



## JOB DESCRIPTION

<b>Job Title</b>	111 Clinical Advisor	<b>Employing Organisation</b>	Devon Doctors Ltd
<b>Directorate and / or Dept</b>	111	<b>Location</b>	Taunton
<b>Pay / Band</b>	Varies	<b>Hours / Days</b>	Varies

<b>Direct Line Manager:</b>	111 Clinical Lead / 111 Team Leader
<b>Key Account Manager:</b>	Head of Nursing/ Medical Director

<b>Qualifications:</b>	See Personal Specification
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<b>Key Working Relationships</b>	<ul style="list-style-type: none"> <li>• Managers and Staff within the IUCS</li> <li>• Patients and their Carers / Representatives</li> <li>• Local Health and Social Care Providers</li> </ul>
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### **Job Summary:**

The post holder will work within the 111 Service, which currently forms part of the Integrated Urgent Care Service (IUCS) and provides triage to patients in Devon.

The 111 Clinical Advisor will be responsible for assessing callers over the telephone with a wide range of clinical presentations, making referrals or providing advice as appropriate. Triage and advice will be supported by use of the NHS Pathways call triage system.

To educate and support 111 Call Advisors when required by offering clinical advice, mentorship and leadership.

To work as part of the multidisciplinary team in providing quality, evidence-based health care to meet the immediate needs of the patient.

The post holder will be contributing towards a 'one team culture' throughout the Organisation and promoting a patient centred ethos of "Putting Patients First".

### **Key Responsibility Areas**

#### **Clinical Responsibilities**

- Receive telephone calls from patients, carers and healthcare professionals and undertake an assessment of current symptoms using NHS Pathways to aid decision making.

- Successfully complete NHS Pathways training and demonstrate competence with front ending calls, validation and clinical assessment.
- Compliance with the terms of the NHS Pathways License held by the organisation and adherence with minimum standards.
- Have a broad range of knowledge, assessment skills and competencies to enable the needs of patients to be met.
- Demonstrate professional autonomy, clinical knowledge and critical judgement to effectively triage.
- Demonstrate awareness of services and refer patients to the most suitable service to enhance the patients journey and use resources appropriately.
- Where appropriate, signpost and direct patients to other relevant health, social and voluntary services.
- Participate in health promotion and education by providing advice on self-care topics, as supported by NHS Pathways and current guidelines.
- Demonstrate ability to support and educate 111 Call Advisors with complex and challenging calls to promote safe and accurate patient triage.
- Recognise life threatening conditions/ symptoms and response appropriately by initiating emergency care as required.
- Utilise advanced communication skills to provide high quality assessment to contribute to a safe and efficient service delivery and patient care.
- Use negotiation skills where necessary and establish concordance with patients on appropriate course of action and level of care required.
- Possess a range of communication skills to effectively deal with challenging callers, such as patients who are verbally abusive, experiencing mental health problems or struggling with anxiety.
- Demonstrate respect, empathy and compassion for callers by managing calls in a professional and controlled manner.
- Facilitate referral where required, demonstrating effective communication through safe and accurate handovers to external agencies.
- Recognise and be aware of appropriate referral mechanisms for family violence, vulnerable adults and addictive behaviours.
- Provide proactive and visible clinical presence to support operational staff.
- Act as an advocate for patients, relatives and carers.
- Act ethically to meet the needs of patients in all situations, however complex.
- Maintain accurate care records of triage in accordance with NMC, DDoc and Pathways guidance within Adastra.
- Maintain confidentiality and compliance with the Data Protection Act and

Access to Health Records, in accordance with DDoc policies and protocols.

### **Quality, Assurance and Safety**

- Monitor quality of own practice and participate in continuous quality improvement through clinical audit and formal evaluation processes.
- Contribute to achievement of quality and performance standards relevant to the 111 Service KPI's without jeopardising patient safety.
- Identify potential opportunities for service improvement and make recommendations as necessary.
- Effectively manage or escalate if appropriate, clinical issues, complaints and professional feedback.
- Participate in audit, customer satisfaction programme, research and other quality improvement activities.
- Understand and adhere to principles of information governance in relation to accessing clinical records, the handling and access to and communication of patient identifiable information.
- Recognise the signs, symptoms and categories of child abuse. Have an understanding of child health procedures, statutory local procedures and points of referral and the basic legal issues around child safeguarding.
- Participate in the processes of investigation and review of clinical incidents and complains in line with DDoc policies.

### **Professional and Educational Responsibilities**

- Work within professional Code of Conduct and other directives as defined by the NMC/ HCPC.
- Undertake appropriate personal and professional development to meet the requirements of PREP/ NMC/ HCPC registration.
- Complete all training required for the role, specifically NHS Pathways Core Module One, Clinical Module One and Clinical Module Two.
- Attend training sessions and meetings requested by the Clinical Lead / Lead Trainer.
- Regularly participate in reflective activities and clinical supervision.
- Participate in performance appraisals.

### **Organisational Responsibilities for the Post Holder:**

- Unless there is a locally agreed operational process, the post holder will be expected to adhere to all Devon Doctors Group policies, procedures and guidelines which are on the Organisational intranet.

