

Job Description

Post: Clinical Advisor

Responsible to: Clinical Workforce Manager

Location/Base: Welwyn Garden City, Bedford, Peterborough, Taunton

Hours per Week: Varied rota including overnight and weekends in a 24/7 service

Overall Purpose of the Job:

You will be responsible for assessing callers with a wide range of clinical conditions. At the end of an assessment, you may provide callers with advice to manage their symptoms at home or signpost them to further care where appropriate. The computer-based clinical decision system will facilitate and support the advice given.

Clinical Advisors are required to work as part of a multidisciplinary team providing high-quality, evidence-based healthcare appropriate to the immediate needs of the patient.

You will demonstrate a commitment to the provision of a high-quality service, excellence in clinical practice and continuous professional development, all of which are integral to the Clinical Advisor role.

Principle tasks will include:

Clinical

- Applying your clinical expertise to assess an individual's health condition.
- Working within the NHS Pathways system content to advise service users, their representatives and Health Advisors.
- To ensure that every patient interaction is conducted appropriately, with an emphasis on the provision of clear, evidence-based advice and signposting to an appropriate service.

Quality assurance and safety

- To understand, adhere to and promote the principles of information governance in relation to access to clinical records, the handling and access to and communication of patient identifiable information.



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Principle tasks continued:

- To understand, adhere to and promote local policies for safeguarding children and vulnerable adults, while ensuring referrals to the appropriate services are made in a timely manner according to policy.
- To understand, adhere to and promote the principles of risk management in relation to patient and staff wellbeing, the physical environment, and the systems in use. To follow local guidance for action and reporting upon identification of a risk.
- To promote local best practice in relation to clinical assessment and provision of advice to service users and their representatives.
- To be aware of HUC's performance criteria and adhere to this.



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Person Specification

Knowledge and Experience

Essential

- Registered nurse or paramedic
- Post registration training / consolidation and experience in at least two health care settings or specialties relevant to profession
- An understanding of the call handling and telephone triage roles
- Effective communication skills particularly in listening, explaining, advising and reassuring where there may be barriers to understanding. Ability to communicate during sensitive and distressing or emotional situations.
- Self-motivated and professional approach to work
- Ability to work effectively within a team
- Cultural/diversity awareness and evidence of non-discriminatory practice
- Computer literate
- Able to stay calm in the event of unexpected pressure
- Able to work unsocial patterns
- Understanding of operational policies and protocols
- Understanding of audit

Knowledge and Experience

Desirable skills

- NHS Pathways trained
- Previous experience of delivery of IT based care packages
- Experience of telephone triage or consultation



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- Healthcare experience in a primary care or A&E setting (in addition to your placements)
- Customer service skills
- Understanding of patient management in primary, secondary and tertiary care settings

Personal Attributes, Values and Behaviours

- Self-motivated, with a flexible attitude
- Ability to display empathy and help those in their time of need
- Commitment to continuous personal development
- A team player

Our Values



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General

All employees of HUC must understand and actively participate in Safeguarding, Health and Safety and Equality and Diversity Policies and Procedures to ensure that people who use our services, other employees and stakeholders are safe and respected whilst in HUC's care. Each employee must take joint responsibility with their line manager for their own personal and professional development at work.

Any offers of employment are subject to pre-employment checks, and these include DBS Disclosure, References and Social Media checks

Clinical Advisor	Weekday	Weekday evening	Sat / Sun	Overnights
	0800 – 1800	1800 - 2300	0800 - 2300	2300 – 0800
Starter	£18.03			
Completion of M2 training	£18.03	£19.83	£20.73	£22.53
Post Probation	£20.13	£22.14	£23.15	£25.16
Qualified CA	£21.13	£23.14	£24.15	£26.16

Remuneration:

NHS Pension Scheme – currently around a 20% employer contribution to your pension.

Career opportunities

Training and development opportunities

Access to employee perks and discounts through our Heros hub employee benefit & wellbeing site

Employee Assistance Programme



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