

<b>JOB DESCRIPTION</b>	
<b>Job title:</b>	Clinical Advisor
<b>Team/Department:</b>	Care Co-ordination Centre
<b>Location:</b>	As agreed, and in accordance with the contract of employment
<b>Hours of work:</b>	As agreed, and in accordance with the contract of employment
<b>Job title the post holder will report to:</b>	Senior Clinical Advisor
<b>Job titles reporting to the post holder:</b>	None applicable
<b>Date the role profile was revised:</b>	September 2023
<p><b>JOB PURPOSE</b></p> <p>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.</p> <p>You will 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.</p>	
<p><b>KEY RESPONSIBILITIES AND ACCOUNTABILITIES</b></p> <p><b>Call Handling (Clinical)</b></p> <ul style="list-style-type: none"> <li>• Receive requests for assistance, treatment, or care at Integrated Urgent Care (IUC) (NHS 111) contact centres. This includes front-ending of calls, clinical validation and assessment and provision of support and advice to other call-handling colleagues (via clinical advice line).</li> <li>• Interact with individuals using telecommunications. You will manage the calls in a controlled, professional, and courteous manner, treating all patients with compassion, empathy and respect. You will receive calls from patients, carers, colleagues, other healthcare professionals and undertake an assessment of presenting concerns using a Clinical Decision Support System (CDSS).</li> <li>• Communicate effectively in a healthcare environment with colleagues as well as callers to the IUC / NHS 111 service. You will need to adjust the way you communicate to fit their knowledge and deal with callers with empathy and</li> </ul>	

understanding. You will accurately record and check or amend details on the call logging computer system as well as verifying caller responses.

- Assess an individual's health status remotely, using clinical knowledge, probing and advanced communication skills in order to make decisions on the most appropriate action and provide effective home care advice to callers. You will facilitate the patient pathway through primary, secondary, community and tertiary care. This may need you to retrieve and reconcile information about an individual's medication, escalating appropriately as necessary.
- Communicate risks to health, wellbeing, and safety to a range of individuals and advise how the risks can be prevented, reduced, or controlled - ensure safe and effective evidence-based healthcare advice is offered, using a CDSS or another clinical support system. Use negotiation skills when necessary to establish agreement with patients on appropriate course of action to take for level of care determined. Where possible assist patients in the correct use of primary care and emergency care services and other healthcare related organisations.
- Support the safeguarding of individuals following local protocols and standards. You will relate to others in ways which support rights, inclusion, and wellbeing of individuals, supporting individuals to keep themselves safe.
- Contribute to the effectiveness of teams: work as part of a multi-disciplinary team, actively contributing to service improvements where appropriate. You will assist new colleagues and provide appropriate clinical advice and support to colleagues on care practices, delivery, and service development within your scope of practice. Provide cover for sickness, bank holidays, annual leave of other colleagues and work flexibly across sites as required by the service.

### **General Duties**

- Act within the limits of your competence and authority, i.e. work within the parameters of your own skills and knowledge, maintaining an awareness of service and practice developments. Adhere to all organisational procedures, protocols, and other relevant memoranda as appropriate.
- Make sure your actions reduce risks to health and safety by maintaining a tidy office/contact centre at all times, cleaning equipment before use and supporting the maintenance of equipment by reporting any faults as per local procedures. Adhere to health and safety policies and report incidents, risks, complaints, and compliments identified through Ulysses or via line manager.
- Comply with legal requirements for maintaining confidentiality by maintaining strict confidentiality to all issues concerned with the service and adhere to requirements of the Data Protection Act 1984, Freedom of Information Act, Information Governance and Caldicott Principles.
- 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.

### **People and Personal Development**

- Make use of supervision, i.e., participate in regular supervision in line with local guidelines in order to continually improve your performance and gain support following difficult calls.
- Develop your own knowledge and practice - this includes reflecting on your practice and taking opportunities to improve your practice and apply learning in the workplace. You will maintain professional and clinical competence through mechanisms of continuing professional development.
- Monitor your own work practices. You will ensure you remain up to date with new information and system changes. You will attend meetings, essential learning and system updates as requested by managers. You will participate in regular performance reviews with managers as appropriate to individual scope of practice.
- Undertake coaching or mentoring and behave as a role model as appropriate in the development of Health Advisor and clinical triage consultation.
- Provide support to other individuals including peers, Health Advisors and Service Advisors to support their ongoing development.

### **Professional**

- Maintain active registration with professional bodies such as NMC or HCPC.
- Work within your professional code of conduct.
- Successfully complete training on a CDSS and maintain competence in line with pre-defined competency framework.

