



### Job Description

<b>Job Title</b>	Senior Clinical Advisor
<b>Band</b>	Band 6
<b>Department/Directorate</b>	Integrated Urgent & Emergency Care
<b>Location</b>	LAS IUC sites
<b>Reporting to</b>	Clinical Team Navigator

#### Job Purpose

- The post holder will be responsible for the assessment of health and clinical needs, utilising professional clinical judgement, supported by decision support software. 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, preceptoring and mentoring of other staff which may include students, Assistant Practitioners, Band 5 Clinicians.

Clinical Team Navigator



Senior Clinical Advisor

**Key Result Areas & Performance Indicators**

- To act as a professional role model at all times
- 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 clinical assessment software, throughout which the nurse 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
- 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
- Works independently and is responsible and accountable for managing own approach to workload, risk assessment and risk management

**Key Relationships & Stakeholders**

- IUC senior managers
- IUC Supervisors & Team Managers
- Clinical Team Navigators
- Senior Clinical Advisors
- Advanced Clinicians
- Patients & Relatives
- Health Care Professionals in the community
- Clinical Directorate
- Social Care



## Key Responsibilities

### Service Development

- To work with the management team to contribute to the development and delivery of service
- Facilitate and actively participate in the continuous quality improvement audit process to develop individual performance and achieve against set delivery targets
- Participates 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.

### Communication

- Liaises 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
- Inform senior colleagues of any factors affecting the service delivery at the time an issue is highlighted
- To actively communicate with all NHS 111 staff to assist service delivery
- 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
- Utilises 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

**Quality Care & Governance**

- To keep immediate and accurate records of service user enquiries during the consultation
- Identify and use information sources to support and underpin clinical decision-making
- Recognises opportunities for and provides health education during the consultation process, referring to appropriate health care professionals as required
- Use knowledge and experience to support other front line staff including Assistant Practitioners and Band 5 clinicians in making decisions relating to patient care leading to a safe service user outcome.
- Knowledge and competence in computer skills, in order to access “drives”, databases, email and approved internet resources and critically appraise sources of information and their evidence base.
- Refers to appropriate clinician as necessary for advice, but maintains accountability and responsibility for decisions made in relation to clinical calls

**Personal and People Development**

- Responsible for own decisions made when supporting others in the mentorship and preceptorship role
- To actively participate in clinical supervision to facilitate personal and professional development
- To share and utilise areas of specialist practice with peers and colleagues to inform and enhance patient care
- Work as an expert call reviewer and participates in organisational measures to monitor clinical effectiveness, including individual monthly assessments
- (Lead on) Identifies own personal development requirements to meet individual education and developmental needs in line with service requirements
- Encourage a learning environment in which quality, performance and development can flourish and to contribute on clinical development issues
- On an annual basis participate in a development review (PDP), using the NHS 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 staff and supervise/mentor students 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

**Personal Behaviour**

- Demonstrate the behaviours and values expected of all staff within the LAS, using skills and personal attributes continually to improve themselves and their service
- Understanding the needs and expectations of customers, internally and/or externally, and being proactive in finding ways to exceed those expectations.
- Working collaboratively as part of a team to exploit our full potential and enable the organisation to grow.
- Continuously evaluate their own performance and identify where they can be more effective.

**Infection Prevention & Control**

All Trust employees, whether involved directly or indirectly in the provision of healthcare, have a duty to co-operate with and implement Trust policies and procedures in preventing and controlling infection. This includes co-operation with colleagues and contractors also involved in the provision of healthcare so far as is necessary to enable the Trust to meet its obligations under the Health and Social Care Act 2008.

**Safeguarding**

The London Ambulance Service NHS Trust is committed to safeguarding and promoting the welfare of children and young people and adults at risk and expects all staff and volunteers to share this commitment and ensure they work in accordance with the LAS Safeguarding Child and Adult at Risks Policies and Procedures.

Staff should ensure that they remain up to date with safeguarding training requirements and know how to report safeguarding concerns or allegations against staff and should follow safeguarding policy and procedures and the allegations against staff policy.

**Confidentiality**

Maintain confidentiality in relation to personal data held for colleagues and patients, ensuring that it is processed lawfully; for no purpose other than that for which it was obtained; is relevant to that purpose; is retained for no longer than is necessary; is processed in accordance with the rights of the subject to access and accuracy; and is protected from accidental loss or damage in accordance with the requirements of the Data Protection Act (as amended), and records management guidance.

