



Job Description

Title:	Senior Clinical Advisor
Band:	Band 6
Location:	Various
Reports to:	Operational Team Manager / Clinical Duty Manager

Job Purpose

The post holder will be responsible for the telephone assessment of health and clinical needs, utilising professional clinical judgement, supported by decision support software (NHS Pathways). This requires generalist and specialist skills to assess and deliver care to patients across all age groups in an e-health (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.

The post holder will be responsible for the supervision, teaching, precepting and mentoring of other staff which may include students, other Clinicians and Health Advisors.

Key Duties and Responsibilities

- To act as a professional role model at all times
- To develop and maintain expertise, practice and competence in the role of senior nurse advisor
- To provide skilled and effective assessment of patients presenting clinical need, through telephone consultation, with the support of the clinically based algorithms, throughout which the clinical advisor is required to be accountable for using professional judgement at all times
- To apply critical analysis to the synthesis of complex information during the care process to provide accurate advice and health information to patients in order to empower them to act upon advice given
- To have current awareness of policies and utilisation of acquired skills in mental health, child protection, medication enquiries and other aspects of general healthcare as required for the role
- To actively work independently and is responsible and accountable for managing own approach to workload, risk assessment and risk management

1. Communication

- 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
- To actively communicate with all Senior Managers of any factors affecting the service delivery at the time an issue is highlighted

- To actively communicate with other service providers about individual patient care management programmes where appropriate
- To be able to communicate effectively at all levels using all communication delivery methods i.e. presentation skills, letter writing, fax etc
- To utilise advanced listening, probing and facilitative skills across a diverse range of calls, some of which are highly challenging due to emotive circumstances or caller aggression
- To complex communication skills to negotiate (utilising translation services in situations where language barriers are present), and provide support to callers who may be non-compliant with recommended outcomes, emotive, hostile and or antagonistic

2. Personal and People Development

- Responsible for own decisions made when supporting others in the mentorship and preceptorship role
- To actively participate in clinical and operational supervision to facilitate personal and professional development
- To share and utilise areas of specialist practice or areas of special interest with peers and colleagues to inform and enhance patient care
- To work as an expert call reviewer and participates in organisational measures to monitor clinical effectiveness, including individual monthly assessments
- To remain responsible for own self-reflection and personal development requirements to meet individual education and developmental needs in line with service requirements
- On an annual basis participate in a development review (PDP), using the NHS's Knowledge and Skills Framework as required and with the line manager identify areas of need for professional development in order to meet service and personal objectives
- To regularly train, supervise and mentor staff and students of all grades in relation to clinical practice generally; as well as within their own specialism to maintain an up to date knowledge of current practice
- To facilitate (perform) clinical supervision for staff on completion of appropriate accredited training

3. Health, Safety and Security

- To maintain a healthy and safe work environment for self and colleagues

4. Service Improvement

- To work with the service delivery team to contribute to the development and delivery of service
- Facilitate and actively participate in the Continuous Quality Improvement (CQI) audit process to develop individual performance and achieve against set delivery targets
- To participate in and proposes internal audits and research quality improvements to inform practice and improve service delivery, as negotiated through line managers
- To attend and contribute to meetings and specialist interest groups (locally, regionally and nationally) in order to support service development as delegated
- To work within the integrated governance agenda contributing to service improvement and participating in audit research and development as required.

5. Quality

- To keep immediate and accurate records of patient user enquiries during the consultation
- Identify and use information sources to support and underpin clinical decision-making
- To Recognise the opportunity for and provided health education to patients during the consultation process, referring to appropriate health care professionals as required

- To use knowledge and experience to support other front line staff including fellow clinical advisors and health advisors in making decisions relating to patient care leading to a safe service user outcomes
- To utilise knowledge and competence in computer skills, in order to access 'shared drives', databases, email and approved internet resources and critically appraise sources of information and their evidence base.
- To actively refer to appropriate clinician as necessary for advice, but maintains accountability and responsibility for decisions made in relation to clinical calls
- To remain focused on service delivery with an unpredictable, diverse and challenging workload
- To adhere to and implement national and local policies and procedures and work within the Code of Professional Conduct mandated by your professional registration authority
- To act independently within the constraints of professional and organisational policies and structures.
- To maintain a working knowledge of Business Continuity and Major Incident Procedures and escalate any issues affecting service delivery as per those procedures
- To participate in investigation of incidents, complaints or accidents as required

6. Equality and Diversity

- To 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

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

Title	Senior Clinical Advisor
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AfC Band	6
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Essential criteria

Education and qualifications	Assessed by
Registered Nurse RN Level 1 sub part 1 of the NMC register therefore candidates must have either of the following; <ul style="list-style-type: none"> ○ Adult RN1 RNA ○ Mental Health RN3 RNMH ○ Learning Disabilities RN5 RNLD ○ Children RN8 RNC ○ Registered Midwife 	A
Evidence of continuing professional development	
Skills and experience	Assessed by
Post registration clinical experience in Primary or Acute settings	A&I
Additional professional qualifications and/ or evidence of supporting learning in a clinical environment	A&I
Understanding of Clinical Governance	II
Awareness of the issues relating to vulnerable people	I
Advanced patient assessment skills	I&T
Evidence of Leadership skills	A&I
IT literate with good keyboard skills	T
Able to use own initiative & work independently	I
Excellent communication skills including non face to face	I&T
Awareness and/ or experience of working toward performance and quality targets and the contribution these make to patient care	I
Experience of supporting other through Preceptorship, Mentorship or Coaching	I
Ability to prioritise and delegate working as part of a team	I
Personal qualities and knowledge	Assessed by
Commitment to and an understanding of NHS Direct's agreed Values and Behaviours	I
Ability to identify own developmental needs	I
Self motivated with the ability to motivate & support others	I
Ability to problem solve	I
Ability to adapt and respond to changing situations	I

Desirable criteria

Skills and experience	Assessed by
Evidence of liaising with multidisciplinary agencies both internal and external to the organisation	I

Assessment methods

Application form (A), Interview (I), Testing/assessment (T), Presentation (P)