- To report any incidences of safety breaches, including but not limited to accidents, complaints and defects in equipment.
- Troubleshoot simple computer problems and initiate repair or recovery.
- To ensure familiarisation with disaster recovery and emergency procedures
- Complete all paperwork and maintain administrative systems appropriate to Company needs.
- Provide assistance to colleagues ensuring smooth operations and to provide effective responses to both individual and group needs.
- Adherence to all protocols, policies and guidelines in line with Company requirements.
- The post holder must maintain a safe environment, taking care to avoid injuries and assist the company in meeting statutory requirements.
- Undertake all mandatory training and other training as required by the Employing Organisation and / or Line Manager.
- Attend Staff meetings, check e-mails regularly and read all communications from the organisation in order to keep up-to-date with operational practices.
- Wear Identification Badges when on duty / carrying out duties on behalf of the organisation.
- Where supplied, wear the organisational uniform when undertaking duties on behalf of the organisation. Where uniform is not supplied, adhere to the organisational Dress Code.
- Be conversant with local and organisational regulations and Health and Safety responsibilities.
- To conform to and actively commit to and promote Devon Doctors Group Customer Service Standards both with internal and external stakeholders.
- Apply infection control measures within the organisation according to local and national guidelines and Standard Operating Procedures
- Abide by the NHS Code of Conduct
- Comply with the Duty of Candour
- Disclose any incident or investigation they were involved in either involving another employer or other body to their line manager.
- There must be compliance with all policies, protocols, procedures and specific training on:
  - The safeguarding of children and vulnerable adults.
  - Infection prevention and control.
  - Equality and diversity.
  - Health and safety.
  - Information Governance.

## **Information Governance**

### **Data Protection Act 1998**

All staff are under a personal and legal obligation to comply with information governance requirements. These include statutory responsibilities (such as compliance with the Data Protection Act 1998), following national guidance (such as the NHS Confidentiality Code of Practice) and compliance with local policies and procedures. Staff must also comply with the Caldicott Principles and common law duty of confidence.

Staff are responsible for any personal and commercially sensitive or confidential information, belonging to individuals including patients, and must ensure it is processed in a secure and appropriate manner. Failure of any staff member, contractor or third party to adhere to this instruction can be

regarded as serious misconduct and may lead to disciplinary action in accordance with our HR policies/procedures and any relevant criminal legislation. Where the incident is serious, this may result in dismissal.

Confidentiality

You will process personal details and information relating to patients, staff, visitors and other individuals. This information is highly confidential and must not be discussed or divulged to any unauthorised person or in an unauthorised way. You are required at all times to comply with our rules, policies and procedures including guidance contained in any staff handbook(s). From time to time the company will exercise the right to change or update existing these documents and introduce new ones. Any breach of confidentiality could result in disciplinary action, including dismissal.

Other terms and conditions of your employment are detailed in our organisational policies that are available to all staff on SharePoint. These include our remote access and off-site working policies, code of conduct, IG and IT policies. All staff are responsible for adhering to our policies and procedures at all times. This includes taking appropriate measures to comply and enforce our expected standards in information sharing, records management and information quality.

**This is an outline of the Job Description and may be subject to change depending on the needs of the service, in consultation with the post holder.**

**Does this post require a Disclosure and Barring Service (DBS) Check? – Yes**

**If Yes - Level of DSB Check required –Enhanced**

**Does this post require Occupational Health Clearance? Yes**

<b>Signature (Employer)</b>	
<b>Name Printed</b>	
<b>Date</b>	

<b>Signature (Employee)</b>	
<b>Name Printed</b>	
<b>Date</b>	

## PERSON SPECIFICATION

### 111 Clinical Advisor

Factor	Essential	Desirable
<b>Qualification</b>	<ul style="list-style-type: none"> <li>• Current Registered Nurse - NMC registered or Paramedic – HCPC registered</li> </ul>	<ul style="list-style-type: none"> <li>• Accredited NHS Pathways user</li> <li>• Evidence of professional development</li> <li>• Recognised Minor Illness/Injury course</li> <li>• Mentor/coaching qualification</li> </ul>
<b>Knowledge &amp; Experience</b>	<ul style="list-style-type: none"> <li>• Post registration experience in more than one environment, which may include:               <ul style="list-style-type: none"> <li>-Pre-hospital emergency care/assessment</li> <li>-Assessing patients in primary care</li> <li>-A&amp;E or medical/ surgical admissions</li> <li>-Paediatrics</li> <li>-Assessing patients with Mental Health needs</li> <li>-Assessing patients through pregnancy/ birth/ post-natal period</li> </ul> </li> <li>• Experience of working within a multi-professional environment</li> <li>• Broad clinical knowledge base</li> </ul>	<ul style="list-style-type: none"> <li>• Telephone triage experience</li> <li>• Experience of autonomous decision making</li> <li>• Management or leadership experience</li> <li>• Audit experience</li> <li>• Knowledge of the NHS 111 service and associated KPI's</li> </ul>
<b>Communication &amp; skills</b>	<ul style="list-style-type: none"> <li>• Excellent communication skills, ability to communicate with a wide variety of people at all levels</li> <li>• Advance patient assessment skills</li> <li>• Problem solving/ decision making skills, supported by best practice evidence</li> <li>• Ability to assimilate large quantities of information quickly and communicate it clearly</li> <li>• Ability to organise and prioritise workload independently, often under pressure</li> <li>• Able to use and navigate information technology systems</li> </ul>	<ul style="list-style-type: none"> <li>• Familiar with computers and electronic patient records</li> </ul>
<b>Personal Attributes &amp; Abilities</b>	<ul style="list-style-type: none"> <li>• Pragmatic approach to day to day problems</li> <li>• Able to work pro-actively within a multi-disciplinary team to deliver optimal patient care</li> <li>• Flexible and adaptable approach to work</li> <li>• Ability to handle conflict, respecting values and opinions of others</li> </ul>	

	<ul style="list-style-type: none"><li>• Ability to promote equality and diversity in the workplace and when working with patients, carers and families</li></ul>	
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