

JOB DESCRIPTION

Job Description:	Staff Experience Advocate (SEA)
Reporting To:	Contact Centre Manager
Accountable To:	Contact Centre Manager
Location:	Ipswich, London, Dorking, Bristol, Exeter, Stockton-on-Tees
Hours:	average 37.5 hours per week including regular call handling and unsocial hours
Salary:	£29,909.25

Introduction

Practice Plus Group is one of the largest providers of both NHS111 services, Integrated Urgent Care and services to the NHS. NHS111 is seen as the front door for access to urgent primary care.

We operate a network of contact centres across England and the role of the Health Advisor is the first point of contact for patients calling the service, which can be any multitude of situations.

Supporting our Health & Clinical Advisors to be the best that they can be is a team effort and it requires exceptional experienced colleagues to commit to engage, support, advocate for and nurture new colleagues as they begin their career journey with ourselves from their initial training and learning, integration into the organisation through to being competent and independent.

Role Purpose:

People are our most valuable asset. How they join and how they are supported are key to setting our culture of support and embedding our values in all of our people.

Being an SEA contributes immensely to the welcome we want to give to every new colleague especially in those difficult first few weeks. We want new colleagues to settle in quickly and an SEA helps considerably with this.

- The Staff Experience Advocate (SEA) will quickly make contact with all new joiners from the point at which they have received and offer and engage with them through their journey for their first six months, or completion of their probationary period.
- The SEA will meet and greet all new joiners and have regular contact (documented) in a one to one and new group basis to ensure that pastoral

support is provided, encouragement given and assistance to overcome any challenges the individual may face.

- As an SEA you will work closely with the Contact Centre Senior Management team, Operational Team Managers, Workforce Planning, Human Resource Business Partners and other colleagues as necessary to support the new Health & Clinical Advisors.
- As an SEA you will have a visible presence amongst all advisors on a day-to-day basis establishing yourself as a trusted confidant and advocate for the support to the colleague. This is so their experience and journey with us as a business is made as comfortable as possible and that they become good team members, engaged with their colleagues.
- The role aims to connect the voice of the probationary colleague with the local team and to act as their advocate in the first six months of their career.
- The outputs of the role are to improve attendance for day 1 of training, improving the number of staff who complete their training and who remain with the organisation until their probation period has completed.
- It is essential that the SEA uses their position to have a strong voice to advocate for new team members with the local leadership team

Key responsibilities of the role:

- To be an active part of the prospective employees' journey in understanding the role.
- From the point of an offer of employment to the starting day, to engage with and welcome the employee.
- Act as a single point of contact to new starters so that they are prepared for their day 1 start and ensuring all necessary paperwork is completed to ensure they have a good joining experience.
- To meet and greet new colleagues on day 1 and link them with their trainer/s, maintaining good contact on their journey during training.
- Provide regular 1-2-1s during training to support their experience, provide pastoral care and supporting those who may waiver in their commitment to the role.
- Help identify additional support or opportunities as necessary.
- To introduce the new candidate to the local structures, mentors and team managers so that their experience feels warm and welcome.
- Monitor the experience of the advisor, feeding back any learnings to the Senior Management Team
- To ensure the priorities and objectives of the local team are clear and communicated appropriately and timely with new colleagues.
- To complete any leaver reviews, collate detailed data to help inform retention strategies at both local and national levels, providing this to the Contact Centre Manager in an agreed format.
- To work flexibly to ensure that the staff in the six-month pipeline of their early career are seen irrespective of their shift patterns.
- To maintain Health Advisor competency

Attributes of an SEA

The role of Staff Experience Advocate is one that should always look be a role model to others and to always demonstrate the Company values;

- We treat patients and each other as they would like to be treated
- We act with integrity
- We embrace diversity
- We strive to do things better together

Training

The post holder will have received NHS pathways training and maintain accreditation. You will also be required to complete Statutory and Mandatory training on a yearly basis and to attend appropriate training courses as requested by senior management. You will be supported by the Contact Centre Manager through workshops, training and coaching to ensure that your deliverables and style meet the role objectives.

Confidentiality

All information obtained in the course of the post holder's duties should be treated as strictly confidential. Any breach of confidence or disclosure of such information, without express permission, may lead to disciplinary action. The post holder has a responsibility to comply with the Data Protection Act 1998 and Code of Practice on Confidentiality.

General

The duties of this post are a guide to the range of responsibilities that may be required. These may change from time to time to meet the needs of the service and/or the development needs of the post holder.

This job description will be revised regularly to take account of changes within the organisational structure and Practice Plus Group's business plan.

Health and Safety at Work

The post holder is required to take responsible care for the health and safety of him/herself and other persons who may be affected by his/her acts or omissions at work. The post holder is also required to co-operate with Practice Plus Group to ensure that statutory and departmental safety regulations are adhered to.

All duties must be carried out in accordance with Practice Plus Group's policies and procedures and with regard to Data Protection Act 1998.

Equal Opportunities

Practice Plus Group is an equal opportunities employer and you will be expected to comply with all relevant policies and procedures in this area together with all other policies and procedures as initiated by Practice Plus Group.

Smoking

Practice Plus Group is a non-smoking organisation and you are therefore required not to smoke in any of the buildings where Practice Plus Group's business is carried out.

Travel to other sites

You may be required to travel to other Practice Plus Group locations.

Complaints

From time to time, complaints may occur, no matter how professional the approach of our staff. All complaints are investigated promptly, and the full co-operation of staff is required. The current guidelines amplify the above points with policies and procedures explained.

Other duties

The post holder may be required to undertake any other duties according to the needs of the service. This job description is not intended to be an exhaustive list of activities, but rather an outline of the main areas of responsibility. Any reasonable changes will be discussed and agreed with the post holder before any variations to the job description are made.

PERSON SPECIFICATION

Criteria	Essential	Desirable
EDUCATION / QUALIFICATIONS	<ul style="list-style-type: none"> Qualified NHS Pathways practitioner 	
SPECIALIST SKILLS / ABILITIES	<ul style="list-style-type: none"> Building a rapport, being relaxed and responsive to another person by being articulate using excellent interpersonal skills Empathetic, understanding and respecting others feelings Sharing experiences and knowledge Friendly and engaging manner Reliable, to deliver on what they say Influencer, inspiring, building confidence when working with a new colleague/s Explains and provides information Development, wants to aid their own career development Confident and able to appropriately challenge Approachable and visible Advocate for change, improvement and quality Organisation 	
RELEVANT EXPERIENCE	<ul style="list-style-type: none"> Minimum experience working as a Health Advisor successful completion of probation 	<ul style="list-style-type: none"> Experienced coach
KNOWLEDGE	<ul style="list-style-type: none"> A good working understanding of the training requirements of the Health Advisor Understanding of the key metrics of effective contact centre working 	<ul style="list-style-type: none"> A good understanding of the end-to-end process of recruitment.
COMPETENCIES	<ul style="list-style-type: none"> Strong performance in the key metrics of the Health Advisor role over a demonstrable period Understanding of training, coaching and mentoring techniques to apply as needed. 	

OTHER REQUIREMENTS	<ul style="list-style-type: none"> • Mature outlook with positive and professional attitude. • Discreet and confidential • Able to articulate company goals. • Flexible in approach to ever changing demands • Good communications with the ability to provide clear and precise briefings for team members • welcome and introduce new people into the team and business. 	
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