DHU Healthcare

# With you, we're making the difference.
# Together, we can achieve more.

## JOB DESCRIPTION AND PERSON SPECIFICATION

### Clinical Practitioner (Clinical Assessment Service)

### Leicester, Leicestershire and Rutland (LLR)



# For you.
# For them.
# With us.

**For you:** we offer a fulfilling career, full of support, compassion, respect, fulfilment, and benefits.

**For them:** we overcome challenges and achieve more for our patients and their outcomes.

**With us:** we're united through purpose, teamwork, shared pride and fulfilment. Our values, behaviours and principles.

## Our values, behaviours and principles

At DHU, how we work is just as important as what we do. Our Behavioural Framework (below) is rooted in our CARE values and sets out the behaviours we expect from everyone. Together, these behaviours shape a culture where every role and every person matters.

**When you become part of DHU, you join an organisation where these values are lived every day by our people, for our patients, and within our communities.**

### Compassionate
**We show kindness, consideration in everything we do**

**I will:**
- Demonstrate kindness and understanding when I interact with colleagues and patients
- Show consideration and treat my colleagues the way I'd like my closest friends to be treated in their workplace
- Be mindful of non-verbal communication and the impact it can have on others
- Look out for and support my colleagues

**I will not:**
- Use unkind words or actions towards others
- Gossip or talk about people in ways I wouldn't do directly to them
- Bully, discriminate, exclude or turn a blind eye to bullying, discrimination or exclusion
- Deflect responsibility or apportion blame on others unfairly

### Accomplished
**We are adaptable, professional and provide the best…**

**I will:**
- Be open to others making suggestions and ideas about how things could be done better
- Show courage and respectfully call out behaviour or words that don't align with our values
- Use our procedures supportively, consistently and respectfully.
- Ask for help before things become problematic
- Learn from mistakes

**I will not:**
- Be dismissive about new ways of working
- Reject ideas or constructive feedback without considering them fully
- Escalate matters inappropriately
- Copy others into emails unless they really need to know
- Delay or avoid a difficult conversation or response to a difficult situation.
- Hold onto expertise, I will share it with others.

### Respectful
**We recognise the value that individual and team differences bring**

**I will:**
- Be polite and respectful with my tone of voice and choice of words
- Take time to actively listen to others
- Be considerate of others and seek a constructive outcome
- Understand that others' values and opinions may differ from my own; and be respectful of them
- Acknowledge colleagues' contributions and give praise

**I will not:**
- Act in a way that could humiliate others or diminish their dignity
- Dismiss others' feelings and perceptions
- Judge or look down on people who have different opinions, are vulnerable or unwell.
- Copy others into emails for any reason other than their information
- Forget that others need to be able to communicate with me (so will check my emails/Teams messages)

### Encouraging
**We believe everyone matters, so we inspire confidence in others**

**I will:**
- Genuinely offer help and support to others
- Encourage those who may not feel able to share or contribute
- Celebrate diversity enabling everyone to feel they 'belong'
- Give constructive feedback directly, respectfully and in a timely way
- Celebrate individual and team successes

**I will not:**
- View questions or requests for help as a sign of weakness
- Look out just for myself and my own personal interest.
- React negatively when given constructive feedback
- Forget that it takes a team to succeed
- Demonstrate favouritism, exclusion or isolation of other

# Job Description and Person Specification

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|---|---|
| **Position:** | Clinical Practitioner *(Nurse)** <br> Clinical Practitioner (*Paramedic*)* <br> Clinical Practitioner (*Pharmacist*)* <br> *delete as appropriate |
| **Division:** | LLR |
| **Location:** | Anstey Frith House, Leicester Road, Glenfield, LE3 8RN |
| **Reporting to:** | Clinical Team Leader |
| **Band:** | DHU Band 8a, £55,276 - £62,421 per annum (pro rata) |
| **Last reviewed:** | August 2026 |

## Purpose of the role

The post holder will be responsible for the autonomous clinical assessment, treatment and/or referral or giving advice as appropriate to first contact patients across a wide spectrum of clinical conditions within the services provided by DHU Health Care CIC through direct contact consultations.

A commitment to quality service, excellence in clinical practice and continuous professional development are integral to the role and the development of the service.

The post holder will participate in promoting and advancing DHU Health Care CIC.

Where applicable, the post holder will be given the opportunity to work across the various DHU Health Care CIC services to gain experience.

