



<b>JOB DESCRIPTION</b>	
<b>Job title:</b>	Advanced Clinical Practitioner
<b>Team/Department:</b>	Urgent Care - Clinical
<b>Location:</b>	Main place of work as agreed
<b>Grade</b>	Tier 4
<b>Hours of work:</b>	As agreed and in accordance with the contract of employment to include unsociable hours, weekends and bank holidays.
<b>Job title the post holder will report to:</b>	Urgent Care Clinical Lead
<b>Job titles of the staff reporting to the post holder:</b>	None
<b>Date the role profile was revised:</b>	June 2021
<p><b>JOB PURPOSE</b></p> <p>You will work as an accredited advanced, autonomous practitioner using high levels of decision-making skills. Your primary focus will be the provision of excellent patient centred care, encompassing the skills of telephone triage, remote assessment and face to face clinical assessment, examination, clinical diagnosis and the development and delivery of effective urgent treatment for patients attending with undifferentiated, undiagnosed primary/ urgent health care problems of full general practice patient needs including paediatrics, care of elderly and mental health.</p> <p>This role works within the parameters of current prescribing legislation.</p>	
<p><b>KEY RESPONSIBILITIES AND ACCOUNTABILITIES</b></p> <p><b>Call handling (Clinical)</b></p> <ul style="list-style-type: none"> <li>Assess an individual's health status remotely. Provide skilled and effective assessment of patients' presenting clinical need, through telephone consultation, using professional clinical judgement with the support of clinically based algorithms. Utilise advanced listening, probing and facilitative skills across a diverse range of calls, some of which are highly challenging due to emotive circumstances.</li> <li>Communicate risks to health, wellbeing and safety to a range of individuals and advise how the risks can be prevented, reduced or controlled. Apply critical analysis to the synthesis of complex information during the care process to provide accurate advice and health information to patients in order to empower them to act upon the advice given. Recognise the opportunity for and provide health education to</li> </ul>	



patients during the consultation process, referring to appropriate health care professionals as required.

- Communicate effectively in a healthcare environment liaising effectively between caller and third party in critical situations/areas of concern e.g. safeguarding where information is not consistent or may be disputed. Use complex communication skills to negotiate (utilising translation services in situations where language barriers are present), and provide support to callers who may not agree with recommended outcomes, and may be emotive or antagonistic.
- Support the safeguarding of individuals. Utilising acquired skills in mental health, child protection, medication and other areas of healthcare as required for the role, ensuring policies and legislation are followed.

### Clinical care

- Obtain a patient history and establish a working diagnosis of an individual's health condition.
- Demonstrate high level clinical knowledge and advanced skills to undertake a remote assessment (telephone triage and consultation), including accurate clinical history, and/or perform a physical examination to formulate a differential diagnosis and devise, monitor and review evidence-based treatment plans and advice. This may be in a contact centre, primary care or in patient's home as required, and may include lone working.
- Arrange services and support with other healthcare providers. Act as a referral agent and care coordinator by establishing multi agency collaboration across primary/ secondary interface to meet the needs of the patient, including social needs. This may include the need to contribute to social care in emergency situation.
- Perform point of care testing and obtain supporting information to inform the assessment of an individual.
- Provide clinical interpretation from clinical investigations and determine a treatment plan for an individual.
- Autonomously make a diagnosis and care management decisions based on interpretation of results, ensuring that optimum physical and psychological needs are met and are ethically based.
- Make appropriate follow up referral as needed and/or ensure the patient has instructions on action to take if not improving.
- Manage an individual's medication to achieve optimum outcomes as an independent prescriber, seeking advice when necessary.
- Prioritise treatment and care for individuals according to their health status and need, accepting responsibility of own caseload of patients, ensuring all patients have accurate, up to date and complete records of patient consultation, consistent with current legislation and local policies.
- Advise on the health status and healthcare needs of individuals at a distant location using electronic communication media and conduct handovers.
- Provide accurate, unambiguous, relevant and timely communications to colleagues as required during handover and referral. These must be supported by written information



which is consistent with verbal or electronic information.

