**Job Description & Person Specification**

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| Position: | Clinical Practitioner - CAS | Division: | LLR |
| Location: | Anstey Frith House | Reporting to: | Clinical Services Lead |

Purpose of the Role

The post holder will be responsible for the initial clinical assessment, and/or referral or giving advice as appropriate to patients presenting with a broad spectrum of clinical conditions within the Urgent Care services provided by DHU Healthcare. This post will involve primarily supporting the triage and prioritisation of each patient attending our busy walk-in service.

A commitment to a quality service, excellence in clinical practice and continuous professional development are integral to the role and the development of the service.

The post holder will participate in promoting and advancing DHU Healthcare.

Key Success Measures

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

Clinical

* Ensure patients attending this service are clinically assessed and assigned an appropriate clinical priority timeframe.
* Support the Clinicians within the centre to deliver high quality, clinically focused care.
* Prioritise patient flow and clinical safety of patients and staff within the environment.
* Respond to clinical emergencies and support the delivery of interventions while awaiting emergency services response.
* Use clinical knowledge and advanced communication skills to provide high quality advice on as appropriate through the effective communication of evidence-based health care advice.
* Facilitate the patient pathway through primary, secondary, community and tertiary care. Where possible assisting patients in the appropriate use of primary care and emergency care services and other healthcare related organisations.
* To act in a controlled and professional manner treating all patients with compassion, empathy, and respect.
* To practice without direct supervision but support available when required.
* Seek advice from specialists as appropriate and follow this advice as appropriate.
* Managing patients within specified time parameters (this will be communicated separately).
* To exhibit excellent communication skills when dealing with patients and carers. Non-verbal and verbal skills required.
* To have the ability to make clear decisions with confidence and communicate these effectively.
* To provide medications under patient group directives.
* To be trained and competent in the provision of acute wound care / closure.
* To work within the parameters of one’s skills and knowledge, to recognise the limitations to one’s own practice and to work within the bounds of one’s training and capability according to the NMC or HCPC Code of Conduct.

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* To recognise the need for, initiate and where appropriate interpret relevant diagnostic investigations such as MSU, pregnancy tests, including basic clinical observations and prioritise appropriately according to results.
* To maintain an awareness of developments in clinical practice.
* To be competent in history taking and physical examination of patients to carry out the triage process.
* Refer patients as appropriate referring to internal or external clinical pathways.
* To provide health promotion/accident prevention for patients and carers.
* To work effectively as part of a multi professional team in collaboration with other members of the service.
* To share in the commitment DHU Healthcare has made to safeguarding and promoting the welfare of Adults, Children and Young People.
* To maintain appropriate IP&C as per DHU, local and national policy.

Clinical Governance

* Participate in the clinical governance and quality improvement requirements of DHU.
* Maintain an awareness of individual responsibilities in relation to clinical governance.
* Practice within the parameters of policies, protocols and guidelines.
* Participate in quality improvement and research and development activities as required.
* To assess and evaluate outcomes of own practice, service intervention and treatment and identifies any short falls in service reporting to relevant managers.

Education Practice Development

* To participate in the clinical supervision framework for nurses and paramedics.
* To offer appropriate advice to other clinicians on care practices, delivery, and service development within the parameters of the role and scope of practice.
* To participate in the ongoing individual professional development within the organisation.
* Fulfil the professional regulatory requirements for post-registration education and development.

Professional

* To work within the regulatory requirements, codes and guidance of the NMC/ HCPC.
* To 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.
* To always act in such a manner to promote confidence and public trust and uphold the reputation and image of DHU Healthcare.

Communications and Working Relationships

* Staff within DHU Healthcare.
* Clinical and managerial staff within participating Clinical Commissioning Groups.
* Clinical staff in local primary and secondary care services.
* Other related services within the local health economy.
* Social Services and local intermediate Care 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.

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Person Specification

The job holder will have;

Qualifications

* NMC/ HCPC - Registered nurse (adult)/ paramedic.
* Recognised Minor Illness, Injuries qualification or experience in a relevant triage role

Experience

* Extensive clinical experience working within an Urgent Care environment as part of a multi-professional team.
* Experience in an Urgent Care setting either in ED/WIC/UTC/First responder or similar.
* Evidence of using triage and assessment skills in practice.
* Can demonstrate a broad and sound knowledge.
* Experience of the supply of medicines using patient group directives.

Skills & Knowledge

* Experience with Adastra is desirable but not essential.
* Evidence of Continuous Professional Development.
* Broad clinical knowledge base.
* Evidence of continuous training, learning and development.
* Good level of computer literacy.
* Ability to obtain, process and accurately document patient/information.
* Sound clinical decision-making capabilities: ability to demonstrate critical thinking skills in clinical care.
* Effective time management; able to prioritise patient care and tasks appropriately.
* 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.
* Prepared to participate in service development.
* Must have excellent verbal and written skills.
* Have experience of concise history taking, employing critical thinking.
* Ability to identify individual client needs.
* Demonstrable awareness of accountability in clinical practice.
* Commitment to life-long learning.
* Counselling and communication skills.
* Facilitation and negotiation skills.
* Aware of current structures and developments in out of hours care, health and social care.
* Understanding of patient management in a primary, secondary, community and tertiary care setting.

Job Circumstances

* Able to work unsocial hours including bank holidays
* Flexibility to meet service and rota needs

Personal Qualities

* Proven team player
* Able to work autonomously
* Committed to continuing professional development

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High level of interpersonal skills.

Behavioral Skills

* + Caring & Compassion – Putting patients interests at the heart of everything we do
  + Always Professional – Demonstrate excellence in everything we do
  + Respect and Dignity – Everyone has the right to respect and dignity
  + Everyone Matters – Placing our colleagues and patients at the heart of the organisation

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.*

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

At DHU Healthcare, we take pride in reflecting the rich diversity of our communities and fostering an environment where every person is valued, respected, and empowered to bring their authentic selves to work, free from discrimination or bias. To read more about our Equity, Diversity, Inclusion & Belonging pledge and see the progress we have made, please [click here](https://dhuhealthcare.com/about-us/equality-diversity-and-inclusion), or alternatively, you can reach out to our ED&I team at [EDandI@DHUHealthcare.nhs.uk](mailto:EDandI@DHUHealthcare.nhs.uk)

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

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