



HERTS URGENT CARE (HUC) JOB DESCRIPTION

Providing the local community with high quality and appropriate patient focussed healthcare – safely and efficiently delivered by local staff now and for the future

VALUES

Collaborative	We value each other and create better outcomes by working together
Dynamic	We learn together to deliver innovative solutions
Caring	We place colleagues and patients at the centre of everything we do
Respectful	We take responsibility for our actions and communicate openly and honestly with all

JOB TITLE: **CLINICAL ADVISOR**

LOCATIONS/BASES: HOME BASED

REPORTING TO: **Clinical Services Manager**

HOURS PER WEEK: Varied rota patterns including overnight and weekends in a 24/7 service.

JOB PURPOSE:

You will be responsible for assessing callers with a wide spectrum of clinical conditions; advising them on home care management, next steps and referring them on to further care when appropriate. The computer-based clinical decision system will facilitate and support the advice given.

Clinical Advisors are required to work as part of a multidisciplinary team within the service provided by providing high-quality, evidence-based healthcare to the immediate needs of the patient.

You will demonstrate a commitment to a high-quality service, excellence in clinical practice and continuous professional development, which are all integral to the role and the development of the service.

DUTIES AND RESPONSIBILITIES:

Clinical

- To provide clinical expertise to assess an individual's health status using clinical knowledge and advanced listening skills. Using the NHS Pathways content to advise service users, their representatives and Health Advisors.
- To ensure that every patient contact is conducted appropriately with an emphasis on the provision of clear, evidence-based advice and signposting to an appropriate service.

Quality assurance and safety

- To effectively respond to, in real time or escalation if more appropriate, clinical issues, complaints and Professional Feedback in line with local policy.
- To understand, adhere to and promote the principles of information governance in relation to access to clinical records, the handling and access to and communication of patient identifiable information.
- To understand, adhere to and promote local policies with regard to safeguarding children and vulnerable adults, while ensuring referrals to the appropriate services are made promptly and according to policy.
- To understand, adhere to and promote the principles of risk management in relation to patient and staff wellbeing, the physical environment and the systems in use and to follow local guidance for action and reporting upon identification of a risk.
- To promote local best practice in relation to clinical assessment and provision of advice to service users and their representatives.
- To work with the Clinical Management team in originating, updating and reviewing clinical advice, practice and content within the local model.
- To be aware of HUC's performance criteria and adhere to this.

- To generate and collect clinical data and evidence which supports the organisation's compliance with internal and external governance reporting.
- To fully support and engage with the provision of clinical data and evidence to support any external assessment of standards by an authorised body.
- To identify from such reporting and to escalate any risks apparent to an appropriate level within the organisation directly via the on-call manager both in and out of normal working hours.
- To participate in the processes of investigation and review of clinical incidents and complaints in line with HUC policy and to collaborate with the wider team in the production of associated risk assessments and reports.

TRAINING AND DEVELOPMENT:

- To participate in HUC's performance review and appraisal process
- To comply with mandatory and statutory training requirements

The above duties and responsibilities are intended to represent current priorities and are not meant to be an exhaustive list. The post holder may from time to time be asked to undertake other duties and responsibilities commensurate. Any changes to this job description to take account of changing service needs will be made in discussion with the post holder.

SUPPLEMENTARY INFORMATION:

Our Culture

Every patient deserves our highest standard of care and commitment. In working together innovatively, transparently and constructively with the local community and stakeholders, we can deliver services which meet their specific needs. We learn by listening to patient's views and experiences. We are passionate about sharing our knowledge and expertise by encouraging dialogue both internally and externally to meet our high expectations for patients

Communications

Maintaining high standards in communication across a scattered and diverse workforce, ensuring compliance in policy and procedure with all staff.

Contribute to creating a culture of open, honest communication and feedback so that all team members benefit and learn from each other

Equality and Diversity

HUC has adopted an Equality and Diversity Policy to ensure that all job applicants and employees are treated fairly and without favour or prejudice. We are committed to applying this policy throughout all areas of employment: recruitment and selection, training, development and promotion. In all situations people will be judged solely on

merit or ability. It is required of all employees to uphold this policy in the course of their employment with and whilst undertaking their duties.

Mobility / Flexibility

The normal place of work for the post is as stated above, but as a term of employment post holders may be required to work from any of our establishments.

Health and Safety at Work

In accordance with the Management of Health and Safety at Work Regulations 1992 (as amended) and other relevant Health and Safety legislation, employees have a duty to take responsible care to avoid injury to themselves and others by their work activities and to co-operate in meeting statutory requirements.

Infection Control

Employees must be aware that preventing healthcare acquired infections and infection control is the responsibility of all staff. Clinical procedures should be carried out in a safe manner by following best practice and infection control policies.

Data Protection and Confidentiality

Employees must maintain confidentiality when dealing with sensitive material and information and are required to read, understand and accept the terms of the Confidentiality, Data Protection and Electronic Communications Policy. The protection of data about individuals is a requirement of the law and if any employee is found to have permitted unauthorised disclosure, the organisation and individual may be prosecuted. Disciplinary action will be taken for any breach.

No Smoking Policy

HUC recognises the health hazards of smoking for smokers and non-smokers and acknowledges the rights of staff to work in a smoke free environment. Consequently, it has adopted a 'Smoking Policy' which specifies that smoking is not allowed anywhere on the HUC premises or near company vehicles.

Safeguarding

Post holders have a general responsibility for safeguarding children and adults at risk in the course of their daily duties and for ensuring that they are aware of the specific duties relating to their role. The expectation is that the post holder is familiar with the relevant procedures and guidelines and undertakes training at the appropriate level for their role.

**PERSON SPECIFICATION
(Clinical Advisor)**

	ESSENTIAL	DESIRABLE
Education and Qualification	<ul style="list-style-type: none"> Registered nurse, paramedic or equivalent 	<ul style="list-style-type: none"> Pathways trained
Knowledge and Experience	<ul style="list-style-type: none"> Post registration training / consolidation and experience in at least two health care settings or specialties relevant to profession An understanding of the call handling and telephone triage roles. Understanding of operational policies and protocols Understanding of audit 	<ul style="list-style-type: none"> Previous experience of delivery of IT based care packages Experience of telephone triage or consultation Healthcare experience in a primary care or A&E setting (in addition to your placements) Understanding of patient management in primary, secondary and tertiary care settings
Skills and abilities	<ul style="list-style-type: none"> Effective communication skills particularly in listening, explaining, advising and reassuring where there may be barriers to understanding Able to communicate during sensitive and distressing or emotional situations Self-motivated and professional approach to work Ability to work effectively within a team Cultural/diversity awareness and evidence of non-discriminatory practice Standard keyboard skills Competent with technology based work 	<ul style="list-style-type: none"> Customer service skills

Other / working conditions	<ul style="list-style-type: none">• Able to stay calm in the event of unexpected pressure• Able to work unsocial patterns.• Concentration during calls• Sitting for extended periods of time• Using VDU for most of shift	
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March 2021

Any offers of employment are subject to pre-employment checks and these include DBS Disclosure, References and Social Media checks