

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

JOB DESCRIPTION AND PERSON SPECIFICATION

**Clinical Advisor
NHS 111**

**For you.
For them.
With us.**

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

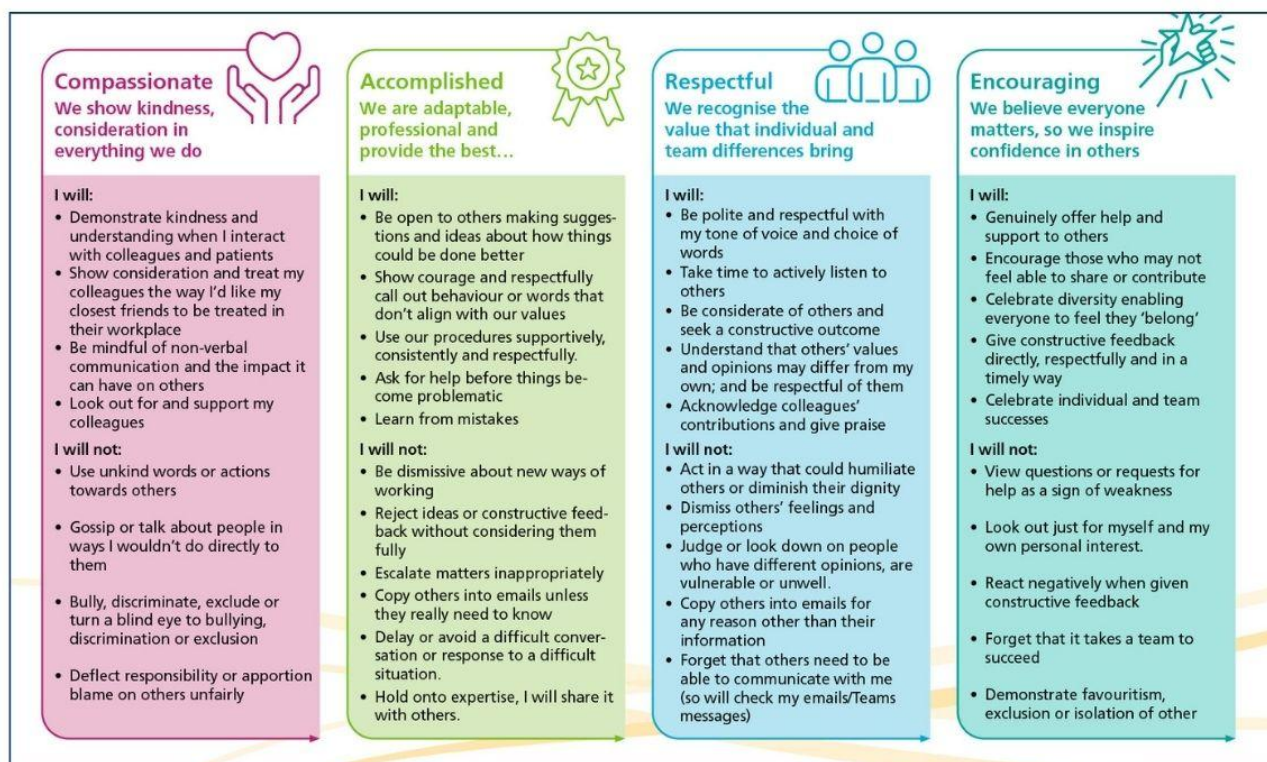
For them: we overcome challenges and achieve more for our patients and their outcomes.

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.



Job Description and Person Specification

Position:	Clinical Advisor
Division:	NHS 111
Location:	Derby, Chesterfield, Oldbury
Reporting to:	Clinical Performance Manager
Band:	6.0
Last reviewed:	July 2026

Purpose of the role

Be the calm and compassionate voice in someone's moment of need.

As an NHS 111 Clinical Advisor, you will use your clinical expertise to assess callers presenting with a wide range of health concerns, provide safe and evidence-based advice, and guide patients to the most appropriate care. Supported by the NHS pathways clinical decision support system, you will make informed decisions that help deliver the right care at the right time.

Working as part of a multidisciplinary team at DHU 111, you will play a vital role in delivering high quality, and patient centered care, a commitment to clinical excellence, compassionate care and continuous professional development is at the heart of this role, giving you the opportunity to make a meaningful difference with every call.