- Competently carry out a wide variety of procedures and interventions which require advanced levels of knowledge and skills requiring dexterity and accuracy.
- Prepare prescriptions for prescription only medication.
- Act as an independent prescriber working within parameters of agreed clinical guidelines and in accordance with current legislation regarding the supply and prescribing of medications. This includes the ongoing monitoring, assessment, evaluation and revision of medication.
- Prioritise individuals for further assessment, treatment and care, including prioritising own workload on a daily basis to meet needs of the service and prioritising patients based on clinical need and escalating appropriately to colleagues for assistance with workload, if patient care would otherwise be compromised.
- Communicate effectively in a healthcare environment. To competently manage any barriers to communication in the effective treatment of patients for example, altered conscious levels, sensory loss and altered perception, pain, fear and psychosocial problems.
- To use a high level of verbal and non-verbal communication skills, with the ability to adapt to a variety of situations in the management of patient care in sometimes complex, sensitive and contentious situations such as, breaking bad news/ special needs and dealing with distressed families, face to face or over the telephone.

### **Management and leadership**

- Provide leadership in your area of responsibility by directing, leading and motivating colleagues to ensure a high standard of professionalism, efficiency and effectiveness in service delivery, ensuring activity is aligned to service and organisation priorities. Promoting and influencing others to incorporate values-based care into practice.
- Develop and maintain your professional networks. Actively seek opportunities to promote, publicise and disseminate the role and integrated working. Taking part in local and national professional and multidisciplinary events and through presentations, workshops, formal teaching, conferences, networking and if appropriate publications as required.
- Develop and maintain productive relationships with colleagues. Building and maintaining good and strong influential relationships with internal and external stakeholders.
- Monitor your own work practices and manage and organise your own time and activities, including being financially responsible for ensuing use of equipment, ordering investigations and prescribing treatments etc. are cost effective; acting within legislation, policies and procedures relating to information governance.
- Ensure compliance with legal, regulatory, ethical and social requirements. Understand and act within the organisation's governance framework including incident reporting, raising of concerns, poor performance and responding to patient feedback. Work within organisation's guidelines to manage, review and identify learning from patient/carer complaints, clinical incidents, including near miss events.  
To effectively manage complaints and concerns from patients, families, carers and visitors



to the organisation.

- Promote, monitor and maintain health, safety and security by continually assessing and monitoring risk in own and others practice and challenge others about risk factors.
- Promote the rights and diversity of individuals including promoting culture which values and respects the diversity of all individuals and their capacity to exercise their rights in the work setting.

### **Research and quality**

- Improve quality of health and healthcare through audit and evaluation by participating in audit, data collection and activity monitoring to improve performance and inform future service developments. This will involve the use of and/ or developing and writing clinical and operational policies and procedures in collaboration with the wider healthcare team.
- Assist in research work, taking an active role in relevant research projects within the policy framework of the organisation.
- Synthesise new knowledge into the development of own practice demonstrating evidence-based care and acting consistently with quality standards, guidelines and protocols within own and associated clinical areas. You will take a lead role in the provision of a clinical specialism within the unscheduled care environment.
- Identify and evaluate opportunities for innovation and improvement by contributing to the development of multidisciplinary and multiagency partnership working with internal departments and external health, social care and other stakeholders.

### **Professionalism and Education**

- Act within the limits of your own competence and authority.
- Ensure escalation to duty Clinical or Operational Lead or Senior Clinical Management Team when further input required. Be aware of health and safety aspects of the work, ensuring health and safety policies and procedures are applied within own practice, including the prompt recording and reporting of accidents, incidents and near misses.
- Engage people in change by supporting others effectively during times of change and working with others to overcome problems and tensions and ensure that workload is managed effectively.
- Uphold the rights of individuals by challenging behaviour and practice which serves to undermine the rights of others and to take actions where necessary to address and discrimination and poor practice. To recognise and promote the importance of people's rights and interpret them in a way that is consistent with procedures and policies and legislation. This will include compliance with consent policy and determining mental capacity and acting in the best interests of the patients at all times. Working within a legal framework for those who lack capacity to consent to treatment.
- Develop your practice through reflection and learning and develop your own knowledge and practice by taking responsibility for own learning and performance, including in services. This will involve actively seeking and participating in peer review of own practice, learning from examples of case management to improve service delivery and patient experience, participating in mandatory training and attendance on identified



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education programmes and clinical skill training which underpins the ongoing development of the role.

