



Job Description

Job Title	Clinical Team Navigator
Band	AfC Band 7
Department/Directorate	Clinical Hub / Clinical Assessment Service (CAS)
Location	Emergency Operation Centres / 111 Call Centres
Reporting to	Deputy General Manager – CAS (111 999)

Job Purpose

As part of the multi-disciplinary Clinical Hub (CHub) and Clinical Assessment Service (CAS) team, the post holder will provide clinical oversight of the calls pending dispatch and provide clinical support within the 999 Emergency Operations Centre & IUC. They will maintain patient safety by enhanced telephone assessment and triage.

The post holder will be the first line manager for the Trust's Clinical Advisors working within one of the Clinical Hubs or IUCs. They will be responsible for the supervision and management of the clinical advisors including providing advice, guidance, motivation, direction and leadership as well as managing rotas, sickness and welfare issues.

As a manager working for the trust the post holder would be expected to undertake performance management, appraisals, grievances, disciplinarys and recruitment to members of the Clinical Hub/CAS team where required.

The post holder will be required to mentor new clinical advisors and navigators who join the Clinical Hub/CAS including identifying areas for Improvement and writing action plans where necessary.

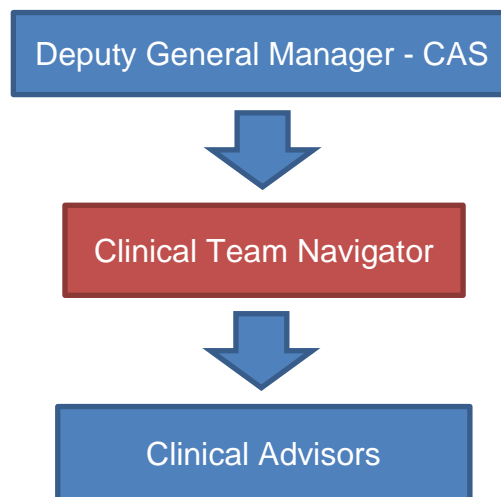
The post holder will need to have experience working as a clinical advisor either within the Clinical Hub or IUC. They will be responsible for the quality assurance and call audit of telephone triage calls made by Clinical Advisors.

They will provide clinical oversight and advice for deployment of specialist resources, remote clinical leadership, information and guidance, where required, to ambulance crews or other Healthcare Professionals in the community.

The post holder will be based in either the 999 Clinical Hub or 111 Clinical Assessment Service (CAS) supporting the multidisciplinary team by providing remote clinical assessment and maintaining safety to patients by:

- Using specialist knowledge and skills to support delivery of a safe and effective service.
- Managing the clinical call-back queue in order to optimise patient safety, experience and outcomes, through appropriate prioritisation of calls and utilisation of clinician resource

- Providing clinical support and advice to patients and the multi-disciplinary CAS team following the initial enquiries as part of a 24/7 rota.
- Identifying appropriate calls based on clinical knowledge and experience to be assessed by clinical advisors.
- Reviewing and maintaining clinical oversight of all calls waiting for an ambulance dispatch or assessment in the 999 Emergency Operations Centre or CAS.
- Using professional clinical judgment, supported by a robust clinical triage system and the additional responsibility of clinical supervision, coaching and quality review of front line staff.
- Supporting the team in achieving exceptional standards of patient safety and ultimate use of alternative care pathways and avoidance of unnecessary conveyances to Emergency Departments.
- To seek continuous improvement across all elements of the Clinical Hub/CAS.
- Maintaining the highest standards of professionalism in line with the Trusts Vision and Values.



Key Result Areas & Performance Indicators

Clinical Leadership to Frontline Staff

- To be a line manager and responsible for a team of Clinical Advisors of up to 20 individuals from a variety of professional backgrounds including Paramedics and Nurses.
- Undertake frontline clinical shifts as an advanced clinician (both responding directly to patients and offering additional clinical support to responders on scene).
- To ensure the clinical effectiveness of service delivery through the mentoring and coaching of a dedicated team of frontline clinical and non-clinical staff.
- To ensure the clinical effectiveness of service delivery by working as an expert call reviewer and participating in organisational measures to monitor clinical effectiveness, including individual monthly assessments for Clinical Advisors, providing constructive, balanced and timely feedback to the staff member.
- To act as an expert clinical resource, role model and effective clinical leader for clinical

advisors, providing support and advice within a complex, comprehensive and developing clinical service.

