**Job Description & Person Specification**

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| Position: | NHS 111 Clinical Shift Lead | Division: | DHU 111 (West Midlands) CIC |
| Location: | Derby Chesterfield, Oldbury | Reporting to: | 111 Nurse/Clinical Site Manager |

Purpose of the Role

To work within the 111 Clinical Lead team, providing clinical management and leadership in the 111 call centres. Taking part in clinical management to ensure clinical efficiency, quality and safety of the service at all times. Ensure adherence of National targets and organisational Key Performance Indicators. Supporting delivery of the national nursing and healthcare agenda.

To work as part of a multi-disciplinary team.

Key Success Measures

* Caring & Compassion - We will actively listen to understand and empathise with others’, with a desire 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 Responsibility & Accountability

* Provide effective clinical leadership and support to staff across the call centres.
* Provide clinical guidance and support to the 111 operational shift lead.
* Contribute to the clinical safety and effectiveness of the 111 service.
* Adhere to DHU processes for monitoring the clinical safety of patients waiting in the IUC Pathways clinician cases queue, undertaking queue scanning as a role priority.
* Queue management - review priorities of calls and identify any patients who may need urgent intervention and to allocate /delegate Clinical advisor resources appropriately and effectively.
* Provide safe and effective telephone advice.
* Ensure access to clinical advice is consistently available to call taking staff via the clinical advice line / Floor walkers / Clinical Lead hunt group
* Uphold DHU policies and procedures at a managerial level as required.
* Maintain call taking proficiency. Demonstrate in-depth knowledge of Adastra and NHS Pathways systems
* Performance management of clinicians on shift.
* Facilitate reflection and/or debriefing of challenging calls when necessary.
* To proactively consider and escalate recommendations for service improvement that support more efficient working and service quality.
* Notify the appropriate senior manager immediately of any circumstances which may affect the provision of a high quality service.
* Demonstrate professionalism at all times.
* Work within and promote the DHU vision and values.
* Maintain own competence through continuing professional development to meet the requirements of re-validation / NMC / HCPC Registration and fitness to practice.
* Work within, and promote, the regulatory requirements codes and guidance as defined by the appropriate regulatory body (NMC/HCPC).
* Seek feedback on own performance form direct reports and line managers.
* Participate in regular performance review with the 111 Nurse/Clinical Site Manager using agreed competency frameworks appropriate to individual scope of practice.
* Participate in the provision of coaching, mentorship, training, supervision and the continuing development of 111 staff.
* Offer appropriate advice on care practices, delivery and service development within the parameters of own role.
* Undertake regular reflection.
* Review and maintain own personal development plan.
* Mentor the development of excellence in clinical practice.
* Adhere to all DHU procedures, protocols and other relevant memoranda as appropriate.
* Attend training and meetings as and when required to do so by senior management.
* 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.
* 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 you 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 staff within DHU Healthcare CIC and related organisations.
* Communicate with clinical, non-clinical and managerial staff within participating Clinical Commissioning Groups.
* Communicate with staff in primary and secondary care services.
* Communicate with staff within local authority Social Services.
* Communicate with Out of Hours and other related services within the health economy.
* 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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| Qualifications | * Professionally registered General Nurse / Paramedic / Pharmacist
* Educated to degree level or equivalent
* Evidence of post registration clinical development
* IT qualifications preferred
* Accredited NHS Pathways user
* Accredited NHS Pathways Coach preferred
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| Experience | * Previous leadership experience preferably at a management level
* Previous experience of management including engagement and motivation of staff
* Previous experience of working within a healthcare environment providing telephone triage/assessment
* Expert user of NHS Pathways and Adastra host system preferred
* Experience of working within a multi-professional / multi-agency environment**.**
* Able to assertively and professionally manage challenge
* Previous experience of performance coaching
* IT experience (e.g. Word/Excel and other packages) as well as email systems and other electronic media
* Knowledge of telephony systems
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| Skills and Knowledge | * Ability to contribute to development and delivery of a clinical service
* Ability to effectively prioritise and delegate
* Able to demonstrate skills of assertiveness
* Able to demonstrate accountability and responsibility for fulfilling role
* Demonstrate a positive approach to working under pressure
* Demonstrable knowledge of how to engage with people and support them to work to high standards
* Excellent interpersonal/ communication skills
* Ability to contribute to and manage change
* Ability to use initiative
* Accurate record keeping
* Excellent telephone manner
* Problem solver / Decision maker
* Effective time management / organisational skills
* Ability to maintain strict levels of confidentiality
* Sound understanding of legal / professional implications of independent practice
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| Job Circumstances  | * Commitment to role
* Able to work unsocial hours
* Flexibility to meet service/rota needs
* Ability to travel to all sites on request
* Full driving licence
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| Personal Qualities | * Commitment to organisational development and learning
* Personable and capable of making a positive connection with other managers/teams/stakeholders both internal and external.
* Enjoys and facilitates collaborative working.
* Enthusiasm with energy and drive.
* Conscientious, reliable, resourceful and pro-active.
* Enjoys working to a high standard and insists on quality outcomes.
* Proven team player
* Diplomatic
* Sense of humour
* Conscientious, reliable and resourceful
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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: |  |