



### Job Description & Person Specification

Position:	NHS 111 Health Advisor	Division:	NHS 111
Location:	Derby, Chesterfield, Leicester, Chippenham, West Midlands	Reporting to:	Non-Clinical Shift Manager

#### Purpose of the Role

The post holder will be part of a team based at one of the locations of DHU Health Care. The post holder will provide call handling for patients requiring urgent medical assistance, including reception duties for patients invited to attend a Primary Care Centre for treatment and associated administrative services. Computer systems (Adastra) will be used to capture patient information. The call handler will be part of a multi-professional/skilled team including clinical and support staff providing accessible health services to the population across Derbyshire and surrounding areas. A commitment to quality service and excellence in all that DHU Health Care undertakes are integral to the role and the development of the service. The post holder will participate in promoting and advancing DHU Health Care.

#### 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 responsive, 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 others – promoting 'speaking up', fostering career-long learning and development, and supporting improvement ideas

#### Key Areas of Responsibility & Accountability

- Answering calls from the general public in an efficient and courteous manner using agreed DHU, NHS Pathways and 111 policies, protocols and standards.
- Accurately recording, checking or amending details on the call logging computer system Adastra.
- Signpost patients to the appropriate care using the Directory of Services where appropriate.
- Triage patient calls using the NHS Pathways triage system.
- Deal appropriately with instructions and queries from surgery staff, clinicians and outside agencies.
- Maintain a tidy office/call centre at all times.
- Assist in general administrative and clerical duties and maintain manual/computerised records as required, in a professional timely manner.
- Adhere to all procedures, protocols and other relevant memorandum as appropriate.
- Provide assistance to new members of staff and assist in training and mentoring to ensure the maintenance of a high quality service.
- Attend training and meetings as and when required to do so by Management.
- Maintain strict confidentiality in relation to all issues concerned within the service and adhere to the requirements of the Data Protection Act 1984, Information Governance and Caldicott Principles.
- Maintaining equipment – checking systems and printers as necessary and reporting any faults via the Electronic Shift Report to IT or senior member of staff.

- Provide cover for sickness, bank holidays, annual leave, etc for any call handler/receptionist as requested including working flexibly at other DHU sites.  Adhere to Health and Safety Policy.

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- Communicate outstanding issues to your manager or shift replacement before going off duty.
- Notify Line Manager/s or Duty Supervisor of any circumstances which may affect the provision of a high quality service.
- Keeping our patients, the public and ourselves safe and well is part of every role in DHU. To maintain high levels of safety all staff are encouraged to openly report incidents and any risk identified in Datix or where not possible to use Datix to report through the Duty Supervisor Shift report.
- Communicating with patients, relatives and representatives.
- Communicating with staff within DHU Health Care and related organisations.
- Communicating with clinical and managerial staff within participating Primary Care Trusts.
- Communicating with clinical and other appropriate staff in local primary and secondary care services.
- Communicating with staff within social services.
- Communicating with out of hours and other related services within the local health economy.
- Communicating with ambulance services.
- Communicating with all stakeholders within the 111 service.
- DHU Health Care CIC is committed to safeguarding and promoting the welfare of Adults, Children and Young People and expects all staff and volunteers to share this commitment.
- Infection Prevention & Control is pivotal in ensuring a safe & clean environment for both patients and staff. IP&C is everyone's responsibility and strict adherence to the IP&C policy is expected of ALL employees of the organisation.
- As you will expect the organisation may change from time to time and you will be expected to meet the operational requirements.
- Any other reasonable duties as required from time to time.
- All DHU employees are responsible for ensuring the company remains Covid secure.

#### 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>Attribute/Skills</b>	<b>Essential</b> <i>(When applying for this job it is important you fulfil all these essential requirements. If you do not you are unlikely to be interviewed)</i>	<b>Desirable</b> <i>(When applying for this job it is desirable you fulfil these requirements. However, if you do not you may still apply and may be interviewed)</i>	<b>Measurement</b> A/C/P/R/T
Qualifications	<input type="checkbox"/> A good standard of basic education (GCSE Grade C or above, including English) or equivalent relevant work based experience	<ul style="list-style-type: none"> <li>Customer Care NVQ</li> <li>IT Qualification e.g. ECDL/CLAIT/RSA Word Processing or ICT GCSE</li> </ul>	C

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Experience	<ul style="list-style-type: none"> <li>Significant experience of working with the general public</li> <li>Experience of handling face-to-face and/or telephone enquires</li> <li>Excellent keyboard skills/computer skills</li> </ul>	<ul style="list-style-type: none"> <li>Call Centre Experience</li> <li>Care/NHS Experience</li> <li>Customer Service/Care Experience</li> <li>Previous NHS 111 Pathways Experience</li> </ul>	A/I
Practical & Intellectual Skills	<input type="checkbox"/> Effective communication skills with a variety of people		A/I/T
	<ul style="list-style-type: none"> <li>Able to work effectively as part of a team</li> <li>Ability to use initiative &amp; work without direct supervision</li> <li>Excellent communication skills, both written and verbal</li> <li>Excellent telephone manner with the ability to build rapport over the telephone</li> <li>Accurate record keeping</li> <li>Effective listening skills</li> <li>Customer care orientated</li> <li>Maintain a calm and professional manner whilst under pressure</li> <li>Effective problem solving skills</li> <li>Understanding of Data Protection and ability to maintain strict levels of confidentiality</li> </ul>		
Circumstances - Personal	<ul style="list-style-type: none"> <li>Commitment to role</li> <li>Ability to work 3 out of 4 weekends</li> <li>Ability to work 6 out of 8 bank holidays</li> <li>Able to work unsociable hours</li> <li>Commitment to attend training and staff meeting</li> <li>Commitment to maintain competencies in the role</li> </ul>		A/I

Disposition/Adjustment/ Attitude	<ul style="list-style-type: none"> <li>• Sense of humour</li> <li>• Diplomatic</li> <li>• Ability to work under pressure</li> <li>• Conscientious</li> <li>• Reliable</li> <li>• Resourceful</li> </ul>		A/I
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A – Application Form    C – Certificate    I – Interview    T – Tests/presentation 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.

#### Health & Safety

The post holder is required to take responsibility for their own personal safety and that of other persons who may be affected by his/her acts or omissions at work. The post holder is required to comply with DHU Health Care CIC's Health & Safety Policy and Procedures.

#### Infection Prevention & Control

Infection Prevention & Control is pivotal in ensuring a safe & clean environment for both patients and staff. IP&C is everyone's responsibility and strict adherence to the IP&C policy is expected of ALL employees of the organisation".

#### Safeguarding

DHU Health Care is committed to safeguarding and promoting the welfare of Adults, Children and Young People and expects all staff and volunteers to share this commitment.

#### Diversity

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#### 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:			