Completion of clear and concise documentation in call audit tools and call summary documentation
- Review and create a clear, professional overview and report when responding to health care professional feedback.
- Identify and escalate performance themes from audit that assist with the development of targeted training to aid improvement of the quality of triage and advisor efficiency and productivity
- Escalate audit concerns relating to patient safety to a manager in a pro-active and timely manner
- Organise and prioritise effectively own work schedule to ensure operational excellence with minimum supervision
- In liaison with the CQI Team promote excellence in audit by participating in regular levelling sessions to ensure own on-going expertise and ability to apply a fair and equitable audit process.
- Ensure a pro-active, professional, timely communication link is maintained with the clinical governance team and NHS 111 Management team
- Maintain own expert call taking practice contributing weekly to the delivery of safe, accurate and efficient calls
- Practice within the parameters of policies, protocols and guidelines
- Offer appropriate advice on service delivery and development within the parameters of own role
- Keep abreast of changes in services provided by the call centre.
- Participate in the ongoing individual and own personal development within the organisation ensuring maintenance and review of own personal development plan.
- Participate in duties as designated by the NHS 111 Management Teams during peak times.
- Escalate any identified risks and opportunities to the service via organisational policy and appropriate channels
- Participate in the ongoing individual professional development within the organization
- Participate in the reflective supervision framework within DHU 111
- Attend meetings, mandatory training and system updates as requested by managers
- Participate in regular performance reviews with manager as appropriate
- Maintain awareness of, and work within, the DHU values at all times

- Maintain strict confidentiality in relation to all issues concerned within the service and adhere to DHU policy ensuring staff are aware of their obligations under the Freedom of Information Act, Information Governance and the Data Protection Act.
- Communicate outstanding issues or concerns to the appropriate manager before going off duty.
- Maintain and ensure maintenance of a tidy work environment at all times
- The post holder is required to take responsible care for the health and safety of him/herself and other persons who may be affected by his/her acts or omissions at work. The post holder is also required to co-operate with DHU to ensure that statutory and departmental safety regulations are adhered to.
- DHU is an equal opportunities employer and the post holder will be expected to comply with all relevant policies and procedures in this area together with all other policies and procedures as initiated by DHU.
- DHU is a non-smoking organisation and you are therefore required not to smoke in any of the buildings where DHU's business is carried out
- Communicate with a variety of staff across DHU divisions and external services
- Any other reasonable duties as required from time to time.

It is expected that the DHU 111 Complaints Facilitator position will cover a Monday-Friday 09:00-17:00 working pattern.

It is expected that the online time required for this position will cover 24/7 shifts working according to the needs of the service including weekend and bank holiday working. It is expected that the post holder will be able to travel to all DHU sites on request.

Person Specification

The job holder will have the relevant qualifications, experience and skills to excel in this job role, as further explained in the table below.

<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Accredited NHS Pathways user</li> <li>• Accredited NHS Pathways Coach</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Expert user of NHS Pathways and Aadastra host system</li> <li>• Sound knowledge of the NHS Pathways call audit toolkits and performance management framework</li> <li>• Previous experience of working under pressure to tight deadlines</li> <li>• Able to assertively and professionally manage challenge</li> <li>• Experience of communication with a variety of people</li> <li>• IT experience (e.g. Word/Excel and other packages) as well as email systems and other electronic media</li> </ul>
<b>Specialist Knowledge</b>	<ul style="list-style-type: none"> <li>• In-depth understanding of call advisor role in NHS 111</li> <li>• Excellent analytical skills</li> <li>• Full understanding of telephone triage, the structure and function of the NHS Pathways system within NHS 111</li> <li>• Commitment to reflective practice</li> <li>• Able to communicate difficult/sensitive information tactfully</li> <li>• Fair and balanced approach</li> <li>• Excellent interpersonal/ communication skills with a variety of media and all levels of staff</li> <li>• Ability to use initiative</li> <li>• Accurate record keeping</li> <li>• Problem solving skills</li> </ul>

	<ul style="list-style-type: none"> <li>• Effective time management – strong organisational skills</li> <li>• Ability to maintain strict levels of confidentiality</li> <li>• Assertiveness and willingness to challenge unacceptable practice</li> <li>• Commitment to organisational development and learning</li> <li>• Ability to receive and act on developmental feedback</li> </ul>
<b>Circumstances - Personal</b>	<ul style="list-style-type: none"> <li>• Commitment to role</li> <li>• Able to work unsocial hours including weekends and bank holidays</li> <li>• Flexibility to meet patient/service/rota needs</li> <li>• Ability to travel to all sites on request</li> </ul>
<b>Disposition/Adjustment/ Attitude</b>	<ul style="list-style-type: none"> <li>• Recognised as a good role model</li> <li>• Organised and efficient approach to work</li> <li>• Self-motivation and ability to work on own initiative</li> <li>• Ability to work effectively within a team</li> <li>• Conscientious, reliable and resourceful</li> <li>• Pro-active</li> <li>• Positive approach to patient care and colleague support</li> </ul>

Values, behaviors and principles

The post holder is expected to lead by example in terms of role modelling the behaviors associated with our values.

We are always:

- Compassionate – we show kindness, consideration and understanding in everything we do – and demonstrate our caring nature to our patient, people and communities
- Accomplished – we are available day and night – a response, adaptable, professional NHS partner, providing the best advice, care and treatment for every individual
- Respectful – we recognise the value that individual and team difference bring – welcoming views, listening, being honest, and learning from others’ experiences
- Encouraging – we believe everyone matters, so we inspire confidence in other – promoting ‘speaking up’, fostering career-long learning and development, and supporting improvement ideas

Diversity

DHU believe our workforce should be as diverse as the range of services we offer, and the communities we serve. We are committed to valuing and encouraging diversity throughout our workforce, regardless of age, disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. As part of our mission we are dedicated to eliminating discrimination

Acknowledgment

I acknowledge receipt and confirm my understanding and acceptance of the responsibilities specified in my Job Description.



**Please Note:** If you are unclear of any requirement in this document obtain clarification from your line manager.

Signature of Post Holder:		Date:	
Name:			