## Performance Measures

- Caring & Compassion - We will actively listen to understand and empathise with others', with a desire to support both patients and colleagues.
- Always Professional - We will be accountable for consistently delivering high-quality healthcare for our patients
- Respect & Dignity - We will actively listen to each other and our patients to answer their concerns or questions. We will maintain and respect patient's dignity and must ensure it is never compromised.
- Everyone Matters - We will actively encourage feedback from both patients and colleagues to continually improve our service, ensure everyone has an opportunity to have their voice heard, and everyone has an opportunity to further develop their skills and competencies.

# Key areas of accountability and responsibility

## Clinical

- To practice autonomously without direct supervision.
- To utilise clinical skills to assess, diagnose, treat and refer patients within the clinical service.
- To recognise the need for, initiate and where appropriate interpret relevant diagnostic investigations.
- To recognise the need for and initiate where appropriate advice of relevant specialisms.
- To exhibit excellent non-verbal and verbal communication skills when dealing with patients and carers. To have the ability to make clear decisions with confidence and communicate effectively.
- To maintain appropriate clinical records in line with current practice guidelines.
- To work within the parameters of skills and knowledge, recognising the limitations to your own practice and to work within the bounds of your training and capability according to regulatory codes of conduct.
- To maintain an awareness of developments in clinical practice.
- To optimise evidence-based practice.
- To work effectively as part of a multi-professional team in collaboration with other members of the service.
- To adhere to performance measures.
- To provide health promotion/accident prevention advice for patients and carers.
- To promote the protection of children and vulnerable adults in accordance with local safeguarding procedures.
- To adhere to the Infection Prevention and Control policy for the service being provided.
- To supply/administer medication via Patient Group Directors (PGDs) or prescribe medication (as a qualified non-medical prescriber) and work within the limitations of current Non-Medical Prescribing legislation.
- The ordering, storage, administration and disposal of medicines in a safe, secure manner in accordance with current policy and legislation.
- Discharge or refer patients as appropriate to internal or external clinical pathways.

## Operational

- To participate in the clinical audit cycle as required.
- Take part in organisational clinical audits as required.
- To attend professional meetings and participate in team meetings.
- To work within DHU Health Care CIC guidelines and policies and to support the implementation of policies in own work area and participate in working groups as required.
- To participate in inductions for newly appointed staff.
- To participate in the appraisal process.
- To identify, report and address poor performance issues.
- To diffuse challenging behavior, ensuring that the situation is managed in a sensitive way.
- To ensure efficient and effective use of material resources/supplies.
- To identify any problems with resource use/availability and make recommendations for corrective action.

## Clinical Governance

- To participate in the clinical governance requirements within the work of the organisation.
- To practice with the parameters of company policies, protocols and guidelines.
- To participate in quality improvement within the organisation.
- To assess and evaluate outcomes of own practice, service intervention and treatment and identifies any short falls in service reporting to relevant managers.
- To provide mentorship, leadership and training to other team members.
- To ensure the requirements of Health and Safety policy and legislation are maintained.
- To participate in research and development activities of DHU Health Care.

## Education Practice Development

- To participate in the clinical supervision framework for health care professionals within the company.
- To offer appropriate advice to health and social care professions on care practices, delivery and service development within the parameters of the role and scope of practice.
- To participate in the ongoing individual professional development within the organisation.
- To mentor and role model as appropriate including the mentorship of junior staff and students.
- To complete the mandatory training programme, ensuring compliance at all times.

## Professional

- To work within the regulatory requirements, codes and Professional Standards of practice of the NMC/HCPC/GPhC
- To maintain professional and clinical competence through mechanisms of continuing professional development.
- To act in such a manner at all times to promote confidence and public trust and uphold the reputation and image of DHU Health Care CIC.

