

**Job Description**

Job Title	Clinical Advisor
Band	AfC Band 6
Department/Directorate	Clinical Hub, 999 Operations
Location	Emergency Operations Centre (Waterloo HQ, SE1 and Bow, E3)
Reporting to	Clinical Team Navigators

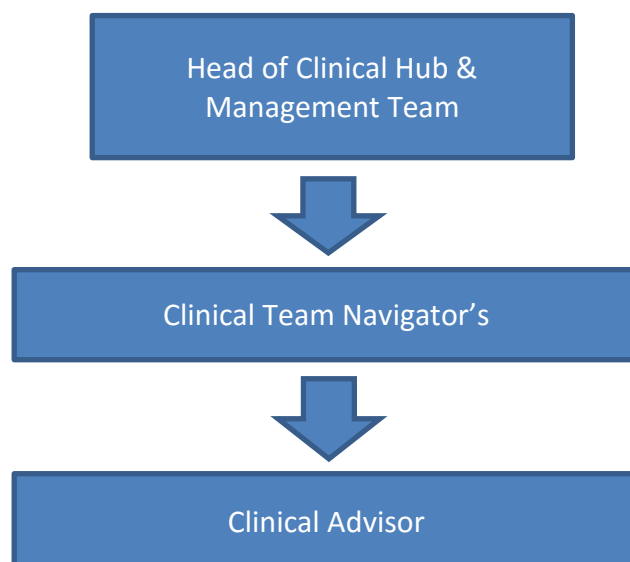
Job Purpose

As a Clinical Advisor for the London Ambulance Service you will be responsible for ensuring that our Hear & Treat service is delivered safely, consistently and to an appropriate standard.

You will assess the health and clinical needs of patients, utilising your professional clinical judgement, supported by clinical assessment software. This requires generalist and specialist skills to assess and deliver care to patients across all age groups in a call centre environment.

You will provide assessment, medication advice and health information to patients; supporting them to access the appropriate level of care, including advice to manage their symptoms at home.

When undertaking front line clinical shifts (which are an intrinsic part of your role) you will be required to do physical assessment and the formulation of plausible differential diagnoses, treatment plans and the appropriate movement of patients in and out of hospital in emergency and non-emergency situations across a wide range of patient groups and in a wide range of different settings.

**Key Result Areas & Performance Indicators**

- To deliver high quality, safe and clinically effective health care over the telephone.
- To support patients to manage their own condition at home, where clinically appropriate.
- To recognise and work within scope of practice seeking support where appropriate.

- To use professional judgement at all times, with the support of clinical assessment software.
- Provide skilled and effective assessment of a patient's presenting complaint through telephone consultation.
- To bring together, analyse and critically evaluate a range of information during the telephone consultation and to provide accurate advice and health information to patients in order to empower and enable them to act upon the advice given.
- To maintain an up to date awareness of current policies and utilise acquired skills in mental health, child protection, medication enquiries and all other aspects of general healthcare.
- To liaise effectively between caller and third parties in critical situations/areas of concern e.g. safeguarding concerns where information is not consistent or may be disputed.
- To maintain accurate records of all clinical assessments and patient enquiries.
- To undertake a full range of patient facing duties appropriate to your clinical grade and background.
- To identify and use information sources to support and underpin clinical decision making.
- To refer to other clinical colleagues as necessary for advice whilst maintaining accountability and responsibility for all decisions made in relation to your clinical assessment.
- To demonstrate the ability to remain focused on service delivery whilst dealing with an unpredictable, diverse and challenging workload.
- To act independently within the constraints of professional and organisational policies and structures.
- To work independently, taking responsibility and accountability for managing own workload, risk assessment and risk management.
- To actively participate in clinical supervision to facilitate personal and professional development.
- To maintain a healthy and safe working environment for self and colleagues.
- To maintain a working knowledge of emergency procedures and escalate issues affecting service delivery as necessary.
- To inform Clinical Hub Navigators and EOC Watch managers of any factors affecting service delivery as soon as they arise.
- To use advanced listening and probing skills across a wide range of calls, some of which will be highly challenging due to emotive circumstances or caller aggression.
- To use complex communication skills including the use of language support services as necessary.
- To provide support to callers who may be non-compliant with recommended outcomes.
- To take responsibility for own personal development and to meet individual educational and development needs in line with service requirements.
- To participate in personal development reviews (PDR) and with line manager support, identify areas of professional development in order to meet service and personal objectives.
- To ensure that every patient contact is conducted appropriately with the best patient outcome as the priority.
- To support the wider team in the delivery of key performance indicators.
- To undertake alternative roles (with appropriate training and support) within the wider Trust.

