



# Job Description

<b>New job</b>	
<b>Significantly amended job</b>	
<b>Minor amendments from previous</b>	X

<b>Job title</b>	Clinical Hub Triage Nurse / Paramedic	
<b>Reports to</b>	Clinical Team Leader	
<b>Pay band</b>	6	
<b>Directorate</b>	Operations	
<b>Banding status (please tick one)</b>	<b>Indicative</b>	<b>A4C confirmed</b>
		X - 06/02/2020

<b>Job summary (overview of role/remit)</b>
<p>Deliver clinical advice to Clinical Hub colleagues and remote clinical triage and consultations to establish appropriate care pathways and self-care advice. Also expected to coordinate work streams and demand when required.</p> <p>Additionally, provide remote clinical support and decision making to staff responders and partner agencies who are on scene with patients.</p> <p>Support NQP validation and demonstrate a commitment to delivering quality, remote care by embracing modern technology and innovative working practises.</p>



## **Main duties and responsibilities** (bullet points providing detail of responsibilities)

### **1. Service Delivery**

- 1.1. Provide clinical advice as appropriate, in compliance with protocols and refer callers to other providers as appropriate, signposting 999 callers to more appropriate health and social care providers.
- 1.2. Provide clinical advice and assistance to Clinical Hub Staff, as necessary, to aid dispatch decision making.
- 1.3. To undertake all workstreams supported by the Clinical Support Desk, this currently includes category 1 review, Clinical Liaison and Enhanced triage. This not an exhaustive list and workstreams may change to reflect the requirements of the role.
- 1.4. Utilise relevant, current clinical guidelines and computer assisted triage software to undertake assessment of the caller's health and or presenting complaint.
- 1.5. Keep accurate records of every patient interaction including assessment and advice regarding their care.
- 1.6. Correctly operate telephone, computer equipment and Clinical Hub systems, as appropriate, in fulfilment of duties.
- 1.7. Update and maintain information collection systems and provide reports, as required, to support the statistical and other requirements of the Trust.
- 1.8. Undertake assignments, projects and investigations as directed by the Clinical Team Leaders.
- 1.9. Gather, store and transmit information, following all Clinical Hub procedures and instructions aligned to the Trust's Information Governance policies.
- 1.10. Demonstrate effective methods of communication to all patients and personnel to deliver best clinical care and ensure the best image of the Clinical Hub and the Trust is presented at all times.
- 1.11. Maintain appropriate professional qualification ensuring Continued Professional Development evidence is available for inspection.
- 1.12. Participate in the generation and delivery of training sessions to Clinical Hub staff,



delivered as group and one-to-one sessions.

- 1.13. To demonstrate the Trust's Mission, Vision, Value and Goals in undertaking your duties.
- 1.14. To understand and comply with the Trust's Bullying and Harassment and Equality and Diversity policies.

## **2. Quality**

- 2.1. Identify and develop quality measures in consultation with the Clinical Team Leaders, Duty Manager, Control Manager and Control Officer to ensure the highest standards of service are achieved.
- 2.2. Help to establish a quality driven working philosophy, consistent with the Trust's aims and objectives.
- 2.3. Participate in the evaluation of the Clinical Hub and implement changes as required and agreed with the management group.
- 2.4. Pro-actively and continuously identify opportunities to improve the Clinical Hub function
- 2.5. Oversee the management of frequent callers and other complex patients to the ambulance service and liaise with other health care providers as appropriate.
- 2.6. Have the potential to audit triaged calls for peers either side by side or remotely using voice recordings and patient care records. Partake in audit levelling exercises.

## **3. Personal Development**

- 3.1. Take part in activities that lead to personal development and team growth.
- 3.2. Attend supervision and career conversation sessions with your Line Manager.
- 3.3. Take the lead in identifying and seeking support for personal and professional development opportunities necessary to maintain and improve clinical competence

# Standard Role Requirements

## Health and Safety



To take reasonable care for own health and safety and that of others who may be affected by the postholder's actions at work.

## **No smoking policy**

The buildings, grounds and car parks owned or managed by the Trust are smoke-free zones and smoking is not permitted whilst on NHS/Trust premises; attending external meetings on behalf of the Trust; wearing NHS/Trust-identifiable clothing or other markings, or whilst in NHS/Trust vehicles.

## **Risk**

To develop and implement robust systems for risk management across the areas of responsibility of the post. To be responsible and accountable for risk in these areas.

To be personally responsible for not undertaking any task or action which would knowingly cause risk to self, others, or to the Trust.

As far as is reasonably practicable, to prevent other people from undertaking tasks or actions which would knowingly cause risks to themselves, others, or to the Trust.

To identify and report actual or potential hazards/risks in the work environment in accordance with Trust policies.

To participate in briefing/training sessions and carry out any agreed control measures and duties as instructed.

Take immediate action to minimise risks where it is reasonably practicable to do so.

## **Records management, confidentiality and security of information**

To adhere to Trust policies and procedures as directed in training and guidelines and as advised by relevant colleagues (including designated Local Records Manager) in relation to creating records and handling information. Undertake action as required to implement and comply with these policies and procedures. To report any non-compliance.