## **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**

IC24 is a major not for profit Social Enterprise company currently providing innovative primary care services designed to deliver quality and affordability. IC24 is solutions-focused, providing a comprehensive portfolio of services aimed at improving access and reducing the demand on secondary care services by helping to avoid unnecessary admissions and facilitating early discharge.

Going forward, the company is committed to supporting and enabling better integration between health and social care and more effective alliances between partners from different sectors as essential to delivering seamless services. IC24 has considerable experience of

working in complex, demographically challenged environments and the Board is keen for the organisation to be proactive in improving standards of care and patient safety, while delivering value for money too in the health economies it which it operates. 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.

We are proud of our status as an NHS primary care social enterprise, and how we deliver social value to the communities we serve and contribute to the wider NHS plans to deliver carbon 'Net Zero' and sustainability. To find out more on this and to view our Social Impact Report, please click [here](#).

## HEALTH AND SAFETY

The post holder will be required to comply with the duties placed on employees of IC24 as set out in the Health and Safety at Work Policy and related procedures. 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.

### All Colleagues

You have a duty to take care of your own health and safety and that of others who may be affected by your actions at work. You must cooperate with managers and other colleagues to help everyone meet their legal requirements under health and safety law, and not to interfere with or misuse anything that's been provided for your health, safety, or welfare.

### Managers

You must ensure you know and understand your responsibilities as defined in our health & safety policies and associated guidance documents. You must identify and assess any risks to people, property, or the environment and ensure all colleagues you have responsibility for, are aware of all our health and safety policies, understand issues arising from risk assessments, site inspections etc. and deal with any associated concerns. You must ensure that all accidents or incidents involving colleagues within your responsibility, are properly reported, and investigated and that regular inspections are undertaken and recorded to eliminate potential hazards and minimise risks.

### Directors

You must ensure that all colleagues and teams within your region and/or department(s), effectively manage health and safety in line with all our health & safety policies and guidance documents.

## **EQUALITY AND DIVERSITY**

IC24 has a Diversity and Inclusion 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.

IC24 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 IC24 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 Data Security & Protection Policy.

## **SAFEGUARDING CHILDREN AND VULNERABLE ADULTS**

IC24 is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All colleagues 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 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.

## **DISCLOSURE AND BARRING SERVICE CHECKS**

IC24 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, IC24 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, IC24 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 IC24 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.

**PERSON SPECIFICATION**

<b>Requirements</b>	<b>Essential</b>	<b>Desirable</b>	<b>How identified</b>
<b>Qualifications</b>	Regulated Health Care Professional with existing registration	Recognised minor injuries certificate  Mentor/coaching qualification	Application  Certificates
<b>Experience</b>	Significant post-registration training/consolidation and experience (min 2 years) in adult acute or primary/community care  Experience of working in a multi-professional/multiagency environment  Understanding of patient management in primary, secondary and tertiary care setting	Triage/telephone advice experience  Experience of working independently  Experience of working in primary care  Knowledge of local primary care services including key stakeholders	Application  Interview  References
<b>Training</b>	Commitment to continuous learning  Proactively maintain knowledge of current developments in clinical practice  Complete and be up to date with mandatory training modules		Application  Interview

Requirements	Essential	Desirable	How identified
<p><b>Practical skills</b></p>	<p>Able to stay calm in the event of the unexpected and work under pressure</p> <p>Effective communication and negotiation skills</p> <p>Willingness to participate in service development</p> <p>Sound clinical decision-making capabilities – ability to demonstrate critical thinking</p> <p>Awareness of accountability in clinical practice</p> <p>Effective time management and able to prioritise work effectively</p> <p>Understanding of confidentiality issues and Data Protection Act</p> <p>Demonstrate interest in and ability to support, coach and mentor others</p> <p>Able to demonstrate initiative and motivation</p> <p>Good level of IT skills</p>		<p>Application</p> <p>Interview</p>
<p><b>Health</b></p>	<p>Able to fulfil the health requirements of the post as identified in the Job Description, taking into account any reasonable adjustments recommended by Occupational Health</p>		<p>Medical Questionnaire</p>



Requirements	Essential	Desirable	How identified
<p><b>General</b></p>	<p>Must be eligible to work in the UK</p> <p>Demonstrate ability to work in a team</p> <p>Ability to deal sensitively with distressing, emotional situations</p> <p>Commitment to role with ability to work unsocial hours, including 24/7 shift work and bank holidays</p>		<p>Application</p> <p>Interview</p>