



JOB DESCRIPTION

111 Clinical Advisor

Accountable To:	Operations Manager Clinical (SECamb)
Responsible To:	CAS Clinical Navigator
AFC Band	Band 6
Level of Accountability	The post holder will work autonomously to agreed objectives for the service. In addition, there will be regular review and monitoring meetings. Objectives will be set, but the post holder will determine how results are best achieved.
Base:	Ashford, Kent / Crawley, West Sussex
Key Relationships	Director of Urgent Care and 111 Senior Operations Manager / Operations Manager Clinical / Duty Contact Centre Manager / CAS Clinical Navigator / Clinical Advisors
Key Associated Documents	<ul style="list-style-type: none"> • SECamb: Scope of Practice and Clinical Standards Policy • Health & Care Professions Council: Standards of Proficiency (HCPC) – Paramedics • Health & Care Professions Council: Standards of Conduct Performance and Ethics or the equivalent NMC (Nursing and Midwifery Council) standards • Health & Care Professions Council: HCPC Your guide to our standards of continuing professional development or the equivalent NMC CPD guidance • College of Paramedics: Curriculum Guidance (3rd Edition, 2015) or NMC equivalent
Job Purpose:	<p>To provide clinical supervision and mentoring for the trust approved Clinical Decision Support Software (CDSS) triage system and NHS 111 Health Advisors.</p> <p>Provide remote clinical triage to appropriate incidents and where applicable provide home management instructions to patients to discharge patients from the services care, in line with the CDSS.</p> <p>Provide a thorough telephone based assessment for patients calling 111, managed through the CDSS with unscheduled care and emergency care needs.</p> <p>To work as part of the multi-disciplinary team in providing quality, evidence-based health care to meet the immediate</p>

	<p>needs of the patient.</p> <p>To provide leadership and decisions relating to capacity and consent in the contact centre.</p> <p>Show a holistic, evidence and guideline based approach to meeting the needs of patients presenting to the NHS 111 Service.</p> <p>Refer patients to an alternative care setting and/or provide home management advice and discharge appropriately.</p> <p>To take an active role within the cross-disciplinary, multi-skilled team to ensure service quality is in line with corporate goals and strategies, and to assist in the development of new models for service delivery that have a positive impact on the health economy.</p>
Key Duties:	<p>Communicate with patients and callers at their level of understanding, culture and background. Remain courteous and professional at all times.</p> <p>Validate and review all suitable incidents utilising the CDSS.</p> <p>Provide Home Management Advice: specific symptom management and worsening instructions to patients, utilising the CDSS to provide safe, consented discharge of patients from the care of the organisation.</p> <p>Actively manage and prioritise referrals to the Clinical Advisors utilising the Trust's Cleric System.</p> <p>Utilise the CDSS triage software, ensuring all details received from callers/patients are accurately entered in line with National clinical clerking.</p> <p>Record all additional notes to be entered accurately in the Cleric system.</p> <p>Initiate appropriate action, utilising appropriate resources based on the telephone discussion with caller.</p> <p>Handling calls in an appropriate manner, which is safe, clinically/situationally appropriate and evidence based in line with the patients needs.</p> <p>Communicate effectively and sensitively with colleagues and other Health Care Professionals and other emergency services to ensure patient's receive the most appropriate care available,</p>

