

## **SOUTH CENTRAL AMBULANCE SERVICE NHS FOUNDATION TRUST**

### **JOB DESCRIPTION**

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**JOB TITLE:** Clinical Support Desk Clinician

**DEPARTMENT:** Emergency Operations Centre

**REPORTING TO:** Clinical Support Desk Manager

**AFC PAY BAND & ENHANCEMENTS:** Band 6 and unsocial hours allowance in line with Agenda for Change Terms and Conditions.

**LINE MANAGER TO:** N/A

**DISCLOSURE & BARRING SERVICE LEVEL:** Enhanced

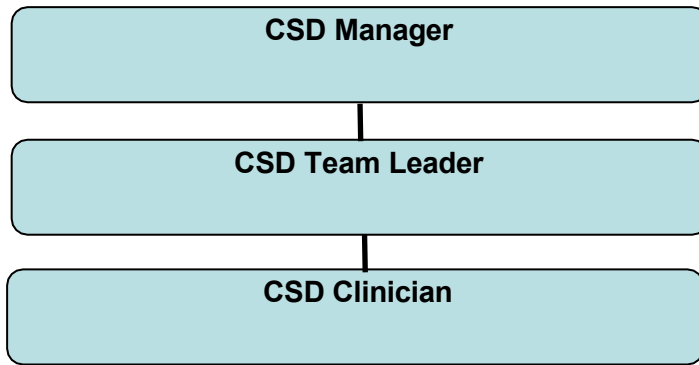
**WORK PATTERN:** Rota

**AGE RELATED DRIVING RESTRICTION:** NA

**KEY WORKING RELATIONSHIPS (INTERNAL/EXTERNAL):**

- EOC Clinical Assurance and Training Manager (CATM)
- EOC Education Manager
- CQI Manager
- EOC Clinical Assurance Team Leader (CATL)
- Head of EOC
- Head of 111
- EOC Clinical Advisors 999/111
- EOC Senior Call Handlers/111 Team leaders
- EOC Call Handlers 999/111
- Patients
- Clinical Governance
- Other members of SCAS staff including IT, HR, Admin etc.
- Members of the Public / Stakeholders / Software Providers

## ORGANISATIONAL CHART:



## OVERALL PURPOSE/ROLE SUMMARY:

SCAS CSD Clinicians remotely monitor emergency 999 calls received by Emergency Call Takers (ECTS) to ensure the most clinically appropriate care outcomes are delivered to patients. CSD Clinicians are required to make dynamic assessment decisions that are supported through the effective use of Trust evidence based clinical telephone decision support software systems. Healthcare advice is being given to members of public by the advisors whilst under the supervision of a registered healthcare professional.

## MAIN DUTIES AND RESPONSIBILITIES:

- 1) To work within a team as an autonomous practitioner and provide high quality complex clinical telephone triage using knowledge, skills, critical thinking and professional judgment supported by clinical decisions support software systems.
- 2) To review incoming symptom based and health information telephone enquiries and assess for urgency and priority.
- 3) To provide evidence based healthcare advice to patients and field operational staff supported by clinical decisions software systems to facilitate onward referral to other areas within the NHS if required.
- 4) To liaise and communicate clinical information verbally and via technical links with health economy partners to ensure continuity of care for patients.
- 5) To actively participate in the delivery of Trust ambulance performance standard that are nationally determined, clinical indicators and locally negotiated performance standards.
- 6) To attend and actively participate in regular team meetings and work with the line manager to improve and/or consistently maintain performance.
- 7) To actively participate in monthly call audit processes including self-reflection.
- 8) To participate in Individual Performance Review and Development (IPRD) and Performance Development Plans.
- 9) To meet all PREP (post registration educational and practice) requirements.
- 10) To ensure continued professional development through mandatory training and within personal development plans.