- To ensure that every patient contact is focused on the provision of an excellent, accurate, safe and empathetic service and to provide clear, safe, timely and accountable clinical decisions to frontline staff .
- To provide proactive support to frontline clinical and non-clinical staff by floor walking in the clinical contact centre.
- To ensure clinical effectiveness of service delivery by active contribution and support of all best practice initiatives.
- To ensure clinical effectiveness of service delivery by proactive promotion of the benefits of clinical supervision and reflective practice.
- To ensure that their dedicated team members achieve Key Performance Indicators (KPIs) and the delivery of professional, safe and effective patient care. This will include supporting their achievement of SMART Action Plans relating to clinical practice improvement.
- Undertake Operational Commander duties including using JESIP principles whilst collaborating with external stakeholders including police and fire service.

Clinical Advice to Health Care Professionals

- Contribute to the provision of a 24 hour, clinical supervision and support resource, providing staff with face-to-face, on-scene and remote/telephone clinical support and supervision.
- To provide clear, safe, timely and accountable clinical advice and decision making support to frontline clinical and non-clinical staff.
- To field requests for senior clinical advice from health advisors and clinical advisors in order to ensure that advice is provided by the most appropriate senior/specialist clinician based on the nature of the enquiry.
- To support resolution of caller comments, compliments, complaints and Healthcare Professional feedback in line with national policy and underpinning statutory legislation.
- To effectively manage, in real time, requests for access to patient information in line with national policy and underpinning statutory legislation.

Real-Time Clinical Queue Management (Clinical Navigator Function)

- To provide clinical oversight of the clinical call back queue in order to maintain patient safety and achieve the best patient outcomes.
- To reprioritise calls as appropriate based on safety, clinical need and demand.
- To re-assign calls to different and appropriate clinicians based on safety and clinical need.
- To work with the EOC/111 managers and senior clinical team to ensure that patient safety and operational delivery are balanced at all times.

Operational and Governance Support

- Be accountable for the management of staff sickness within the Clinical Hub/CAS in line

with the Trust's MAP policy. Producing sickness management up to formal level.

- To be accountable for the absence management of staff within the Clinical Hub/CAS.
- Where clinical incidents, accidents and/or near misses occur, ensure that the appropriate actions are taken in a timely manner. Deal with the outcomes, complete the appropriate reports, support and guide staff and undertake a timely initial investigation of facts.
- To undertake Serious Incident Investigations in line with the Trust's policy and guidance.

Key Relationships & Stakeholders

- EOC & IUC senior managers
- EOC Watch Managers
- Clinical Advisors
- Advanced Clinicians
- Patients & Relatives
- Ambulance Crews
- Health Care Professionals in the community
- Medical Directorate
- Social Care

Clinical Practice

- To undertake a minimum of 120 hours a year patient facing time to meet the Trust's requirements.
- Utilise expertise skills and knowledge to provide high quality support and advice to all telephone assessment staff within the Clinical Hub and/or IUC CAS in making decisions relating to patient care leading to a safe patient outcome and is responsible for own decisions made when supporting others in the mentorship and preceptorship role
- To maintain Clinical Advisor (or Advanced Practitioner) telephone triage competence in order to better support staff and to further contribute to service delivery by undertaking telephone triage at times of high service demand.
- To provide skilled and effective telephone assessment of the patient's presenting clinical need, with the support of the clinical assessment software, throughout which the clinician is required to be accountable for using professional judgment at all times.
- To work as a member of the multidisciplinary team providing advice and support to clinicians within Clinical Hub/IUC as well as HCPs in the community
- Provide advice within evidence based guidelines and scope of practice. Working as an autonomous professional in a self-directed manner, with confidence, authority and expertise, whilst working within the constraints of professional and organisational policies and structures.
- Maintain a high standard of patient-focused care. Maintaining confidentiality in relation to all LAS information governance requirements, ensuring that data is only disclosed in compliance with such.

