



# UNLOCK YOUR BEST WORK LIFE

**+** MAKE A DIFFERENCE  
EVERY TIME



**Location:** Stockton

Reporting to Contact Centre  
Manager

Part-time/Full-time

## Education/Qualifications

- Good all-round education is educated to GCSE English and Math Grade C or higher

## Experience of working in a least one or more of the following:

- Customer Services
- Health Sector
- Contact Centres
- Telephone Based Service

## Skills

- Good computer literacy
- Accurate data entry skills
- Fast accurate typing skills
- Ability to communicate with variety of different people and build rapport
- Ability to work calmly especially when under pressure
- Experienced in dealing with callers with empathy and understanding

## Special Requirements:

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

## NHS 111 Health Advisor

You will manage calls from patients and healthcare professionals with urgent and non-urgent healthcare needs, using the Pathways System appropriately to direct the patient to the service suitable for their needs.

You will use computer systems to capture patient information along with being expected to demonstrate self-directed learning and practice.

There will be a period of competency-based training both initially and over the first 6 months of employment which you must complete in order to perform all the duties of the job to the required standard.

### What you'll be doing:

- **Receive requests for assistance, treatment or care** to IUH / NHS 111 call centre. The requests may be from members of the public, healthcare practitioners or other professionals.
- **Interact with Individuals using telecommunications.** You will answer the calls in an efficient and courteous manner using organisational standards and protocols. This will involve triaging patient calls using the appropriate Pathways System.
- **Communicate effectively in a healthcare environment** with colleagues as well as callers to the IUH / 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.
- **Direct requests for assistance, care or treatment using protocols or guidelines** by signposting patients/callers to the most appropriate care/service using the Directory of Services where appropriate, guided by Pathways. This includes making judgements around what may or may not be significant changes in a patient's condition. This may involve recognition and appropriate response to emergency situations.
- **Support the safeguarding of individuals** following local protocols and standards. Relate to others in ways which support rights, inclusion and wellbeing of individuals, supporting individuals to keep themselves safe.
- **Contribute to the effectiveness of teams.** Work as part of a multidisciplinary team, actively contributing to service improvements where appropriate. Assist new members of staff, which may also require coaching duties. Assist in general administrative and clerical duties. Provide cover for sickness, bank holidays, and annual leave of other Health Advisors. Work flexibly across sites as required by the service.

**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.**