To maintain confidentiality in relation to personal data held for colleagues and patients, ensuring it is processed lawfully; for no purpose other than for which it was obtained; is relevant to that purpose; is retained for no longer than is necessary; is processed in accordance with the rights of the subject to access and accuracy; and is protected from accidental loss or damage in accordance with the requirements of the Data Protection Act 1998, and records management guidance.

To maintain confidentiality of patient-identifiable personal data using a non-identifiable alternative, where practicable, and limiting access on a strictly need to know basis in accordance with the responsibilities of the Trust's Caldicott Guardian.

## **Infection control**



Responsible for ensuring the effective implementation and monitoring of infection prevention and control in all areas within his/her area of responsibility to ensure continued compliance of the Trust with the Health Act 2006, Health and Social Care Act 2008 and any future Acts of Parliament regarding infection prevention and control. Adhere to the Infection Prevention and Control policy at all times, providing clear leadership and promotion of responsible attitudes towards infection prevention and control

Responsible for infection prevention and control within his/her area of responsibility, ensuring the effective implementation and monitoring of infection prevention and control under his/her control. Ensure infection prevention and control audits are undertaken in their area of responsibility, as requested by the Director with responsibility for infection prevention and control.

To ensure that relevant staff, contractors and other persons, whose normal duties are directly or indirectly concerned with patient care, receive suitable and sufficient training, information and supervision on the measures required to prevent and control risks of infection, so far as reasonably practicable.

Alcohol handrub must be carried at all times whilst in uniform; good hand hygiene must be maintained.

Responsible for including infection prevention and control within the managerial job descriptions and appraisals of all managers under his/her control.

## **Patient and public involvement**

To be aware of responsibilities under sections 7 and 11 of the Health and Social Care Act 2001 to involve patients and the public in the ongoing planning, development and delivery of health services, and to involve patients in their own care, as far as is reasonably practicable.



# Person Specification

	Essential	Desirable
<b>Education and qualifications</b>	<p>Registered Healthcare Professional.</p> <p>Qualification or appropriate experience in basic computer literacy, including data input.</p> <p>Portfolio of current, relevant practice.</p>	<p>Remote Decision Making module or equivalent.</p> <p>Experience with telephone triage.</p> <p>Appropriate degree level or equivalent qualification?</p>
<b>Previous experience (Paid/ Unpaid relevant to job)</b>	<p>Experience in dealing with a range of age and social groups.</p> <p>Enhanced DBS clearance.</p> <p>Experience as a healthcare professional.(LowCode license requires 4 years post registration experience)</p> <p>Understanding of the wider health care community within the context of remote care.</p>	<p>Previous experience with telephone triage.</p> <p>Previous experience working in different healthcare settings.</p>
<b>Skills, knowledge, ability</b>	<p>Engaged in continued professional development.</p> <p>Ability to problem solve.</p> <p>Planning and decision making skills.</p> <p>Ability to actively listen and simultaneously deal with the information obtained appropriately.</p>	<p>Knowledge of Government targets and performance Indicators.</p>



	<p>Demonstrable keyboard skills.</p> <p>Able to accurately transcribe information given over the telephone.</p> <p>Good time management skills.</p> <p>Able to maintain confidentiality of information.</p> <p>Able to undertake full-time training programme.</p> <p>Able to complete clinical records and other documentation to a high standard.</p> <p>Ability to adapt to and use different telephone triage support tools and programmes, for example Toxbase, MiDoS.</p> <p>Ability to work to protocols and Standard Operating Procedures (SOPs).</p>	
<b>Aptitude and personal characteristics</b>	<p>Deliver high quality patient care and experience through reassurance and effective, professional advice.</p> <p>Compassionate, caring and professional attitude.</p> <p>Calm, methodical and structured approach even during periods of high demand.</p> <p>Self-motivated and able to work autonomously.</p> <p>Ability to work in a team environment.</p>	<p>Has the potential to participate in clinical audit to evaluate clinical practice.</p>



	<p>Confident, with the ability to take a lead role.</p> <p>Demonstrates a positive and flexible approach in line with the changing nature of the trust service delivery model.</p> <p>Demonstrate a commitment and recognition to the core values and beliefs of an employee of the NHS</p> <p>Able to deliver on the NHS constitutional patient pledges and rights</p> <p>Committed to high quality patient care and patient experience</p> <p>Respectful to and able to promote equality in opportunity, employment and service delivery</p> <p>Committed to continuous professional development and personal growth</p> <p>Able to ensure care of own health and wellbeing to promote improvements to physical and emotional wellbeing</p> <p>Able to work within the trust's attendance targets          Ability to perform the requirements of the post to an acceptable standard</p> <p>Demonstrates a positive and flexible approach in line with the</p>	
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	<p>changing nature of the trust service delivery model</p> <p>Committed to the values based principles of high quality patient care to include; compassion; care; competence; communication; courage and commitment in all aspects of service delivery</p>	
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