**Job Description & Person Specification**

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| Position: | NHS 111 Non Clinical CQI Pathways Trainer | Division: | NHS 111 |
| Location: | Derby, Chesterfield, Leicester, Chippenham, West Midlands | Reporting to: | NHS 111 Training and Development Manager |

Purpose of the Role

The post holder will be part of a team based at one of the locations of Derbyshire Health United. The post holder will provide training, call handling and associated administrative services. Computer systems (ADASTRA) will be used to capture patient information for onward transmission to one of the clinicians in the team. The trainer will be part of a multi-professional/skilled team including clinical and support staff providing accessible services to the population across Derbyshire. A commitment to a quality service and excellence in all that DHU 111 undertakes are integral to the role and the development of the service. The post holder will participate in promoting and DHU 111.

Values, behaviours and principles

The post holder is expected to lead by example in terms of role modelling the behaviours 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

Key Areas of Responsibility & Accountability

* Provide training and assistance to new and existing members of staff to ensure the maintenance of a high quality service.
* Train members of staff from any department, in the use of Adastra, to a professional standard as required by Operations Management.
* Undertake audit and reflective practice, according to agreed timetables, with new and existing members of staff in line with Company procedures, in a professional manner.
* Assist with the formulation, monitoring and delivery of team training plans, evaluating these subsequently with the CQI manager.
* Professionally review and sign off staff competences, to the agreed Company standard, with the CQI Manager in a timely manner.
* Update and maintain manual and computerised training records, in a timely, accurate manner.
* Be fully informed of changes to the Adastra computer system and prepare training documentation to assist in the dissemination of this information to staff.
* Assist the CQI Manager with the preparation of appraisal documentation. Contribute to content of appraisal.
* Answering calls from outside agencies and patients to the base using agreed protocols and standards in an efficient and courteous manner
* Accessing/Logging Calls on computer – Accurately recording, checking or amending details on the call logging computer system.
* Accurately entering clinical details onto the computer record where the clinician has not already done this
* Dealing appropriately with instructions and queries from surgery staff, clinicians and outside agencies.
* Assist in general administrative and clerical duties and maintain manual/computerised records as required.
* Adhere to all procedures, protocols and other relevant memorandum as appropriate
* 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
* Provide cover for sickness, bank holidays, annual leave, etc for other CQI Call Centre Trainers, Call Advisors and Receptionists, as requested
* Maintaining equipment – Checking systems and printers as necessary and reporting any faults to senior member of staff.
* Adhere to Health and Safety Policy
* 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.
* UXL – Supporting and improving performance.
* Communicate with staff within DHU 111, Derbyshire Health United Ltd and related organisations
* Communicate with clinical and managerial staff within participating Primary Care Trusts
* Communicate with clinical and other appropriate staff in local primary and secondary care services
* Communicate with staff within local authority Social Services
* Communicate with Out of Hours and other related services within the local health economy
* Communicate with ambulance services
* 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.

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.

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| Academic Qualifications | * 4 GCSEs Grades A-C or equivalent including English and Maths * Typing/Word Processing RSA II qualification or appropriate Keyboard skills * Microsoft applications qualification e.g. ECDL or equivalent * A relevant training qualification * NHS 111 Pathways coaches module |
| Experience | * 2 years suitable training experience * Previous experience of working with the public in a busy environment * Communication with a variety of people * Computer experience (e.g. Word/Excel and other packages) as well as email systems and other electronic media * Adastra knowledge preferred * 6 months NHS 111 call handling |
| Practical and Intellectual  Skills | * Effective communication skills with a variety of media and all levels of staff with the company as well as external agencies * Ability to use initiative * Excellent and accurate record keeping * Excellent telephone manner * Good at problem solving * Listening skills * Effective time management – strong organizational skills * Ability to maintain strict levels of confidentiality |
| Circumstances – Personal | * Commitment to role * Able to work unsocial hours * Flexibility to meet service/rota needs * Ability to travel between sites to delivery training |
| Disposition/Adjustment/  Attitude | * Proven team player * Sense of humour |

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.*

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| Signature of Post Holder: |  | Date: |  |
| Name: |  | | |

*DHU Healthcare is a ‘not-for-profit’ community interest company providing a diverse range of services to the NHS frontline, including urgent and emergency care, primary care, out of hours services and NHS111. We operate 365 days a year, 24 hours a day across a wide geographical area including Derbyshire, Northamptonshire; Nottinghamshire; Leicester, Leicestershire & Rutland; Lincolnshire, Milton Keynes, Bath, North East Somerset, Swindon and Wiltshire – a population totalling around ten million. A socially conscious organisation, we provide compassionate, safe, high-quality care to our patients and the communities we serve and offer a supportive work environment to our 2,000 people.  You can find out more about us at* [*Our profile :: DHU Healthcare*](https://dhuhealthcare.com/about-us/our-profile)