



NHS 111 HEALTH ADVISOR

Candidate Pack



Welcome

Thank you so much for your interest in becoming a Health Advisor at Integrated Care 24 (IC24).

We are an innovative and ambitious social enterprise providing NHS commissioned services.

IC24 has a 30-year history of providing high quality primary and urgent care services. We have evolved from a Kent GP co-operative to an NHS 111 and Integrated Urgent Care (IUC) service, serving the needs of 6 million people in the south, south-east, and east of England. Our values of Innovation, Care, Excellence and Respect are at our heart.

Any surplus we generate is reinvested to support the enhanced experience of our patients and our staff. We were the first social enterprise in the UK to be awarded the prestigious Gold Mark status, which recognises excellence in a range of areas, such as governance and transparency.

We are one of only five social enterprises in the UK to have held this award.



About us

IC24 delivers a range of integrated urgent and unscheduled care services, including GP-led out of hours and NHS 111. We are leaders in the sector, providing out-of-hours coverage and the 24/7 NHS 111 service, taking over a million calls per year.

IC24 also delivers primary medical care (GP) services in Sussex and urgent dental care in a joint venture with iDental.

As a social enterprise, we are a private, not for profit, provider of NHS services and a trusted member of the NHS family, working in partnership with statutory NHS providers and Integrated Care systems.

Our Values



Innovation

Our people are made to be brave, and at IC24 we celebrate brave ideas and brave people. Innovation is at the heart of what we do. We develop our own clinical systems, which not only demonstrates innovation but value for money too.



Care

We're committed to providing the best possible care to our patients and our people. We believe in getting our patients the right care. For our people, we have a host of health and wellbeing initiatives to make sure they're supported in the workplace. This includes access to free counselling support.



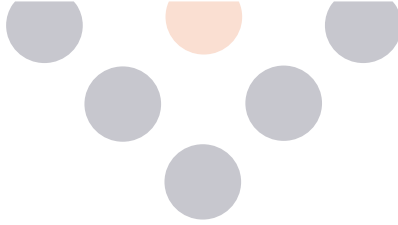
Excellence

We strive to be the best in everything we do. We give our people access to a host of learning and development opportunities, because an investment in our people is an investment in patient care.



Respect

We recognise each other's differences and show consideration for one another and the environment we live in. We also recognise that civility improves our workplaces and helps toward our ambition of being a great place to work.



Job Description

Job Purpose

To manage calls from patients, the public and healthcare professionals with urgent and non-urgent needs, using a Clinical Decision Support System (CDSS) to assess requirements and direct callers to the most appropriate care. The role requires calm, professional handling of a wide range of situations to support safe, effective patient care.

Person Specification

Essential

- Basic IT skills and ability to use computer systems
- Effective communication and customer service skills
- Professional, team-focused approach
- Eligible to work in the UK
- Willing to undertake training and work 24/7 shift patterns

Desirable

- GCSEs (or equivalent), including English and Maths
- Experience in a customer-facing role
- Experience working within a team or multi-agency environment

Skills & Attributes

- Strong communication and interpersonal skills
- Calm, resilient and able to make sound decisions
- Accurate, detail-focused and able to follow procedures
- Effective team player

Key Responsibilities

- Handle incoming calls efficiently and courteously in line with organisational standards.
- Assess and triage calls using CDSS, accurately recording information on the system.
- Communicate clearly and sensitively with callers, adapting communication style as needed and demonstrating empathy at all times.
- Signpost patients to appropriate services using agreed protocols and the Directory of Services.
- Recognise and respond appropriately to urgent or emergency situations.
- Safeguard vulnerable individuals in line with policies and procedures.
- Work collaboratively within a multidisciplinary team and contribute to service improvements.
- Support colleagues, including new starters, and assist with administrative duties where required.
- Maintain confidentiality and comply with data protection and information governance requirements.
- Adhere to health and safety policies, ensuring a safe working environment and reporting risks or incidents.
- Participate in supervision, training and continuous professional development.
- Maintain professional conduct, appearance and personal fitness for work.
- Work flexibly, including unsociable hours, weekends and bank holidays as required.

Terms of Appointment

Hourly Rate: £12.75 per hour, increasing to £13.20 per hour following successful completion of probation. Additional enhancements apply for weekends, bank holidays, and certain shift patterns.

Annual leave: 6.6 weeks

Additional: All staff are provided free access to our employee benefits platform – Heartbeat.

Diversity at IC24 -

We strive to reflect our diverse communities with the people we recruit. Whoever you are, whatever you believe, wherever you come from, you are made to belong at IC24.

Through our Colleague Resource Groups, we're creating a culture where everyone is included and has a sense of belonging.

#MadeToBelong.

Meet our Colleague Resource Groups:



Working Patterns

As an out-of-hours service, we offer a range of rota patterns. Health Advisors are required to work at least 50% of weekends each month, with scheduling discussed with our Workforce Planning Team. We aim to balance the needs of the service with individual preferences wherever possible and are committed to supporting a healthy work-life balance through open conversations.