- Ability to carry out regular face to face patient contact to maintain HCPC / NMC registration and safely identify patients who can be treated and discharged or referred to alternative services and contribute to reducing unnecessary Emergency Department attendances.
- Accurately triage, treat, diagnose, discharge and refer patients safely, based on assessment findings and taking service users own beliefs and expectations into consideration.

Key Relationships & Stakeholders

- Clinical Hub & the Control Services Management teams.
- All grades of Control Services staff.
- Medical Directorate.
- Patients and service users.
- NHS 111 and alternative care providers.
- All grades of Operational staff.
- Clinical Team Navigators
- Department of Education and Development

Key Responsibilities

Quality Care & Governance

- To support the organisation to act safely and responsibly in relation to staff and patients.
- To ensure that the law in key areas such as health and safety, employment, finance and information governance is complied with in your area of work.
- To ensure that incidents are reported through the Trusts reporting system in order for corrective action to be taken.
- To foster a fair and just culture, where staff learn from incidents and are willing to report both incidents and near misses.

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 need for a diverse workforce and is committed to Equal opportunities in employments. And seeks to eliminate unlawful discrimination. To promote equality of opportunity and good relations between staff and patients (including volunteers, contractors and bank staff) must at all times fulfil their responsibility with regards to the Trust Equality and Diversity policy and the Equality Act of 2010. All individuals have responsibility to highlight any potential 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.

Person Specification

Qualifications, Accreditations, Education		
	Essential	Evidence
HCPC registered Paramedic or NMC registered nurse (adult) with 2 years post qualification experience	√	A
Evidence of Continuing Professional Development	√	A/I
Hold a licence that entitles you to drive in the UK including vehicle categories C1 & B, not B Auto – applicable to Paramedic candidates only	√	A
Certificate in Practice Education	Desirable	A
Trained in the use of Pathfinder or appropriate clinical pathway training	Desirable	A
FDeg/DipHE or BSc in Paramedic Science or relevant field of practice or a clinically relevant Advanced Practice qualification	Desirable	A
Experience		
Recent demonstrable experience in emergency care/acute illness (within 1yr)	√	A
Experience of liaising with multi-disciplinary teams, agencies and a variety of stakeholders	√	A/I
Demonstrable evidence of the Trust values	√	A/I
Undertake regular face to face contact with patients as an intrinsic part of your role	√	A
Demonstrable experience of mentoring and supervising	√	A
Demonstrable evidence of working within guidelines, policies and procedures	√	A
Good evidence of reliability (Manager's recommendation or reference)	√	I
Experience or an understanding of Call Handling and Telephone Triage	Desirable	A/I
Knowledge and Skills		
Ability to confidently use a computer and move quickly between different applications	√	A
Excellent communication skills including the ability to listen and question appropriately and deliver contentious and challenging information (A,T/I)	√	A/I/T

Demonstrable evidence of high standards of personal performance, clinical practice and clinical governance	√	A
Ability to reconcile the clinical needs of patients with service resources and other Appropriate Care Pathways	√	A/I
Demonstrable evidence of taking action in response to errors and of learning from errors	√	A
Undertake reflective practice to self-critique and participate in peer review	√	A
An understanding of the Trust's performance measures and the contribution the Clinical Hub has towards these measures	√	A
Demonstrable evidence of an in depth body of knowledge and the ability to analyse and critique	√	A/I
Ability to accurately identify red flags and evaluate the clinical risk in both acute and chronic conditions	√	I
Ability to make reasoned and justifiable clinical decisions	√	I
Personal Abilities		
Ability to work effectively as part of a team in addition to working confidently as an autonomous practitioner	√	A
A commitment to excellence in all areas of work, even at times of considerable pressure, without compromising standards of patient care	√	A/I
An assertive yet empathetic manner whilst remaining tactful and diplomatic	√	I
Understanding of and commitment to diversity	√	A
Good quality application in terms of legibility, completeness, spelling and grammar	√	A
Ability to work flexibly within rotating shift patterns	√	I

Key:

(A = application, T = test, I = interview – delete as appropriate)

Updated **October 2019**