

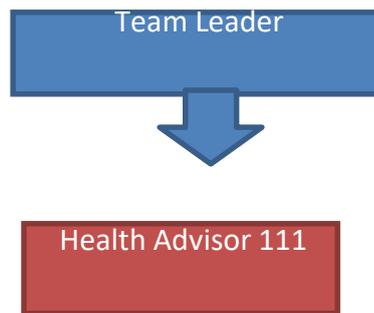


Job Description Compilation

Job Title	Health Advisor 111
Band	AfC Band 3
Department/Directorate	111, Operations Directorate
Location	Barking & Croydon
Reporting to	Team Leader

Job Purpose

The post holder will be responsible for the prioritisation of presenting clinical symptoms, supported by prioritisation software throughout a 24 hour period. This will include the transfer of patient calls to the appropriate responders.



Key Result Areas & Performance Indicators

- Excellent communication skills are required for the patient prioritisation using critical thinking skills and supported by computer software to ensure the provision of a quality driven service.
- Providing advice or guidance under the direction or supervision of a health care professional.
- Liaising with other agencies and healthcare providers.
- Utilisation of acquired skills in management of challenging calls and child protection concerns.
- To work co-operatively within the organisation, sharing and utilising areas of knowledge and skills to enhance patient care.
- To provide a paging service to a variety of practitioners and provider agencies.



- To ensure appropriate and effective communication links with other departments, and other areas of LAS.

Key Responsibilities

Communication

- Excellent communication and reflective listening skills.
- To communicate clearly, concisely and effectively using all communication delivery methods, e.g. face to face, electronic and written communication.
- Communicate with other service providers about issues concerning patient care.

Personal and People Development

- Actively participate in the continuous quality improvement audit process including self-review.
- To support line management through undertaking additional delegated administrative tasks when required to support effective service delivery, e.g. entering information onto existing databases.
- To participate in the patient/professional feedback process, including complaints/compliments/incidents.
- Personal Development, Education & Training.
- To participate in own development review PDP, identifying areas of need for personal development in order to meet with service requirements.
- To actively participate in clinical supervision to support and enable reflective learning
- To develop and maintain health advisor competence in clinical support software and other IT systems.
- To act as mentor for new health advisors and to help them develop and achieve role competencies.



Service Improvement

- To participate in and contribute to the evaluation of the service.
- To contribute to the implementation, delivery and evaluation of new policies and procedures within LAS.
- To work within the integrated governance agenda contributing to service improvement and participating in audit research and development as required.
- To participate in the local Continuous Quality Improvement audit process to develop performance against set delivery targets.
- To attend and contribute to meetings and specialist interest groups (locally, regionally and nationally) in order to support service development as delegated.

Quality

- To keep immediate and accurate records of clinical enquiries to the service
- To adhere to and maintain an up to date, knowledge of national and local policies and procedures.
- Have knowledge of escalation policies and emergency procedures as necessary
- To inform the Health Advisor Shift Lead of any issue affecting service delivery, at the time the issue is highlighted.
- Identify and highlight appropriately any issues regarding a vulnerable child or adult.
- To provide simple health information advice in line with NHS policies and approved sources
- To provide a liaison service for out of hours' service providers to obtain emergency prescriptions, involving negotiation with pharmacists who may provide cover on a voluntary basis.
- To report equipment failures as necessary to shift lead.

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



Qualifications, Accreditations, Education		
	Essential	Evidence
Minimum of 5 GCSE's (one of which must be English Language)/NVQ level 3 or equivalent	√	A/I/T
	√	A/I/T
Experience		
Experience of dealing with the public over the phone	√	A/I/T
Knowledge and Skills		
IT Literate	√	A/I
Problem solving skills	√	A/I
Excellent communication skills	√	A/I
Excellent telephone manner	√	A/I
Ability to use own initiative	√	A/I
Ability to follow and interpret policies and procedures	√	A/I
Ability to work under pressure and remain calm	√	A/I
Working as part of a team	Desirable	A/I
Working within a call centre environment	Desirable	A/I
Personal Abilities		
Commitment to and an understanding of LAS's agreed Values and Behaviours	√	I
Flexible	√	I
Punctual	√	I
Good Attendance record	√	I
Ability to work regular shift work, including weekends and public holidays	√	I
Able to commute to work in unsociable hours	√	I
Evidence of self-development	Desirable	I
Evidence of assisting other to develop	Desirable	I

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

Created/Updated: January 2023