Maintain confidentiality of patient-identifiable personal data using a non-identifiable alternative, where practicable, and limiting access on a strictly need to know basis in accordance with the responsibilities of the Trust's Caldicott Guardian.

**Risk**

Accept personal responsibility for contributing to the Trust's management of risk, including the reasonable avoidance of any action which would knowingly cause unacceptable risk to self, others, or to the Trust.

As far as is reasonably practicable attempt to prevent other people from undertaking tasks or actions which would knowingly cause risks to self, others, or to the Trust, in accordance with Trust policy and training.

Identify and report actual or potential hazards/ risks in the work environment in accordance with Trust policies, and take immediate action to minimise risks where it is reasonably practicable to do so.

Identify and report to the appropriate authority incidents of risk, neglect, abuse or endangerment to vulnerable adults and children.

Follow LAS policy on use of PPE (Personal Protective Equipment) e.g. Stab Vests, Hi- Visibility Clothing, Gloves, Visors etc.

Awareness of and compliance with Health and Safety Regulations.



### **Equality and Diversity**

The Trust recognises the benefits of a diverse workforce reflective of the communities that we serve, and is committed to equal opportunities in employment with a devotion to eliminate all forms of unlawful discrimination. The Trust aims to promote equality of opportunity and good relations between staff and patients (including volunteers, contractors and bank staff). All individuals have a duty to adhere to the Trust Equality and Diversity policy and an individual responsibility towards the application and understanding of the Equality Act 2010. Inequitable behaviour will not be tolerated and every person has a responsibility to highlight discriminatory practice.

### **Health and Safety at work**

In addition to the Trust's responsibilities under the Health and Safety legislation, you are reminded of your responsibilities for health and safety at work under the Health and Safety at Work Act 1974 (as amended) and associated legislation. These include the duty to take reasonable care of the health and safety of yourself and others in your work activities and to co-operate with your employer in the discharge of its statutory duties. You must adhere strictly to the Trust's policies and procedures on health and safety and report all accidents, dangerous occurrences, unsafe practices or damage to your manager promptly using the Trust's incident reporting system. You must make use of appropriate training, safety equipment, protective clothing and footwear and attend training. Failure to comply with these requirements may result in disciplinary action.

### **Disclosure and Barring Service (DBS)**

If the post you are undertaking requires you to complete a DBS disclosure, this will be managed and processed in line with the DBS Policy and you will be required to sign up and maintain your subscription to the DBS Update Service.



## Values and Behaviours

**Respectful:** Caring for our patients and each other with compassion and empathy, championing equality and diversity, acting fairly.

**Professional:** Acting with honesty and integrity, aspiring to clinical, technical and managerial excellence, leading by example, being accountable and outcomes orientated.

**Innovative:** Thinking creatively, driving value and sustainable change.

**Collaborative:** Listening and learning from each other, working with partners, being open and transparent.





## Person Specification

Qualifications, Accreditations, Education	Essential	Evidence
Professional clinical qualification and active registration with relevant regulator, e.g. first-level registered nurse with active NMC registration; HCPC registration	√	A
Evidence of continuing professional development	√	A
Experience	Essential	Evidence
Post registration clinical experience in Primary, Acute or Ambulance settings	√	A/I
Experience of supporting others through Preceptorship, Mentorship or Coaching	√	I
Evidence of liaising with multidisciplinary agencies both internal and external to the organisation	√	I
Knowledge and Skills	Essential	Evidence
Additional professional qualifications and/or evidence of supporting learning in a clinical environment	√	A/I
Understanding of clinical governance		I
Awareness of the issues relating to vulnerable people	√	A/I/T
Awareness and/ or experience of working toward performance and quality targets and the contribution these make to patient care	√	I
Advanced patient assessment skills	√	A/I/T
Excellent communication skills including non-face to face	√	A/I/T
Evidence of Leadership skills	√	A/I
IT literate with good keyboard skills	√	T
Ability to prioritise and delegate working as part of a team	√	I
Able to use own initiative & work independently	√	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
Personal Abilities	Essential	Evidence
Adhere to the Trust values and behaviours	√	A/I
Commitment to providing service that meets the changing needs of external and/or internal customers	√	A/I
Ability to work effectively in a team, providing support and leadership as appropriate, to achieve shared goals	√	A/I



Focus on constructive evaluation and challenge of own and team performance	√	A/I
Proactive in identifying opportunities for improvement and innovation	√	A/I

**Key:** A = application, T = test, I = interview

Created/Updated: **Sept 2021**