

**SOUTH CENTRAL AMBULANCE SERVICE NHS FOUNDATION TRUST**

**JOB DESCRIPTION**

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**JOB TITLE:** Health Advisor (111 Single Point of Access Service)

**DEPARTMENT:** Clinical Hub

**REPORTING TO:** 111 Shift Manager

**AFC PAY BAND & ENHANCEMENTS:** Band 3 + Unsocial Hours Allowance in line with Section 2 Agenda for Change Terms and Conditions.

**LINE MANAGER TO:** N/A

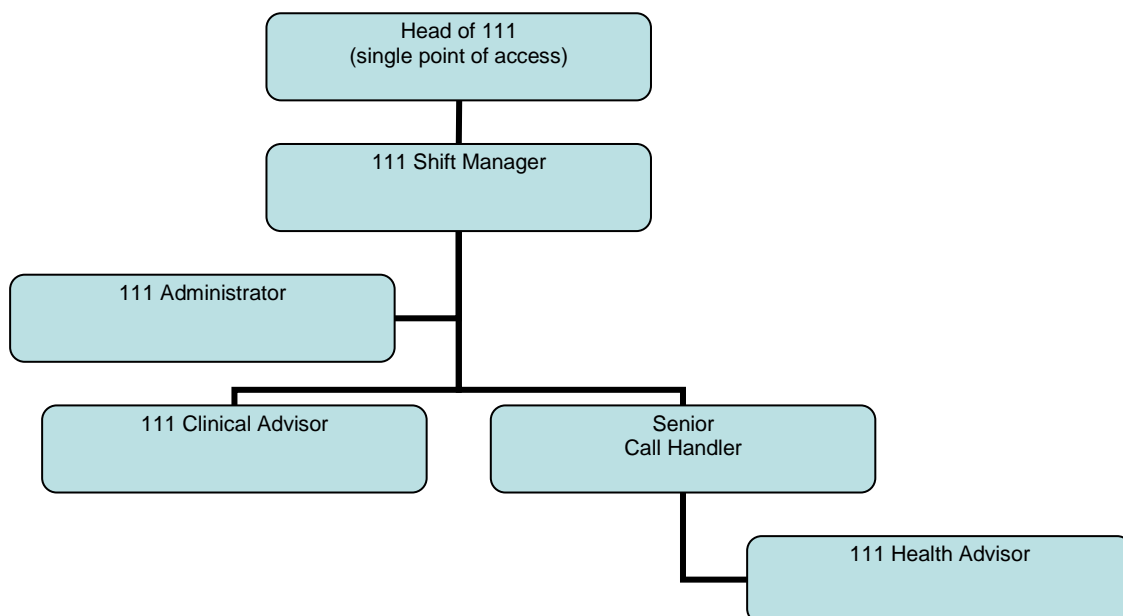
**CRB DISCLOSURE LEVEL:** Enhanced

**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

**ORGANISATIONAL CHART:**



## OVERALL PURPOSE/ROLE SUMMARY:

Responsible for responding to calls from the general public and healthcare professionals requiring urgent healthcare services. Using NHS Pathways, a clinical assessment tool, the 111 Health Advisor will assess the needs of the caller and implement necessary action ranging from despatching an ambulance to making a referral to the appropriate available service using the embedded Directory of Service.

## MAIN DUTIES AND RESPONSIBILITIES:

1. Form part of a team of who will be the first point of contact for callers experiencing symptoms or accessing healthcare services via this Single Point of Access (SPA), on a 24/7 basis, working rotating shifts.
2. Undertaking a clinical assessment of patients calling using the NHS Pathways triaging tool to ensure callers receive the most appropriate care provided by the most appropriate service.
3. Ensure the timely assessment, questioning and accurate recording of all patients requiring emergency/urgent assistance.
4. Deal with calls from a range of health and social personnel including hospitals, nursing homes, social service, mental health teams and ambulance crews.
5. Instruct and advise callers as guided by clinical triage protocols and procedures and the clinical triage software.
6. Utilise Computer Aided Referral clinical triage software and Information Communication Technology (ICT), including telephony, data, email, and fax, to achieve effective communication with clients and operational staff.
7. 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.
8. 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.
9. 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.
10. To be confident in adapting, escalating and maintaining control when dealing with safeguarding or life threatening situations under pressure.
11. Ensure polite, efficient and appropriate communications exist at all times with their clients, e.g. patients, relatives, medical and other NHS emergency service personnel.

12. Deal with highly emotional, verbally aggressive, abusive or threatening callers and defuse such situations when appropriate, often under difficult and hostile circumstances.
13. Dealing with distressed patients and relatives, including traumatic situations such as death or responding to life threatening conditions.
14. 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.
15. 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.
16. During frequent intense periods of demand, prioritise tasks and undertake numerous tasks simultaneously, to ensure effective service delivery.
17. Promptly refer any issues/concerns outside the scope of the post holder's responsibilities to the Clinical Lead/Shift Supervisor.
18. To undertake and participate with any training required for the post holder to fully carry out their duties, including mandatory updates/refresher training.
19. Maintain confidentiality in relation to personal data held in accordance with the Data Protection Act and Trust Caldicott Guardianship principles.
20. Carry out tasks relating to evaluating services e.g. staff questionnaires, audits and equipment trials.
21. To work with other emergency services for the good of the patient and maintain positive working relationships with other health care professionals.
22. Assist the organisation in meeting national targets by ensuring that whenever possible, all emergency calls are answered within SCAS guidelines and to achieve compliance with agreed standards (relating to speed of call pick up and also call content).
23. Work as an effective member of a high performance team, ensuring self awareness of surrounding environment and events.
24. As and when required, to cover other roles in SCAS, commensurate with individual levels of training.
25. To be flexible and adaptable to support service delivery across the organisation.

26. To deploy excellent communication skills, required for the patient prioritisation, using critical thinking skills, and supported by computer software to ensure the provision of a quality-driven service.
27. Have knowledge of escalation policies and emergency procedures as necessary.
28. 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.
29. To provide a liaison service for out of hours' service providers to obtain emergency prescriptions, involving negotiation with pharmacists who may provide cover on a voluntary basis.
30. To ensure appropriate and effective communication links with other departments, and other areas of SCAS.
31. To participate in the patient/professional feedback process, including complaints/compliments/incidents.
32. To participate in own development review PDP, identifying areas of need for personal development in order to meet with service requirements.
33. To participate within on-going audit processes including call audits, to develop performance against set delivery targets.

#### 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 .....