**Job Description & Person Specification**

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| Position: | NHS 111 Clinical Advisor | Division: | NHS 111 |
| Location: | Derby, Chesterfield, Leicester and Oldbury | Reporting to: | NHS 111 Clinical Performance Manager |

Purpose of the Role

The post holder will be responsible for assessing callers with a wide spectrum of clinical conditions, advising patients on next steps, and referring them on to further care when appropriate. The computer based clinical decision systems NHS Pathways will facilitate and support the advice given. NHS 111 Clinical Advisors will be required to work as part of a multi-disciplinary team within the service provided by DHU 111 (East Midlands) CIC providing quality, evidence-based health care to meet the immediate needs of the patient. Demonstrating a commitment to a high-quality service, excellence in clinical practice and continuous professional development are integral to the role and to the development of the service.

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 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

1. **Telephone Triage**

* Able to demonstrate competence in all areas of clinical advisor role; front ending of calls, clinical validation/assessment.
* Provide support and guidance to non-clinical Health Advisors and other members of staff via the clinical advice line.
* All clinical advisors will be responsible for assessing patients from 0+ years and a variety of physical and mental health symptoms. Clinicians that are specialty trained such as Paediatric nurses and Mental Health nurses will receive sufficient training and coaching to take all calls appropriately and safely.
* Receive telephone calls from patients, carers, DHU 111 colleagues or healthcare professionals and then undertake an assessment of the presenting concerns, giving advice, as appropriate, using NHS Pathways or other clinical decision support system.
* Use clinical knowledge and advanced communication skills to provide high quality assessment and safe and effective advice to NHS 111 callers.
* Advise patients on self-care as appropriate though the effective communication of evidence-based health care advice supported by NHS Pathways or other clinical decision support system.
* Facilitate the patient pathway through primary, secondary, community and tertiary care. Where possible assisting patients in the correct use of primary care and emergency care services and other healthcare related organisations
* Use negotiation skills when necessary and establish concordance with patients on appropriate course of action to take for the level of care determined.
* Maintain accurate patient care records as required.
* 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.
* Work within the parameters of own skills and knowledge maintaining an awareness of service and practice developments.
* Strong clinical decision making, Clinical Advisors work under pressure, the role requires strong critical thinking and decision making.
* Successfully complete training on the NHS Pathways system and maintain competence in line with the pre-defined competency framework.
* Advocate for patient centred care and empower callers to make decisions about their health.

1. **Clinical Governance**

* 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.
* Practice within the parameters of policies, protocols and guidelines.
* Participate in research and development activities of DHU 111.
* Ensure familiarity with the process for raising issues under the incidents and complaints and compliments procedure/protocol, namely Datix.
* DHU is an equal opportunities employer, and the post holder 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.
* 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 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.

1. **Maintain Professional standards.**

* Participate in the reflective and clinical supervision framework for clinicians within DHU 111.
* Participate in the ongoing individual professional development within the organisation.
* Fulfil the professional regulatory requirements for post-registration education and development.
* Mentor and role model by completing the NHS Pathways coaching course to provide support and development to other Clinical Advisors and Health Advisors.
* Maintain an active registration with the Nursing & Midwifery Council on the part of the Register relevant to the post.
* Work within the professional Code of Conduct and other directives as defined by the relevant regulatory body (NMC, HCPC etc)
* Maintain professional and clinical competence through mechanisms of continuing professional development.
* Attend meetings, mandatory training and system updates as requested by managers.
* Participate in regular performance reviews with managers as appropriate to individual’s scope of practice.
* Maintain awareness of, and work within, the DHU values always
* Communicate outstanding issues or concerns to the appropriate manager before going off duty.
* Maintain and ensure maintenance of a tidy work environment at all times.
* Maintain updated with the latest clinical guidelines, protocols, and best practice. To attend regular training and development to enhance and maintain skills and knowledge.
* 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, DHU 111 and external agencies inside and outside 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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| **Factors** | **Essential** | **Desirable** |
| **Academic/Professional**  **Qualifications** | * Sub-part 1 level registration with the NMC , Registered Pharmacist or Registered Paramedic | * Recognised Minor Illness, Injuries certificate * Mentor/coaching qualification |
| **Experience** | * 2 years clinical experience post registration * Experience of working within a multi-professional / multi agency environment * Broad clinical knowledge base * Broad clinical experience * Evidence of continuous training, learning and development | * Nurse triage/telephone advice experience and competence * Experience of working independently * Experience of working within primary care |
|  | * Good level of PC literacy * Effective communication skills * Effective negotiation skills * Ability to obtain and process and accurately document patient/caller information. * Sound clinical decision making capabilities; ability to demonstrate critical thinking skills in clinical care * Awareness of accountability in 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 * Able to demonstrate initiative and motivation in the highly skilled area of caring for patients via telephony/IT systems |  |
| **Training & Education** | * Commitment to continuous learning * Proactively maintain knowledge of current developments in clinical practice |  |
| **Specialist Knowledge** | * 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 * Specialist information technology skills |
| **Circumstances - Personal** | * Commitment to role * Able to work unsocial hours including weekends and bank holidays * Flexibility to meet patient/service/rota needs |  |
| **Disposition/Adjustment/ Attitude** | * Proven team player * Able to work autonomously * Positive approach to patient care and colleague support |  |

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: |  | | |