- Make use of supervision. Prepare for and take an active part in the Performance and Development Review/Revalidation/Clinical Supervision and preceptorship process. This will involve maintaining a portfolio which will include evidence to demonstrate the impact of the role. This will involve colleagues from other professional backgrounds and disciplines.
- Support and challenge colleagues on specific aspects of their practice, thereby contributing to the support and development of others through working in collaboration with the team to plan and deliver interventions to meet the learning and development needs of the wider team and in particular junior colleagues and students across all professional groups. This will involve providing clinical supervision, coaching, mentoring and assessment as required, within a multidisciplinary setting.
- Maintaining and advancing specialist knowledge in integrated urgent care

#### **COMMUNICATION AND KEY WORKING RELATIONSHIPS**

The post holder must be able to demonstrate excellent communication and interpersonal skills at all times, and build and maintain good working relationships with all stakeholders.

#### **ENVIRONMENT**

Devon Doctors Ltd is a major not for profit Social Enterprise company currently providing innovative primary and urgent care services designed to deliver quality, safety, togetherness and integrity through an ethos of "Putting Patients First". Devon Doctors, and its subsidiary groups, are forward thinking, providing a comprehensive portfolio of services aimed at improving access and reducing the demand on wider system partners by helping to avoid unnecessary admissions and facilitating early discharge.

Looking forward, the company is committed to supporting and enabling effective integration between health and social care and creating collaborative alliances between partners from different sectors as essential to delivering seamless services. Devon Doctors has considerable experience of working in complex, geographically and demographically-challenged environments and the Board is keen for the organisation to be proactive in improving standards of care and patient safety. Critical to this is building strong professional relationships and alliances with third parties; working with them in a way that maximises the benefits of their involvement.

#### **HEALTH AND SAFETY**

The post holder will be required to comply with the duties placed on employees of the Devon Doctors Group (DDG) as set out in the Health and Safety at Work Policy and related Procedures.



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The post holder has a legal obligation to make positive efforts to maintain their own personal safety and that of others by taking reasonable care, carrying out requirements of the law and following recognised codes of practice.

## **EQUALITY AND DIVERSITY**

The Devon Doctors Group (DDG) utilise an Equality and Diversity Policy to ensure that no job applicant or employee is discriminated against either directly or indirectly on the grounds of disability, marital status, sex, race, colour, nationality, ethnic or national origin, sexual orientation, age, religion or political opinion, whilst attracting talented recruits and retaining experienced employees.

Devon Doctors is committed to promoting equal opportunities and diversity and will keep under review its policies, procedures and practices to ensure that, in addition, all users of its services are treated according to their needs.

## **INFORMATION GOVERNANCE**

Information is vitally important for the safe clinical management of patient care and the efficient administration of services and resources, including our workforce. Information Governance is a framework to enable the DDG to handle personal and corporate information appropriately.

It is the responsibility of our entire workforce, regardless of employment status, to ensure they abide by the requirements of Information Governance as set out in the Employee Handbook and the Data Security and Protection Policy.

## **SAFEGUARDING CHILDREN AND VULNERABLE ADULTS**

DDG is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All staff and volunteers are therefore expected to behave in such a way that supports this commitment. You will be responsible for safeguarding the interests of children and adults who you come into contact during your work.

To fulfil these duties, you will be required to attend mandated training and development to recognise the signs and symptoms of abuse or individuals at risk, to follow local and national policy relating to safeguarding practice and to report and act on concerns you may have appropriately.



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### **DISCLOSURE AND BARRING SERVICE CHECKS**

The DDG will require a DBS check for appropriate roles which is a mandatory requirement and a condition of the employment offer.

All posts are assessed on their eligibility for the post holder to be required to undertake a DBS check. For posts that have been assessed as exempt from the provisions of the Rehabilitation of Offenders Act 1974, the DDG will require the post holder to undertake an enhanced DBS check with barred list checks. For posts that have been assessed as being in a position of trust, DDG will require the post holder to undertake a basic DBS check.

**This post has been assessed as requiring an enhanced DBS check with barred list checks.**

### **REHABILITATION OF OFFENDERS ACT 1974**

Some posts have been assessed as being exempt from the provisions of the Rehabilitation of Offenders Act 1974 and in these cases the DDG will require the post holder to disclose all convictions, whether spent or unspent.