Performance measures

- Demonstrate compliance with clinical governance standards, including documentation, record keeping, and safeguarding requirements.
- Achieve agreed quality assurance (QA) scores from routine call audits and clinical reviews.
- Meet key performance indicators (KPIs) for call handling while maintaining patient safety and quality of care.
- Escalate patients appropriately in accordance with clinical risk, safeguarding policies, and organisational procedures.
- Advocate for patient-centred care, ensuring decisions are made in the patient's best interests and that patients are supported to make informed choices.
- Maintain high standards of communication, demonstrating empathy, professionalism, and effective shared decision-making with patients and carers.
- Contribute to patient safety by identifying, reporting, and learning from incidents, near misses, and complaints.
- Complete mandatory training, clinical supervision, and competency assessments within required timescales.
- Participate in clinical audits, peer reviews, and reflective practice to support continuous quality improvement.
- Maintain professional registration and meet Continuing Professional Development (CPD) requirements.
- Work collaboratively with multidisciplinary teams and external healthcare providers to ensure seamless patient care and appropriate referrals.

Key areas of accountability and responsibility

Patient & Service User Support

- Able to demonstrate competence in all areas of clinical advisor role; front ending of calls, clinical validation/assessment.
- All clinical advisors will be responsible for assessing patients from 0+ years and a variety of physical and mental health symptoms.
- Strong clinical decision making, Clinical Advisors work under pressure, the role requires strong critical thinking, clinical curiosity and decision making.
- Use extensive clinical knowledge and advanced communication skills to provide high quality assessment and safe and effective advice to NHS 111 callers.
- Use negotiation skills when necessary and establish concordance with patients on an appropriate course of action to take for the level of care determined.
- Manage all calls in a controlled and professional manner treating all patients with compassion, empathy and respect.
- Support the achievement of quality standards and performance levels relevant to the NHS 111 service.

Operational Efficiency & Governance

- Work within DHU policies, national guidelines, and professional standards.
- Participate in the clinical governance and quality improvement requirements of the DHU 111 service.
- Maintain an awareness of individual responsibilities in relation to clinical governance.
- Participate in research and development activities of DHU 111.
- Identifying, escalating, and reporting incidents, safeguarding concerns, complaints, and compliments in accordance with DHU procedures.
- 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.
- The ability to recognise and respond appropriately to adult and children safeguarding concerns and report to the necessary agencies.
- 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.

Teamwork & Continuous Development

- Support a supportive team environment by sharing knowledge, assisting peers, and promoting our values.
- Participate in regular training, coaching, and quality assurance to maintain competence and compliance.
- Monitor personal performance metrics such as call handling time, quality scores and patient feedback, taking steps to improve.
Provide constructive feedback to supervisors to enhance processes and service quality.
- Commitment to continuous learning.
- Proactively maintain knowledge of current developments in clinical practice.

Person specification

This role would suit someone who is:

- Sub-part 1 level registration with the NMC – Adult branch, Registered Paramedic or Registered Pharmacist

Experience & Qualifications

- Minimum 2 years clinical experience post registration in a clinical setting.
- Experience of working within a multi-professional / multi agency environment.
- Experience of working independently making safe clinical decisions.
- Broad clinical knowledge base with evidence of clinical inquisitiveness.
- Broad clinical experience in a variety of areas to include recent acute, emergency/critical care and/or primary care areas.
- Evidence of continuous training, learning, and development.
- Good level of IT systems/PC literacy.
- Excellent verbal communication and active listening skills, with the ability to build rapport, use effective clinical questioning and probing techniques, gather accurate information, and communicate complex clinical advice clearly, compassionately, and confidently over the telephone.
- Sound clinical decision-making capabilities; ability to demonstrate critical thinking and clinical curiosity skills in clinical care.
- Effective negotiation skills
- Ability to obtain, process and accurately document patient/caller information.
- Awareness of accountability in Underpinning knowledge of local primary care services including key stakeholders.
- Specialist information technology skills. Clinical practice.
- Effective time management; able to prioritise patient care and tasks appropriately.
- Prepared to participate in service development.
- Ability to work under pressure.
- Understanding of patient confidentiality issues and the data protection act.
- Demonstrable interest in, and ability to, support, coach, and mentor others.
- Demonstrate ability to maintain personal resilience and wellbeing while working in a fast-paced, emotionally demanding clinical environment, adapting positively to changing priorities and challenging situations.

Knowledge & Skills

- Aware of current structures and developments in health and social care.
- Understanding of patient management in a primary, secondary, community and tertiary care setting.
- Good knowledge of local primary care services including key stakeholders

Personal Attributes

- Commitment to role.
- Able to work unsocial hours including weekends and bank holidays.
- Flexibility to meet patient/service/rota needs.

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.

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.*

First name:

Surname:

Signature:

Date:

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