- To maintain a sound understanding of all organisational policies, procedures and guidelines. Ensuring that clinical advice, complies with relevant legislation, national and local policy.
- To ensure skills are up-to-date and relevant to the role, to follow relevant Trust policies and professional codes and to maintain registration where this is a requirement of the role.
- All work will be carried out in accordance with the relevant laws, guidelines of the HCPC/NMC and Royal College of Nursing/Paramedics, JRCALC, Trust and departmental procedures and standards of professional practice.
- Liaise effectively between caller and third party in critical situations/areas of concern e.g. safeguarding, where information is not consistent or may be disputed.
- Identify and use information sources to support and underpin clinical decision making.
- Be aware of policies and utilisation of acquired skills in mental health, safeguarding, medication enquiries and other aspects of general healthcare as required for the role; shares and utilises areas of agreed specialist practice with peers and colleagues to inform and enhance patient care.

Collaborative Clinical Leadership

- Able to adapt and work with employers to deliver improved patient care
- Participate in stakeholder engagement and be an ambassador for the service
- Work across professional, organisational and system boundaries and proactively develop and sustain new partnerships and networks to influence and improve health outcomes and healthcare delivery systems.
- Work in partnership with others to undertake appropriate referrals to optimise health outcomes and resource use, as well as providing direct support to patients and service users.

Patient Safety, Quality Care & Governance

- Strive constantly to improve practice and health outcomes so that they are consistent with or better than national and international standards through initiating, facilitating and leading change at individual team, organisational and system levels.
- Participate in and propose internal audits and quality improvements to inform practice and improve service delivery, as negotiated through line managers
- To effectively contribute to ongoing service improvements and development.
- To support change within the organisation including sharing and promoting best practice in relation to professional practice and safe and effective patient care.
- Be involved proactively in developing strategies and undertaking activities that monitor and improve the quality of healthcare and the effectiveness of own and others' practice.
- Contribute and propose changes to policies and procedures which impact on patient care

and service provision both within the service and those which will have an impact beyond own area.

- Actively engage with and participate in the development of the service in response to the developing needs of the target population, undertaking any additional training and roles as are reasonably required by the service.
- Report any complaints, incidents or near miss situations via the error reporting system and their line manager
- Actively involve patients when seeking feedback of their experience of the service and suggestions for improvement.
- Work with EOC/IUC Senior Management team to ensure systems and processes to support the application and inclusion of care governance to patient care are followed
- To ensure robust clinical governance and effective clinical risk management by understanding identified risks and assessing the associated clinical impact.
- To identify potential underlying causes and trends and to develop associated actions knowing how, when and to whom to escalate issues for onward action.
- To ensure that lessons learned from the investigation of complaints and incidents are embedded into day-to-day practice to ensure maximum patient safety within an open culture of lifelong learning.
- To be aware of the LAS's clinical performance and to monitor the quality of the service from both a local and national perspective.
- To ensure that relevant documentary evidence is maintained as part of Care Quality Commission requirements.
- Participates in root cause analyses and patient reviews where appropriate
- Use professional judgement in managing complex and unpredictable care events and capture the learning from these experiences to improve patient care and service delivery.

Communication and Relationships

- The post holder will possess, maintain and develop effective and highly specialised communication skills to support a multi-disciplinary and collaborative approach to patient care.
- To actively communicate with staff to assist service delivery
- To be able to communicate effectively at all levels using all communication delivery methods, i.e., presentation skills, letter writing, email etc.
- Reflect the diversity of needs in the local healthcare community by utilising all available resources to facilitate access to the service where there are barriers to communication and understanding. Including utilising translation services in situations where language barriers are present.
- 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. In order to provide support to callers who may be non-compliant with recommended

outcomes, emotive, hostile or antagonistic.

- Establish and maintain positive interpersonal relationships with other staff members characterised by trust, mutual respect, and open, honest communication.
- Engage stakeholders and use high-level negotiating and influencing skills to develop and improve practice.
- Excellent communication and professional interaction with staff when providing clinical advice, ability to provide support and care in a professional manner including during complex or difficult situations.

People Management & Development

- To regularly coach, supervise and mentor new staff in relation to clinical practice and operational process as well as within their own professional specialism to maintain an up to date knowledge of current practice.
- Actively participate in regular call monitoring and to include clinical review and self-reflection. To participate in regular individual performance review with line manager.
- To facilitate (perform) clinical supervision for staff on completion of appropriate accredited training.
- Approve for use relevant training and on the job skills accreditations.
- Continually assess and monitor risk in own and others' practice and challenge others about wider risk factors.
- Ensure compliance with medicines legislation, organisational medicines policies, and medicines-related national and local guidelines.
- Use financial acumen in patient, team, organisation and system level decision making and demonstrate appropriate strategies to enhance quality, productivity and value.