- 11) To provide evidence based clinical and professional expertise as required to operational colleagues.
- 12) To adhere to all local and national policies, procedures and protocols provided.
- 13) To comply with Clinical Governance standards including audit and customer satisfaction programmes, and to ensure continuous development of a quality service.
- 14) To maintain confidentiality in relation to all user and South Central Ambulance Service information, ensuring that data is only disclosed in compliance with NHS Protocols.
- 15) To ensure the compliance with Trust and national requirements of safeguarding vulnerable adults and children policies in operation with the health economy partners covered by South Central Ambulance.
- 16) To adhere to professional Codes of Practice at all times.
- 17) To maintain professional standards and representation of South Central Ambulance Service NHS Foundation Trust both internally and externally.
- 18) The ability to remain focused on service delivery with an unpredictable, diverse and challenging workload.
- 19) Promptly refer any issues/concerns outside the scope of the post holder's responsibilities to the Line Manager.
- 20) Carry out tasks relating to evaluating services, e.g. audits and equipment trials.
- 21) Work as an effective member of a high performance team, ensuring self-awareness of surrounding environment and events.
- 22) As and when required, to cover other roles in SCAS, commensurate with individual levels of training.
- 23) To be flexible and adaptable to support service delivery across the organisation.
- 24) Have knowledge of escalation policies and emergency procedures as necessary.
- 25) Reflect the diversity of needs in healthcare communities by utilising all available resources to facilitate access to the service where there are barriers to communication and understanding, e.g. text phone, interpretation services.
- 26) To ensure appropriate and effective communication links with other departments, and other areas of SCAS.
- 27) Be able and confident to identify the need and take action to modify and adapt methods of communication to account for the differing needs of patients and callers especially in stressful and difficult situations.
- 28) To be confident in adapting, escalating and maintaining control when dealing with safeguarding or life threatening situations under pressure.
- 29) Ensure polite, efficient and appropriate communications exist at all times with their clients, e.g. patients, relatives, medical and other NHS emergency service

personnel.

- 30) Deal with highly emotional, verbally aggressive, abusive or threatening callers and defuse such situations when appropriate, often under difficult and hostile circumstances.
- 31) To liaise with frontline Specialist Paramedics to coordinate and ensure effective utilisation of resource.
- 32) Focus on all levels of call acuity to ensure the clinically appropriate level of response is dispatched in line with patient safety and performance targets.
- 33) To actively participate in the Trust's annual appraisal process.

### **GENERAL INFORMATION:**

#### **Changes to this job description:**

This is an outline of the job description and may be subject to change according to service needs and developments, which will take place in consultation with the post holder as appropriate.

#### **SCAS Core Values:**

Teamwork, Innovation, Professionalism, Caring.

#### **Smoking:**

South Central Ambulance Service operates a 'No Smoking' policy.

#### **Equality and Diversity:**

South Central Ambulance Service is committed to the fair treatment of all people, regardless of their gender, race, colour, ethnicity, ethnic or national origin, citizenship, religion, disability, mental health needs, age, domestic circumstances, social class, sexuality, beliefs, political allegiance or trades union membership.

#### **Health and Safety:**

It is the general duty of every employee to take reasonable care for the Health and Safety of themselves and others including the use of necessary safety devices and protective clothing and co-operation with the Trust in meeting its responsibilities under the Health and Safety at Work legislation. The post holder must be aware of individual responsibilities under the Health and Safety at Work Act and identify and report, as necessary, any untoward accident, incident or potentially hazardous environment.

It is the Trust's responsibility to ensure that staff are able to work in a safe and conducive working environment and that responsibilities regarding Health and Safety and staff welfare legislation and best practice are fulfilled throughout their area of responsibility, this will also include undertaking Risk Assessments as and when required.

#### **Infection Control:**

Infection Prevention and Control: South Central Ambulance Service is committed to reducing the risk of healthcare associated infections. All employees involved directly or indirectly in the provision of healthcare have a duty to cooperate with the Trust's Infection Prevention and Control associated Policies and Procedures to reduce the risk of healthcare associated infections for patient's staff and the public. You will be expected to cooperate with colleagues, contractors and other healthcare providers also involved in patient care directly or indirectly so far as is necessary to enable the Trust to meet its obligations under the Health and Social Care Act 2008.

#### **Safeguarding Children and Vulnerable Adults:**

SCAS has a statutory duty to safeguard and promote the welfare of children and young people (Children Act 2004), to protect adults at risk of abuse (Care Act 2014, Mental Capacity Act 2005 et al), and to support the Home Office Counter Terrorism strategy CONTEST, which includes a specific focus on PREVENT.

