

## Job Description

<b>Post:</b>	Clinical Advisor
<b>Responsible to:</b>	Clinical Services Manager
<b>Location/Base:</b>	Hybrid – Remote and on-site at Ashford Court Taunton, TA1 2PX
<b>Hours per Week:</b>	Varied rota including overnight and weekends in a 24/7 service.

### Overall Purpose of the Job:

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.

Clinical Advisors are required to 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.

### Principle tasks will include:

#### Clinical

- To provide clinical expertise to assess an individual's health status using clinical knowledge and advanced listening skills. Using the NHS Pathways content to advise service users, their representatives and Health Advisors.
- To ensure that every patient contact is conducted appropriately with an emphasis on the provision of clear, evidence-based advice and signposting to an appropriate service.

#### Quality assurance and safety

- To effectively respond to, in real time or escalation if more appropriate, clinical issues, complaints and Professional Feedback in line with local policy.
- To understand, adhere to and promote the principles of information governance in relation to access to clinical records, the handling and access to and communication of patient identifiable information.



*excited* by new opportunities?  
So are we

**Principle tasks continued:**

- To understand, adhere to and promote local policies with regard to safeguarding children and vulnerable adults, while ensuring referrals to the appropriate services are made promptly and according to policy.
- To understand, adhere to and promote the principles of risk management in relation to patient and staff wellbeing, the physical environment and the systems in use and to follow local guidance for action and reporting upon identification of a risk.
- To promote local best practice in relation to clinical assessment and provision of advice to service users and their representatives.
- To work with the Clinical Management team in originating, updating and reviewing clinical advice, practice and content within the local model.
- To be aware of HUC's performance criteria and adhere to this.
- To generate and collect clinical data and evidence which supports the organisation's compliance with internal and external governance reporting.
- To fully support and engage with the provision of clinical data and evidence to support any external assessment of standards by an authorised body.
- To identify from such reporting and to escalate any risks apparent to an appropriate level within the organisation directly via the on-call manager both in and out of normal working hours.
- To participate in the processes of investigation and review of clinical incidents and complaints in line with HUC policy and to collaborate with the wider team in the production of associated risk assessments and reports.

## Person Specification

### Knowledge and Experience

#### Essential

- Registered nurse, paramedic or equivalent.
- Post registration training / consolidation and experience in at least two health care settings or specialties relevant to profession.
- An understanding of the call handling and telephone triage roles.
- Understanding of operational policies and protocols.
- Understanding of audit.
- Able to communicate during sensitive and distressing or emotional situations.
- Self-motivated and professional approach to work.
- Ability to work effectively within a team.
- Cultural/diversity awareness and evidence of non-discriminatory practice.
- Standard keyboard skills.
- Competent with technology-based work.
- Able to stay calm in the event of unexpected pressure.
- Able to work unsocial patterns.
- Concentration during calls.
- Sitting for extended periods of time.
- Using VDU for most of shift.
- Effective communication skills particularly in listening, explaining, advising and reassuring where there may be barriers to understanding.



*excited* by new opportunities?  
So are *we*

## Person Specification

### Knowledge and Experience

Desirable skills

- Pathways trained.
- Previous experience of delivery of IT based care packages.
- Experience of telephone triage or consultation.
- Healthcare experience in a primary care or A&E setting (in addition to your placements).
- Customer service skills.
- Understanding of patient management in primary, secondary and tertiary care settings.

### Personal Attributes, Values and Behaviours

- Self-motivated, with a flexible attitude.
- Ability to display empathy and help those in their time of need.
- Commitment to continuous personal development.
- A team player.

## Our Values



*excited* by new opportunities?  
So are *we*

## General

All employees of HUC must understand and actively participate in Safeguarding, Health and Safety and Equality and Diversity Policies and Procedures to ensure that people who use our services, other employees and stakeholders are safe and respected whilst in HUC's care. Each employee must take joint responsibility with their line manager for their own personal and professional development at work.

Any offers of employment are subject to pre-employment checks, and these include DBS Disclosure, References and Social Media checks.

## Remuneration

<i>Clinical Advisor</i>	Weekday	Weekday evening	Sat / Sun	Overnights
	0800 - 1800	1800 - 2300	0800 - 2300	2300 - 0800
Starter	£18.75			
Completion of M2 training	£18.75	£20.63	£21.56	£23.44
Post Probation	£20.94	£23.03	£24.08	£26.17
Qualified CA	£22.14	£24.03	£25.08	£27.17

- **NHS Pension Scheme – we contribute around 20% to your pension pot.**
- **Annual leave allowance - 28 days (incl. of public holidays), increasing with service.**
- **Travel and expenses scheme Career development opportunities.**
- **Training and development opportunities.**
- **Supportive environment with senior clinical support available all times.**
- **Access to employee perks and discounts through The Heroes Hub employee benefit & wellbeing site.**
- **Employee Assistance Programme.**
- **Eligibility for Blue Light Card.**



*excited* by new opportunities?  
So are we