Research and education

- Undertake own Individual Personal Development Review with immediate line manager, in accordance with local policy.
- Participate in the statutory and mandatory training provided by the trust as a minimum to ensure you comply with NHS and the trusts standards.
- Take responsibility for own professional development by recognising learning needs and taking advantage of learning opportunities
- To maintain an active portfolio of continuing professional development (CPD).
- Advocate and contribute to the development of an organisational culture that supports continuous learning and development, evidence-based practice and succession learning.
- Work in collaboration with others to plan, deliver & evaluate interventions to meet the learning and development needs of own and other professions.

- To contribute to clinical audits, research and quality improvement to progress service development and improve patient care.

Digital competence

- Produce accurate, contemporaneous and complete records of patient consultations, consistent with legislation policies and procedures, prioritising and organising own workload.
- Maintain and review personally generated information and records.
- Access IT systems to gather patient care records to inform decision making to better enhance clinical decisions.

Other responsibilities

- To undertake office and clinical shifts as well as providing a flexible approach to ensure core shifts are covered across all Clinical Hub and IUC sites.
- To participate in weekend working, bank holiday and out of hours services as necessary.
- To undertake such duties as may be required from time to time as are consistent with the responsibilities of the grade and the needs of the service.
- To have a health promotion and prevention orientation. To comprehensively assess patients for risk factors and early signs of illness and provide effective public health education to service users in areas such as smoking cessation, dietary advice, sexual health, and chronic disease management.
- To maintain own health and well-being by working appropriate hours (considering the consider European Working Time Directive parameters) taking full entitlement of annual leave and accessing care and support for their own physical and psychological wellbeing where needed.
- Undertake financial responsibilities including ordering equipment, uniform and drugs through the Trusts EPROC system.

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

Caring

Kindness – be caring and compassionate, polite, welcoming, approachable

Positive – embrace change, be enthusiastic and optimistic, proactive

Empathetic – put myself in other people's shoes, consider other perspectives

Listening – hear others, be open, approachable, give others space to speak

Respect

Equity – be fair, embrace diversity, accept others for who they are

Inclusive – advocate for others, ask for input, seek out alternative views

Understanding – be interested in others' feelings, stories and backgrounds

Appreciative – offer descriptive praise, seek out feedback, value others

Teamwork

Supportive – offer help when you notice others need it, check in regularly

Collaborative – seek opportunities to work together, communicate, clarify

Professional – be accountable, responsible for my attitude, calm and reassuring

Integrity – be honest, share learnings, act in others' and LAS' best interests

Person Specification

Qualifications, Accreditations, Education	Essential	Evidence
Nurse or Paramedic registered with the NMC or HCPC with at least 2 years post registration experience	√	A/I/T
Evidence of commitment to ongoing continual professional and personal development	√	A/I/T
Full UK Driving Licence	√	A
At least 1 year's Clinical Hub or CAS experience.	Desirable	A/I
Experience	Essential	Evidence
Experience of training others	√	A/I/T
Able to manage and develop staff performance	√	A/I/T
Experience of coaching staff	√	A/I/T
Ability to make effective decisions	√	A/I/T
Effective communication, listening and interpersonal skills	√	A/I/T
Ability to work to deadlines	√	A/I/T
Ability to prioritise own workload	√	A/I/T
Ability to negotiate with staff of all levels and disciplines	√	A/I/T
Experience of clinical queue management	Desirable	A/I/T
Knowledge and Skills	Essential	Evidence
Ability to demonstrate the benefits of Clinical Supervision and reflective practice	√	A/I/T
Understanding of tele-health consultation and an understanding of associated clinical risk	√	A/I/T
Ability to work effectively in a team, providing support and leadership as appropriate, to achieve	√	A/I/T
Personal Abilities	Essential	Evidence
Adhere to the Trust values and behaviours	√	A/I/T
Commitment to providing service that meets the changing needs of external and/or internal customers A/I	√	A/I/T
Ability to focus on constructive evaluation and challenge of own and team performance	√	A/I/T
Proactive in identifying opportunities for improvement and innovation	√	A/I/T

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

Created/Updated: **October 2022**