	<p>this includes:</p> <ul style="list-style-type: none"> ● Accessing information regarding patient's care plans and medical history. ● Liaising with other Healthcare Professionals, including paramedics, doctors, GPs, nurses, Allied Healthcare Professionals and Social Care professionals from primary and secondary care as well as third sector organisations ● Referral to a range of professional and organisations as is clinically appropriate: referral options will be provided by the Directory of Services (DoS) system, however it may be necessary to act on initiative to access referral opportunities. ● Liaison with emergency services, including Coastguard, Police, Fire and/or military as required. <p>Provide appropriate remote clinical supervision to clinical and non-clinical staff within the service.</p> <p>Provide clinical supervision and mentoring for the 111 Health Advisors.</p> <p>Ensure that confidentiality of patients, staff and other aspects of the NHS 111 Services business is maintained at all times, in line with information governance legislation.</p> <p>Ensure performance levels for telephone advice are high, by proactively identifying suitable calls for Clinical Advisor support.</p> <p>Maintain an awareness of mandatory performance standards and their relevance on a day to day basis.</p> <p>The post holder will ensure they carry out their duties in a manner that maintains and promotes the principles and practice of infection prevention and control in compliance with national standards, service policies, guidelines and procedures.</p> <p>Liaise with other agencies/disciplines involved in the provision of care and treatment of patients and promote and develop cross service partnership working.</p> <p>Maintain required standards of clinical competence and qualifications. through continuing professional development.</p> <p>Demonstrate an understanding and application of evidence based practice.</p> <p>Undertake other additional clinical skills, which have been formally agreed by the service.</p>
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	<p>Demonstrate a developing ability to process and communicate complex facts, and interpret and act appropriately on the information with a large degree of autonomy.</p> <p>Demonstrate innovative ways of meeting individual patient and population needs within the confines of the NHS 111 service policies.</p> <p>At all times work within the HCPC/NMC scope of clinical practice.</p> <p>Recognises and acts on their own personal and clinical development needs.</p> <p>Recognise the limits of their own practice.</p> <p>Participates in the development, mentorship and clinical supervision of staff and students.</p> <p>Shows an ability to organise self and others workload in an effective and efficient way.</p> <p>Demonstrates a high standard of clinical information collection and documentation, and a use of all guidance around the collection and storage of information under the existing local and national guidance.</p> <p>Identifies and assists in the collection of data for audit and research purposes as required.</p> <p>Demonstrate personal accountability in everyday practice and an understanding of their responsibility for staff to which they delegate actions.</p> <p>Regularly participate in locality and directorate meetings as required.</p> <p>The post holder will be expected to adopt a flexible attitude to take account of the changing needs of the service as dictated by patient and organisational needs.</p> <p>The post holder will ensure compliance with the requirements of Caldicott, the Data Protection and the Human Rights Acts and other relevant legislation and guidance.</p> <p>To contribute to a healthy and safe working environment by adhering to health and safety regulations and service policies.</p> <p>The post holder may be required to carry out a job of equal or less value than this post with relevant training to maintain</p>
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	<p>service delivery.</p> <p>To adapt their triage for higher acuity patients during a major incident when a response time might be protracted.</p> <p>To build a good rapport with the community when dealing with incidents.</p> <p>To assist with social care issues such as end of life care.</p>
Corporate Governance	<p>Provide leadership to staff within the defined area of responsibility.</p> <p>Maintain good corporate and clinical governance arrangements, including risk management.</p> <p>Embrace high standards of employment practice and act in accordance with the appropriate corporate governance.</p> <p>Promote the vision, values and goals of the organisation.</p>
Performance Management	<p>Ensure that the Trust's funds are properly used, represent value for money and can withstand public scrutiny, for example using equipment and consumables carefully.</p> <p>Act within Standing Orders and Standing Financial Instructions of the Trust.</p>
Health, Safety and Security	<p>Manage health, safety and security issues in own area of responsibility.</p> <p>Work safely, including being able to select appropriate hazard control and risk management, reduction or elimination techniques in a safe manner and in accordance with health and safety legislation.</p> <p>Select appropriate personal protective equipment and use it correctly.</p> <p>Establish safe environments for practice, which minimise risks to service users, those treating them and others, including the use of hazard control and particularly infection control.</p> <p>Apply appropriate moving and handling techniques.</p> <p>All individuals have a responsibility, under the Health and Safety at Work Act (1974) and subsequently published regulations, to ensure that the Trust's health and safety policies and procedures are complied with to maintain a safe working environment for patients, visitors and employees. All staff have a duty to protect their own health and safety and that of others persons who may be affected by their acts or omissions.</p>

Policies	<p>The duties and responsibilities of the post will be undertaken in accordance with the policies, procedures and practices of the Trust, which may be amended from time to time.</p> <p>Patient Safety is a key priority for the Trust. It is your responsibility to ensure that you are fully compliant with SECAMB policies and procedures in respect of patient safety, for example Risk Management, Infection Prevention and Control, Safeguarding children and vulnerable adults.</p> <p>Uniform (where supplied) must be worn correctly, (including displaying name badge), and in a clean and tidy manner. The post holder is required to maintain the highest standards of personal hygiene.</p>
Values	<p>111 Clinical Advisor's will be required to demonstrate compassionate care in their daily work and adopt the 6 Cs - NHS values essential to compassionate care i.e. Care, Compassion, Competence, Communication, Courage and Commitment. Post holders will also be required to understand and work in accordance with the NHS constitution and actively role model the Trust corporate values, putting the patient at the heart of their work.</p>
Disclosure and Barring Service Check	<p>We are committed to the safeguarding and welfare of children and vulnerable adults.</p> <p>This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service (formerly known as CRB) to check for any previous criminal convictions. The process will be completed as part of your pre-employment checks and repeated every 3 years as a minimum. Your suitability for this position (based on the results of the DBS) will form an important condition of your ongoing employment.</p>
Equality and Diversity/Equal Opportunities	<p>The Trust recognises the need for a diverse workforce and is committed to Equal Opportunities. It seeks to eliminate unlawful discrimination against colleagues, potential employees, patients or clients on the grounds of sex, marital status, disability, sexual orientation, gender identity, age, race, ethnic or national origin, religion, pregnancy/maternity, political opinion, or trade union membership and to promote equality of opportunity and good relations between staff and clients.</p> <p>Individuals, including volunteers, contractors and temporary workers, must at all times indicate an acceptance of these principles and fulfil their responsibilities with regard to equality legislation and the Trust's Equality Diversity and Human Rights Policy and protocols. Similarly all individuals have a responsibility to highlight any potentially discriminatory practice to their line manager, human resources department or trade union/professional associations, ensure that they treat</p>