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### **PERFORMANCE AND DEVELOPMENT REVIEW**

This Job Description will be used as a basis for conducting an individual Performance and Development Review between the post holder and the manager.

### **VARIATIONS**

This Job Description describes the main purpose and key responsibilities and accountabilities of the post. The post holder may be required to undertake any additional duties or responsibilities as may reasonably be required.

This Job Description is a guide to the nature and main duties of the post as they currently exist, but it is not intended as a wholly comprehensive or permanent schedule and it is not part of the contract of employment.

To reflect changing needs and priorities, some elements of this post may be subject to change and where required, any appropriate communication or consultation with the post holder will be undertaken prior to making any changes.



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### **PERSON SPECIFICATION – Advanced Clinical Practitioner**

<b>Requirements</b>	<b>Essential</b>	<b>Desirable</b>	<b>How identified</b>
<b>Qualifications</b>	<p>Regulated Health Care professional with current registration</p> <p>Relevant Master's qualification including Advanced Clinical Assessment &amp; Management or recognised/credentialed award.</p> <p>High level consultation skills</p> <p>Registered as a nonmedical prescriber with the relevant regulator</p> <p>Willing and able to undertake telephone triage course if required</p>	<p>Supervision/leadership/mentoring training or qualification</p> <p>ALS/ILS</p> <p>Recognising the sick child</p> <p>Chronic disease management</p> <p>Recognised Teaching and Assessing course</p>	<p>NMC/HCPC/GPhC register</p> <p>Application form</p> <p>Interview</p>
<b>Experience</b>	<p>Significant post registration experience where autonomous working at an advanced level has been acquired in the speciality area or a related area where advanced skills could be transferable.</p> <p>Experience of clinical leadership</p> <p>Experience of teaching, mentoring and assessing junior staff</p>	<p>Experience of working independently in a healthcare role</p> <p>People management experience</p> <p>Clinical supervision/coaching skills</p> <p>Evidence of higher level of practice within the specialist area</p> <p>Experience of work using telephone triage</p>	<p>Application form</p> <p>Interview</p>





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Requirements	Essential	Desirable	How identified
	<p>Experience of service specific advanced clinical skills</p> <p>Experience of working within multi professional settings with consolidated clinical practice and contributing to effective team working</p> <p>Experience of leading evidenced service improvement and innovation through service /practice development initiatives, audit or research.</p>		
<b>Knowledge</b>	<p>Knowledge of local and national healthcare agendas/strategy and policies and how they relate to the specific service.</p> <p>Understand the legal, ethical and professional responsibilities and accountability with regards to advanced level, autonomous practice.</p> <p>Understand the impact of advanced practice roles on service delivery and their contribution to the multi-professional team</p> <p>Knowledge and understanding of clinical human factors in delivery of safe healthcare practice</p>	<p>In depth service specific knowledge which underpins advanced level practice</p>	<p>Application form</p> <p>Interview</p>



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<p><b>Practical / intellectual skills</b></p>	<p>Ability to engage with people and motivate and support them to work to high standards</p> <p>Calm under pressure, able to use initiative and make decisions</p> <p>Excellent interpersonal/communication skills with a variety of media and at all levels. This includes the ability to communicate in difficult, challenging non face to face environments</p> <p>High level of clinical reasoning skills</p> <p>Able to problem solve</p> <p>Ability to work as part of the organisational team</p> <p>Ability to contribute to and manage change</p> <p>Organised with effective time management</p> <p>Adaptable and self-motivated</p>		<p>Application Form</p> <p>Interview</p>
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Requirements	Essential	Desirable	How identified
	<p>Competent IT and keyboard skills</p>		



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<p><b>Job circumstances</b></p>	<p>Commitment to role with ability to work unsocial hours</p> <p>Flexibility to meet service /rota needs</p> <p>Ability to travel to all sites on (reasonable) request and external meeting locations on request</p>		<p>Medical Questionnaire</p> <p>Interview</p>
<p><b>General</b></p>	<p>Must be eligible to work in the UK</p> <p>Ability to deal sensitively with distressing, emotional situations</p> <p>Conscientious, reliable and resourceful self-starter</p> <p>Professional attitude to employment</p>		<p>Application Form</p> <p>Interview</p>