

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

## **JOB DESCRIPTION**

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**JOB TITLE:**           **CLINICAL ADVISOR (111 Single Point of Access Service)**

**DEPARTMENT:**       Clinical Hub

**REPORTING TO:**     111 Shift Manager

**AFC PAY BAND & ENHANCEMENTS:** Band 6 + Unsocial Hours Allowance in line with Section 2 Agenda for Change Terms and Conditions

**LINE MANAGER TO:**     N/A

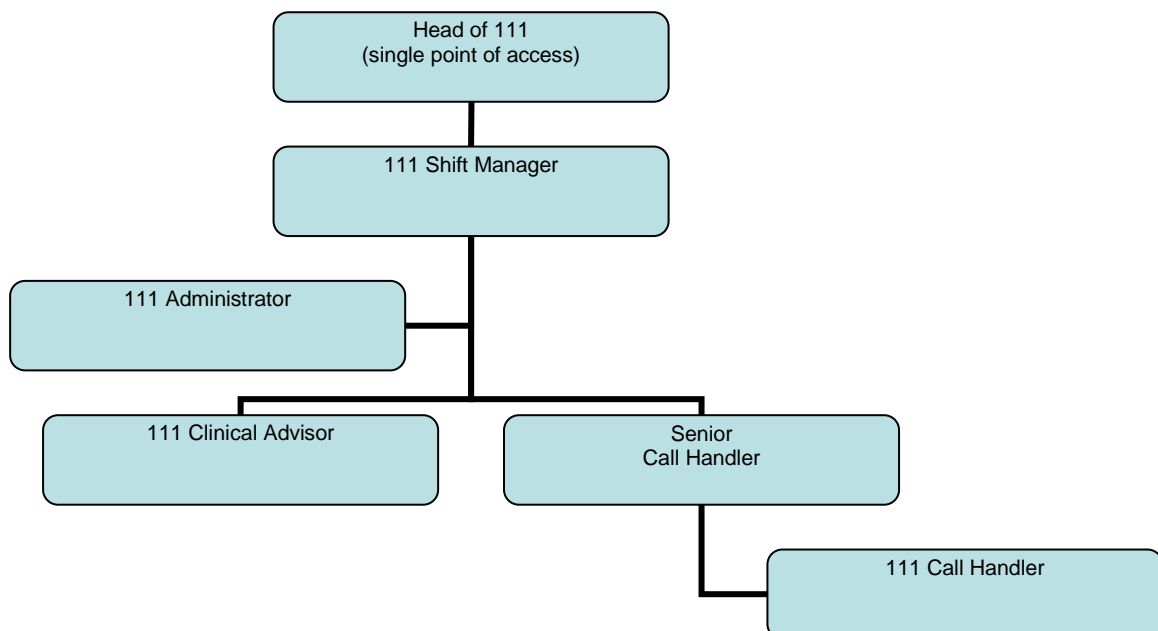
**CRB DISCLOSURE LEVEL:**     Enhanced

**WORK PATTERN:** Working on a rolling shift basis covering a 24/7 rota including bank holidays.

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

- Other members of the Clinical Hub
- Trust employees
- Health economy partners
- Members of the public

**ORGANISATIONAL CHART:**



## OVERALL PURPOSE/ROLE SUMMARY:

Working for the 111 single point of access service, the Clinical Advisor will carry out complex clinical triage in a sensitive manner providing assessment, advice and information in line with clinical assessment software whilst utilising professional judgement and referring to other agencies where appropriate.

## MAIN DUTIES AND RESPONSIBILITIES:

1. To work as an autonomous practitioner and provide high quality complex clinical triage using knowledge, skills, critical thinking and professional judgement supported by clinical assessment software.
2. To review incoming symptom based and health information, telephone enquiries and assess for urgency and priority.
3. To provide healthcare advice supported by clinical assessment software / clinical protocols and facilitate onward referral to other professionals if required.
4. To liaise and communicate clinical information verbally and via technical links with health economy partners to ensure continuity of care for the caller.
5. To work towards service delivery targets, clinical indicators and national and locally negotiated targets.
6. To attend and actively participate in regular management meetings and work with the line manager to improve and/or consistently maintain performance.
7. To actively participate in regular call monitoring and quality of call handling to include call review and self-reflection.
8. To participate in Individual Performance Review and Development (IPRD) and Performance Development Plans.
9. To ensure continued professional development through mandatory training and within personal development plans.
10. To provide clinical and professional expertise as required to call centre colleagues.
11. To review, evaluate and recommend revisions of clinical assessment software.
12. To operate within 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 information, ensuring that data is only disclosed in compliance with NHS Protocols.

15. To ensure that data is only held for its specific registered purpose under the Data Protection Act 1984 as amended, and is not used or disclosed in any way incompatible with its registered purpose.
16. To ensure the compliance with the local and national requirements of child protection policies in operation with the health economy partners covered by South Central Ambulance.
17. To adhere to the professional code of Practice at all times.
18. To maintain professional standards and representation of South Central Ambulance Service NHS Trust both internally and externally.
19. Ensure ICT systems are used appropriately, and report systems failures to the Shift Supervisor/ Performance Manager. In the event of a systems failure all staff are required to initiate any appropriate steps in line with standard operating procedures, to support the SPA in maintaining business continuity.
20. To control and take charge of calls by managing patients, relatives, and the general public in a calm professional manner and treating them with dignity and respect at all times.
21. 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.
22. To be confident in adapting, escalating and maintaining control when dealing with safeguarding or life threatening situations under pressure.
23. Ensure polite, efficient and appropriate communications exist at all times with their clients, e.g. patients, relatives, medical and other NHS emergency service personnel.
24. Deal with highly emotional, verbally aggressive, abusive or threatening callers and defuse such situations when appropriate, often under difficult and hostile circumstances.
25. Dealing with distressed patients and relatives, including traumatic situations such as death or responding to life threatening conditions.
26. Identify to the Clinical Lead/Shift Supervisor instances where the content of a call raises concerns over the welfare of patients, or concerns over vulnerable or at risk individuals even if they are not the patient. This includes all perceived issues of risk, neglect, abuse or endangerment to all adults and children.
27. To promote and enhance the image of the 111 at all times in accordance with policies and procedures, promoting good relations with the public, patients and other health care professionals through effective communication skills.
28. During frequent intense periods of demand, prioritise tasks and undertake numerous tasks simultaneously, to ensure effective service delivery.

29. Promptly refer any issues/concerns outside the scope of the post holder's responsibilities to the Clinical Lead/Shift Supervisor.
30. To undertake and participate with any training required for the post holder to fully carry out their duties, including mandatory updates/refresher training.
31. Maintain confidentiality in relation to personal data held in accordance with the Data Protection Act and Trust Caldicott Guardianship principles.
32. Carry out tasks relating to evaluating services, e.g. staff questionnaires, audits and equipment trials.
33. Work as an effective member of a high performance team, ensuring self awareness of surrounding environment and events.
34. As and when required, to cover other roles in SCAS, commensurate with individual levels of training.
35. To be flexible and adaptable to support service delivery across the organisation.
36. Have knowledge of escalation policies and emergency procedures as necessary.
37. 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.
38. To ensure appropriate and effective communication links with other departments, and other areas of SCAS.

#### 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 NHS Foundation Trust operates a 'No Smoking' policy.

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

South Central Ambulance Service NHS Foundation Trust 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 Trusts 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 NHS Foundation Trust 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 Trusts 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 postholder**

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

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