Safeguarding is everybody’s business and any concern should be promptly reported in accordance with South Central Ambulance Service’s safeguarding policy and associated guidance found within South Central Ambulance Service allegations and other associated policies. Support, advice and guidance may be sought from the safeguarding team however this should not be in place of a referral ensuring the principle of “No delay.”

**Confidentiality:**

The post holder must ensure that personal information for patients, members of staff and all other individuals is kept secure and confidential at all times in compliance with the Data Protection Legislation.

**Development:**

The post holder will be required to participate in relevant development activities and development reviews.

**Freedom to Speak up (FTSU):**

All staff have a responsibility for creating a safe culture and an environment in which we are all able to highlight when things go wrong, might go wrong, or when things are good, but could be even better.

FTSU is a fundamental part of this and is a core element of the Trust’s values and behaviours, we need to be mindful how our behaviour may inhibit or encourage someone speaking, listening or following up. Further eLearning is available on ESR.

**The job description is not exhaustive and is subject to review in the light of the changing needs of the organisation. Any review of this job description will be undertaken in consultation with the post holder.**

Name of post holder..... (please use capitals)

Signature of post holder ..... Date .....

**SOUTH CENTRAL AMBULANCE SERVICE NHS FOUNDATION TRUST  
PERSON SPECIFICATION –**

Specification	Criteria	Method of Assessment
Qualifications and Training	<p><b><u>Essential</u></b></p> <ul style="list-style-type: none"> <li>• Recognised Nursing/Emergency Care Practitioner/Paramedic qualification</li> <li>• Valid registration with NMC or HCPC</li> </ul> <p><b><u>Desirable</u></b></p> <ul style="list-style-type: none"> <li>• Recognised mentorship qualification and experience</li> </ul>	A A
Knowledge and Experience	<p><b><u>Essential</u></b></p> <ul style="list-style-type: none"> <li>• Nursing/Emergency Care Practitioner/Paramedic experience in acute or primary care</li> <li>• Extensive clinical knowledge</li> <li>• Significant post qualification experience in acute or primary care</li> <li>• Decision making</li> <li>• Triaging</li> </ul> <p><b><u>Desirable</u></b></p> <ul style="list-style-type: none"> <li>• Telephone triage experience</li> <li>• Experience of supporting others in clinical practice</li> <li>• Experience of dealing with multi-agency situations</li> <li>• SCAS area/hospital knowledge</li> </ul>	A/I I A/I I A/I
Skills and Aptitudes	<p><b><u>Essential</u></b></p> <ul style="list-style-type: none"> <li>• Ability to communicate effectively: aurally, orally and in writing</li> <li>• Ability to work without direct supervision</li> <li>• Ability to work as part of a multidisciplinary team</li> <li>• Ability to rapidly organise and prioritise work</li> <li>• Ability to remain calm while working under pressure</li> <li>• Sympathetic, respectful and caring approach to others</li> </ul>	I I I I I I

	<ul style="list-style-type: none"> <li>• Computer literacy</li> <li>• Ability to utilise critical thinking skills</li> <li>• Decisive</li> <li>• Self confidence</li> </ul> <p><u>Desirable</u></p> <ul style="list-style-type: none"> <li>• Understanding of audit, evaluation and Clinical Governance</li> <li>• Willing to be flexible and available to work at short notice</li> <li>• Motivated towards further professional development</li> </ul>	I/T     
Physical Requirements	<p><b><u>Essential</u></b></p> <ul style="list-style-type: none"> <li>• Professional appearance</li> <li>• Able to meet the physical and medical requirements of the post</li> </ul>	I Occupational Health
Special Requirements	<p><b><u>Essential</u></b></p> <ul style="list-style-type: none"> <li>• DBS check required (enhanced)</li> <li>• Ability to work shifts that cover a 24 hour period</li> </ul>	I

**ASSESSMENT METHOD:** A = APPLICATION FORM P = PRESENTATION I = INTERVIEW T = TEST

**All candidates will be subject to OH clearance and also DBS and professional registration checks where applicable and any other requirements for employment in the NHS in line with national guidance.**