## Communications and Working Relationship

- Director of Nursing and Quality and other Executive Directors.
- Divisional Clinical Director and Managing Director
- Divisional Heads of Clinical Services
- Divisional Operations, Clinical and Corporate Teams
- DHU Health Care CIC Governance Team
- DHU Health Care CIC Clinical Training Team
- Clinical and managerial staff within participating Clinical Commissioning Groups (CCG)
- Clinical staff in local primary and secondary care services
- Other related services within the local health economy
- Social Services and local intermediate Care Services

# Person specification

## Qualifications

### Essential

- Registered Adult Nurse registered with the Nursing & Midwifery Council (NMC), Paramedic registered with the Health Care Professions Council (HCPC) or Pharmacist registered with the General Pharmaceutical Council (GPhC).
- Evidence of Autonomous Practice Qualification, such as:
    - Level 6 or 7 Advanced Assessment module
    - Level 6 or 7 Clinical Examination Module
    - Level 6 or 7 Minor Illness Module

### Desirable

- BSc (Hons) in a relevant field
- Mentorship qualification
- Registration as an independent non-medical prescriber

## Experience

### Essential

- Autonomous practice working in a multi-professional team
- Can show evidence of using autonomous physical examination and assessment skills in practice
- Can demonstrate a broad and sound knowledge of complex and common conditions in primary care in both adults and children
- Has experience in one of the following: nurse led clinics, emergency care centres, out of hours facilities or walk in centres
- Has experience in conducting telephone consultations with undifferentiated patients
- Experience of administering and supplying medication via PGD OR Independent Prescribing experience.

### Desirable

- Use of examination skills in practice.
- Experience of Emergency Care
- Experience of General Practice

## Knowledge & Skills

### Essential

- Can complete a concise clinical history and physical examination.
- Can formulate a differential diagnosis and management plan.
- Prepared to participate in service development
- Demonstrable awareness of accountability in clinical practice
- Can give evidence of using effective communication skills within practice
- Must have excellent verbal and written skills
- Computer literate

- Is able to use negotiation skills employing critical thinking.
- Ability to identify individual client needs
- Able to prioritize, effective time management.
- Commitment to lifelong learning
- Counselling & communication skills
- Facilitation & negotiation skills
- Aware of current structures and developments in out of hours care, health and social care

## Job Circumstances

### Essential

- Commitment to the role. Able to work unsocial hours including bank holidays
- Flexibility to meet service/Rota needs
- Be prepared to travel between different sites when on duty to support service demand
- Full driving license essential (LLR Home Visiting Service)

### Desirable

Full driving Licence (All other DHU locations)

## Personal Attributes

### Essential

- Proven team player
- Able to work autonomously
- Committed to continuing professional development
- Positive effect
- High level of interpersonal skills

### Desirable

- Willingness to undertake additional training to develop skills as an autonomous practitioner, aiming to achieve a full MSc in advanced clinical practice.

## Key policies and what we expect from each other

**Belonging:** At DHU, we want everyone to feel like they truly belong. We believe our team should be just as diverse as the people and communities we care for. Whoever you are, wherever you're from - you're welcome here. We're all about building a culture where everyone feels seen, heard, and valued.

**Diversity:** We're proud of the different backgrounds, experiences and perspectives our people bring. That's what makes us strong. We treat everyone fairly and respectfully, and we're committed to creating a workplace that celebrates what makes each of us unique. No one should ever feel left out, left behind, or treated differently.

**Safeguarding:** Keeping people safe is at the heart of what we do. Whether it's patients or colleagues, children or adults - we all share a responsibility to look out for one another and speak up if something doesn't feel right.

**Health & safety:** Everyone has a part to play in staying safe at work. Be mindful of how your actions affect others and follow our health and safety guidance. If you see something that's not safe, speak up.

**Wellbeing:** Look after your own health and wellbeing, and help create a positive, supportive workplace for everyone. Use the resources available, treat colleagues with respect, and speak up if something isn't right. Together, we can make DHU a place where everyone can thrive.

**Engagement:** Support and promote employee engagement by collaborating effectively, communicating openly, and contributing to a positive team culture.

**Infection prevention and control:** A clean and safe space is everyone's responsibility. Stick to our infection prevention guidance - it helps protect you, your team, and the people we care for.

**Looking after our planet:** We all have a part to play in protecting the environment. At DHU, we do our bit by using resources wisely and keeping waste to a minimum. That means recycling and sorting waste properly, switching off lights and equipment when we're not using them, reporting heating or cooling issues as soon as they happen, and cutting down on unnecessary travel. Small actions, big difference - especially when we all do them together.

**Teamwork:** As part of our DHU team, you might be asked to take on different tasks now and then to help us meet our goals. We all pitch in where we can, support each other, and stay flexible to keep things running smoothly.

## Postholder acknowledgement

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.

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| **First name:** | |
| **Surname:** | |
| **Signature:** | **Date:** |

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