Applying for the role

How to apply

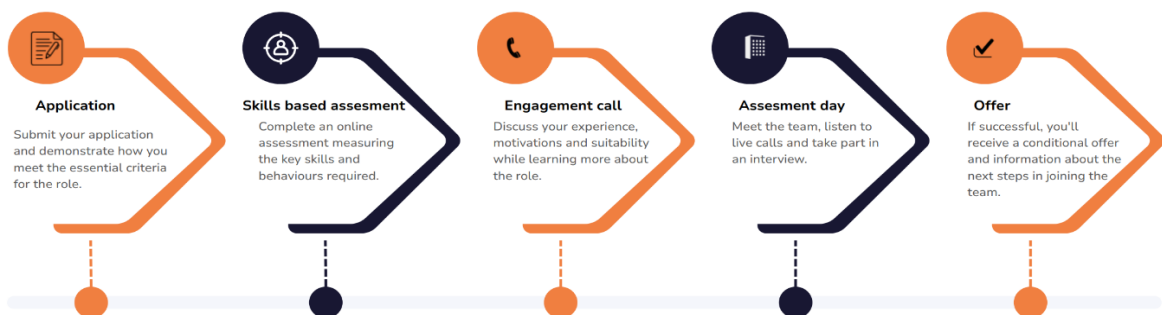
Applying is simple. Submit your application through our careers website by uploading your CV. If your application is shortlisted, you'll be invited to complete a skills-based assessment, followed by an engagement video from our Recruitment Team to learn more about the role and share your experience.

Successful candidates will then be invited to attend an Assessment Day, where you'll have the opportunity to listen to live calls, learn more about our values and culture, and take part in an interview with our Hiring Managers. We'll support you throughout every stage of the process.



Recruitment Journey

Key stages in the recruitment process from start to finish



Safeguarding Commitment

This role involves working with patients, including children and/or vulnerable adults. Safeguarding is a fundamental responsibility of the position, and all employees are expected to comply with safer recruitment requirements, including appropriate background checks, professional standards, and mandatory safeguarding training. Employees are required to act in the best interests of patients at all times and to report any safeguarding concerns in accordance with organisational policies and procedures.



About the role

As a Health Advisor, you will be the first point of contact for patients calling NHS 111, helping them access the right care and support when they need it most.

No two calls are ever the same. One moment you could be helping someone with a cough or cold, and the next supporting a caller experiencing a mental health crisis, a fall, or a medical emergency. Regardless of the situation, every caller is treated with the same level of care, compassion, and urgency.

You'll be supported every step of the way by a welcoming team and experienced managers who are committed to helping you succeed. With comprehensive training and ongoing support, you'll have everything you need to build your confidence and make a real difference to people's lives every day.

Hear from the team

"Being a 111 Health Advisor for IC24 is a rewarding and fast-paced role where every call matters. I am often the first voice a patient hears when they need help, so it requires calmness, compassion and the ability to listen carefully under pressure. I support callers with safe, non-clinical advice, from routine prescription queries to more challenging situations where someone may be distressed or vulnerable. It can be demanding, but it is also meaningful, offering the chance to make a real difference to people across the community while working as part of a supportive and patient-focused team."



"When I joined IC24, the training and support were excellent, making it easy to start without previous experience. As a Health Advisor, every day is different, and you get to speak to a wide range of people. It's a rewarding role with a fantastic team who are always there to help. I couldn't recommend it enough!"



Becoming a Health Advisor

Training and coaching are at the heart of becoming a successful Health Advisor. As you will be supporting people with their health concerns and making use of a clinically governed assessment tool, our comprehensive 5-week training programme has been carefully designed by industry experts and is delivered exclusively by accredited trainers. The programme combines structured classroom learning, practical coaching, and hands-on experience to build your confidence, knowledge, and decision-making skills. Throughout your journey, you'll receive ongoing support from experienced trainers and coaches who are committed to helping you succeed, ensuring you are fully prepared to provide safe, effective, and compassionate care to every caller. Trainees must meet the required standards in assessments and call audits throughout the programme. While full support and coaching will be provided, failure to meet these standards may result in your employment coming to an end during the training period.



Developing your skills

Following the successful completion of Core Module 1, you will continue to develop your knowledge, confidence and skills within the Health Advisor role. Between weeks 6 and 12, you will receive ongoing support, coaching and feedback while gaining valuable experience handling calls independently. During this period, you will also attend the mandatory Probing Workshop and Core Module 2 (CM2), both of which are designed to further enhance your communication, questioning and decision-making skills, supporting your continued development as an NHS Pathways User.

Training Timeline

WEEKS 1-4

Core Module 1 (CM1) Training
Classroom-based learning delivered by Accredited Trainers, with three assessments completed throughout the course.



WEEK 4-5

Supported Live Call Coaching
Begin taking live calls under the guidance of experienced coaches, applying your learning in a live environment.



5 LIVE CALL AUDITS

At the end of your coaching period, you will complete five live call audits to demonstrate your competence and readiness to progress independently.



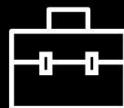
SUCCESSFULLY COMPLETE CM1

Having met all CM1 requirements and successfully completed your audits, you will be able to take calls independently and continue developing your skills.



DEVELOPING YOUR SKILLS

Continue your development with supported call handling, coaching, and attendance at the Probing Workshop and CM2.



Ready to save lives with your voice?

Thank you for taking the time to learn more about the Health Advisor role. Joining NHS 111 is more than just starting a new job—it's becoming part of a supportive team that makes a real difference to people's lives every day.

We hope this pack has given you an insight into the role and what it's like to work with us. If you're passionate about helping others and are looking for a rewarding career where no two days are the same, we encourage you to apply.

Contact Us

If you have any questions about the role, the recruitment process, or would simply like to learn more about working at NHS 111, we'd love to hear from you.

📞 **Reception: 01233 505450**

✉️ **Recruitment Team: Careers@ic24.nhs.uk**