	everyone with respect and consideration and attend relevant mandatory training.
Confidentiality / Data Protection / Freedom of Information	<p>Individuals (including volunteers, contractors and temporary workers) must maintain the confidentiality of information about patients, staff and other health service business in accordance with the Data Protection Act 1998. Individuals must not, without prior permission, disclose any information regarding patients or staff. If any individual has communicated any such information to an unauthorised person that individual(s) could be liable for disciplinary action which could result in dismissal. Moreover, the Data Protection Act 1998 also renders an individual liable for prosecution in the event of unauthorised disclosure of information.</p> <p>Following the Freedom of Information Act (FOI) 2005, individuals must apply the Trust's FOI procedure.</p> <p>In addition individuals have specific responsibilities to ensure that staff maintain the confidentiality and security of all information that is dealt with in the course of performing their duties. It is in accordance with the requirements of the Data Protection Act 1998 and the principles of Caldicott. Individuals should also ensure that staff are aware of their obligations under legislation, such as the Freedom of Information Act 2000; Computer Misuse Act 1990, and that staff are updated with any changes or additions relevant to legislation.</p>
Review	This JD reflects the principle duties of the post as identified at date of issue. It may be subject to amendment in the light of the changing needs of the service, and will be reviewed periodically.

PERSON SPECIFICATION

Knowledge	<p>Understanding of the Services Health and Safety at Work policies.</p> <p>An awareness and understanding of all service policies and procedures.</p>
Skills, Behaviours and Attributes	<ul style="list-style-type: none"> • Strong listening and communication skills. • Ability to empathise with and reassure patients and their family members/friends in crisis situations. • Strong team worker with a collaborative style. Able to take and follow instructions. • Ability to assess, minimise and manage risks

	<p>and to defuse stressful situations and aggressive patients - and to have well developed personal stress management techniques.</p> <ul style="list-style-type: none"> • High levels of current clinical knowledge. • Confident to work independently and make own judgements. • Willing and able to learn and use paramedic/nurse skill set. • Professional attitude and appearance. • Literate and numerate. • Committed to personal and professional development. • Personal insight. • Understanding and commitment to equal opportunities. • Commitment to clinical review and evidence-based practice. • Good self-management, i.e. self-starter, good time management and able to deliver against set objectives. • Persuasive advocacy skills – able to develop packages of care for patients. • Reliable and conscientious. • Commitment to maintaining patient confidentiality, empowerment and the right to self-determination. • Successful experience of developing initiatives in team settings. • Ability to mentor/train junior staff and a commitment to sharing knowledge and skills. • Ability to communicate with people from different professional backgrounds and at all levels. • Methodical and systematic approach to working. • Ability to convey information in a simplified and easily understandable way. • Ability to work on their own initiative without direct supervision. • Highly organised and priority conscious. • Flexibility - be prepared to work a rotating shift system including working nights and weekends (unsocial hours). • Evidence of continuous personal/professional development. • Committed to on going training and development, including mandatory updates as required by the service.
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Professional Qualifications/Experience	<p>The post holder should have a good general education, with evidence of formal qualifications at GCSE/A level or above.</p> <p>HCPC Registered Paramedic. Minimum of 2 years qualified practice at Ambulance Technician level or equivalent, of which at least 2 years must be as Registered Paramedic. The 2 years Clinical practice time cannot include time spent as a Student Paramedic.</p> <p>OR</p> <p>NMC Registered Nurse (RGN/RNC) Minimum of 2 years post registration with relevant clinical practice as a nurse in front line, acute or chronic care, or telephone-based triage.</p> <p>Evidence of undertaking regular update training and continuous personal/professional development in accordance with HPC regulations and Trust requirements as amended from time to time. It is desirable to be a member of the College of Paramedics or equivalent professional body.</p> <p>Professional registration is the sole responsibility of the paramedic/nurse, and failure to remain on the register may lead to suspension from duty.</p>

Reviewed/Approved by Karen Lavender, HR Policy and Employee Relations Manager, March 2021