

Location: Dorking

Reporting to Clinical Supervisor

Part-time/Full-time

Education/Qualifications

- Regulated Health Care professional with existing registration: NMC/HCPG/GPHC
- Recognised minor injuries certificate
- Mentor/coaching qualification

Skills

- Significant post-registration training/consolidation and experience
- 2 years in adult acute or primary/community care
- Understanding of patient management in primary, secondary care
- Knowledge of local primary care services including key stakeholders
- Triage/telephone advice experience
- Experience working independently
- Clinical decision-making capabilities – ability to demonstrate critical thinking

Special Requirements:

- Enhanced DBS Check required (we provide this as part of the on-boarding process)



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EVERY TIME



NHS 111 Clinical Advisor

An NHS 111 Clinical Advisor 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.

IUC / NHS 111 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.

What you'll be doing:

- **Receive requests for assistance, treatment or care at IUC / NHS 111 call centres.** This includes front-ending of calls, clinical validation and assessment and provision of support and advice to other call-handling staff (via clinical advice line).
- **Interact with individuals using telecommunications.** You will manage the calls in a controlled, professional and courteous manner, treating all patients with compassion, empathy and respect. You will receive calls from patients, carers, colleagues, other healthcare professionals and undertake an assessment of presenting concerns using a CDSS.
- **Communicate effectively in a healthcare environment** with colleagues as well as callers to the IUC / NHS 111 service. You will need to adjust the way you communicate to fit their knowledge and deal with callers with empathy and understanding. You will accurately record and check or amend details on the call logging computer system as well as verifying caller responses.
- **Assess an individual's health status,** using clinical knowledge, probing and advanced communication skills in order to make decisions on the most appropriate action and provide effective homecare advice to callers. You will facilitate the patient pathway through primary, secondary, community and tertiary care. This may need you to retrieve and reconcile information about an individual's medication escalating appropriately as necessary.
- **Support the safeguarding of individuals** following local protocols and standards. You will relate to others in ways which support rights, inclusion and wellbeing of individuals, supporting individuals to keep themselves safe.

**NOTE: This job description is not intended to be an exhaustive list of all duties, and responsibilities associated with the job. Other duties may be assigned.**