



Job Description

Title:	Clinical Advisor
Band:	5
Location:	Various
Reports to:	Operational Team Supervisors / Clinical Duty Managers

Job Purpose

The post holder will be responsible for the assessment of health and clinical needs, utilising professional clinical judgement, supported by decision support software. This requires generalist and specialist skills to assess and deliver care to patients across all age groups in a contact centre environment.

The post holder will provide assessment, medication advice, and health information supporting individuals to access the appropriate level of care including advice to manage their symptoms at home.

Key Duties and Responsibilities

1. To use professional judgement at all times, and with the support of clinical assessment software, provide skilled and effective assessment of patients presenting clinical need, through telephone consultation
2. To bring together, analyze and critically evaluate a range of information during the care process to provide accurate advice and health information to patients in order to empower and enable them to act upon advice given.
3. To maintain an up to date awareness of current policies and utilise acquired skills in mental health, child protection, medication enquiries and all other aspects of general healthcare.
4. To liaise effectively between caller and third party in critical situations/areas of concern e.g. child abuse, where information is not consistent or may be disputed
5. To identify and use information sources to support and underpin clinical decision-making.

6. To recognise opportunities for providing health education during the consultation process and to supply such information either in person or by referring to appropriate health care professionals as required.
7. To use knowledge and competence in computer skills, in order to access “drives”, databases, email and approved internet resources and to appraise sources of information and their evidence base.
8. To refer to other clinical colleagues as necessary for advice, but to maintain accountability and responsibility for decisions made in relation to clinical calls.
9. To demonstrate the ability to remain focused on service delivery whilst dealing with an unpredictable, diverse and challenging workload.
10. To adhere to and implement national and local policies and procedures and work within the NMC Code of Professional Conduct and the Health and Care Professions Council (HCPC).
11. To act independently within the constraints of professional and organisational policies and structures.
12. To work independently, taking responsibility and accountability for managing own workload, risk assessment and risk management.
13. To actively participate in clinical supervision to facilitate personal and professional development.
14. To share and utilise areas of practice with peers and non clinical colleagues to inform and enhance patient care.
15. To maintain a healthy and safe work environment for self and colleagues.
16. To maintain a working knowledge of emergency procedures and escalate issues affecting service delivery as necessary.
17. To inform senior colleagues of any factors affecting delivery of the service as soon as they arise.
18. To participate in the continuous quality improvement audit process to develop individual performance and achieve against set delivery targets.
19. To participate in internal audits and support quality improvements to inform practice and improve service delivery.

Communication

20. To actively communicate with Trust staff to assist service delivery.
21. To actively communicate with other service providers about patient care programs.
22. Reflect the diversity of needs in the local healthcare community by utilising all available resources to facilitate access to the service where there are barriers to communication and understanding.
23. To use advanced listening, probing and facilitative skills across a diverse range of calls, some of which can be highly challenging due to emotive circumstances or caller aggression and to use complex communication skills to negotiate (utilising language support services as necessary), and provide support to callers who may be non-compliant with recommended outcomes, emotive, hostile and or antagonistic.

Education, Training & Development

24. To take responsibility and plan for own personal development requirements to meet individual education and developmental needs in line with service requirements.
25. To support a learning environment in which quality, performance and development can flourish and to contribute on nursing development issues.
26. To participate in an annual development review (PDP) and with the line manager, identify areas of need for professional development in order to meet service and personal objectives.

General duties and Responsibilities

- Enhance own performance through continuously developing own knowledge, skills and behaviours to meet the current and future requirements of the job and respond to the learning needs of the Trust.
- Act within acceptable parameters as an employee/ Manager for the trust, having regard to the applicable 'Code of Conduct for your role and ensuring own practice is in accordance with Trust policies.
- Maintain own CPD and contribute to own personal development by participating in annual appraisal with line manager, developing a PDP, and actively participating in agreed learning activities and evaluating effectiveness of learning in relation to role.
- Regularly review own practices and makes changes in accordance with current and/or best practice, makes suggestions for improved practice and identifies where other activities affect own practice

- To achieve and demonstrate agreed standards of personal and professional development within agreed timescales.
- To contribute positively to the effectiveness and efficiency of the teams in which he/she works.
- To contribute to a healthy, safe and secure working environment by adhering to health and safety regulations, Trust policies, procedures and guidance. Take necessary action in relation to risks in the workplace including supporting others to manage risks and reporting incidents as necessary.
- To act in ways that support equality and diversity and the rights of individuals, ensuring own practice is in accordance with Trust policies. Identify and take action when own or others' action undermines equality and diversity.
- To raise concerns around risk, malpractice or wrongdoing at work, which may affect patients, staff or the organisation, at the earliest reasonable opportunity.
- To abide by the NHS values and the NHS Constitution, all staff must maintain the highest standards of care and service, treating every individual with compassion, dignity and respect, taking responsibility not only for the care you personally provide, but also for your wider contribution to the aims of your team and the NHS as a whole;
- The post holder will be required to adapt to and undertake different or new duties in line with professional and service developments This Job Description is intended as a general guidance to the duties and responsibilities of the post and is not, therefore, exhaustive. It will be subject to review, in light of changing circumstances and in consultation with the post-holder.

Person Specification

Clinical Advisor (Paramedic/Nurse)	Assessed by	
	Essential	Desirable
Values & Behaviours		
Commitment to providing service that meets the changing needs of external and/or internal customers	A/I	
Ability to work effectively in a team, providing support and leadership as appropriate, to achieve shared goals	A/I	
Focus on constructive evaluation and challenge of own and team performance	A/I	
Proactive in identifying opportunities for improvement and innovation	A/I	
Education		
Professional clinical qualification and active registration with relevant regulator, e.g. first-level registered nurse with active NMC registration Registered Midwife Paramedic - Health and Care Professions Council (HCPC).	A	
Knowledge & Experience		
Evidence of consolidating post qualification practice	A/I	
Evidence of commitment to ongoing continual personal and professional development	A/I	
Post registration experience in a primary or acute setting		A/I
Knowledge of clinical governance / quality performance		I
Some awareness of issues relating to vulnerable people		I
Evidence of liaising with multidisciplinary agencies both internal and external to the organisation		I
Skills & Capabilities		
Good patient assessment skills	I/T	
IT literate with good keyboard skills	A/T	
An ability to use personal initiative in working both autonomously and as part of a team within the boundaries of the role	I	
Excellent communication skills	A/I/T	

Ability to identify own developmental needs	I	
---	---	--