

EAST MIDLANDS AMBULANCE SERVICE NHS TRUST
Role Description (EOC Clinical Hub – Clinical Navigator)

Job Title	EOC Clinical Hub – Clinical Navigator
Accountability	EOC Senior Manager (Clinical Services)
Review Date	This job description is subject to periodic revision following discussion with the post holder.

Job purpose:

The EOC Clinical Navigator will act as the orchestrating clinician providing clinical Navigation to all incidents. The Clinical Navigator will ensure the safety of the waiting patients under the leadership of the EOC Clinical Commander, by reviewing rapidly a waiting 999/111 call to see if suitable for revalidation or ambulance dispatch.

The Clinical Navigator will also provide clinical support to colleagues in EOC and in operations. The post holder will work with colleagues within EOC to ensure that at the point of contact with the ambulance service patients receive care & advice relevant to their needs. This will be achieved by the timely navigation of incidents for remote clinical consultation, working alongside dispatch to ensure appropriate utilisation of alternative & specialist responders and where appropriate ambulance response.

Working within agreed policies, Standard Operating Procedures (SOPs), guidelines and utilising decision-support tools where necessary you will be focussed on managing clinical demand within your area, supporting the needs of individual patients with the need to ensure an effective response across the geographical area; this may at times require sound clinical decision-making to prioritise the use of resources at times of high demand managing risk in a way that maximises patient and staff safety.

The Clinical Navigator will be a source of advice on best practice and will support decision making for colleagues both within EOC and operationally in frontline practice. The ability to support such a wide range of operational colleagues through difficult decisions will be central to the role. The post holder will recognise each interaction via the clinical advice line is an opportunity for learning and will approach their duties with clinical supervision and learning at the forefront of their mind.

The Clinical Navigator should be an advocate for both their areas of practice and promote the EMAS values whilst being fully sited on the 5 lines of CQC enquiry and promote them within the EOC Clinical operations environment.

The Clinical Navigator will contribute to the creation of a clinically focused EOC and an environment in which excellence in clinical care can flourish, signposting patients in a dynamic way in periods of high demand, to reduce the potential risk of patient harm.

This role will be EOC based with the flexibility of travel to either EOC within the EMAS geographical area whilst also supporting a remote workforce through varying technological methods.

Main responsibilities:

1. Support to operational resources (Decision making, referral, discharge).
2. Remote Patient assessment.
3. Clinical advice to operational crews.
4. EOC clinical support to EMAs, dispatchers and clinical advisors.
5. Live dynamic decision making.
6. Navigation of incidents suitable for secondary remote clinical assessment.
7. Telephone consultation of 999/111 calls to determine if the case presentation can be managed away from a 999 response where appropriate.
8. Clinical support for clinicians experiencing prolonged on scene times due to issues such as referral delays.
9. Advocate of reduction in conveyance and promotion of alternative pathways (CAS).

Communication and relationship skills

10. To establish and maintain effective working relationships with EOC and operational colleagues.
11. To establish and maintain an effective relationship with senior clinicians within EOC.
12. To work closely with colleagues from Dispatch and EMA backgrounds to provide a safe and effective triage and treatment response to all patients.
13. Provide clinical support and guidance to meet various staff needs so they can fulfil their operational role.
14. To promote communication between operational and both EOC resources.
15. To communicate with internal and external partners from across the wider Health & Social care system to ensure patients receive care appropriate to their needs.
16. To ensure that planned organisational changes are communicated positively to appropriate people e.g. staff, patients and care givers.
17. To consult and listen to comments from key stakeholders (managers, staff etc) to develop ways that the service could be improved.

18. To advise external agencies of the limitations of the service provision and negotiate with them to ensure a safe and effective service is delivered for patients.

Knowledge training and experience

19. HCPC Registered Paramedic and/or NMC Registered Nurse with 3 years post registration clinical experience of which 2 years must be in a patient facing operational role.
20. On an annual basis participate in a personal development review (PDR) and with the line manager, identify areas of need for professional development to meet service and personal objectives.
21. To regularly train and supervise staff, on completion of appropriate accredited training, in relation to clinical practice within the specialism and to maintain an up-to-date knowledge of current practice.
22. To be able to understand a range of work practices including Computer Aided dispatch, PaCCS, Directory of Services (DoS), NHS Pathways and CMS supervisor whilst working in an environment where the workload is not routine and requires a high degree of problem-solving skills.

Analytical and judgemental skills

23. To assist with the monitoring, evaluation of workload providing feedback on trends.
24. To be fully conversant with all roles and responsibilities within EOC Clinical Operations, to ensure effective collaborative working.
25. To review and update working practices in the light of prevailing developments.
26. To monitor quality of own work to ensure the required standard key performance indicators are met.
27. To work alongside EOC colleagues to analyse current and forecasted demand to make rationalised decisions around dynamic resource movement within the Clinical team.
28. To identify incidents which may require escalation to EOC Clinical Commander / EOC Leadership teams.

Planning and organisation skills

29. To work alongside dispatch colleagues to effectively plan, co-ordinate and resource workload stratified as being suitable for low acuity transport.

30. To work alongside dispatch to plan, coordinate and resource Emergency workload using clinical prioritisation during times of escalation and increased demand.

31. To understand the procedures required in the event of systems failure.

32. To undertake alternative roles (with appropriate training and support) within the wider Trust in a business continuity situation.

33. To support the organisation to act safely and responsibly in relation to staff, patients and the communities in which they work.

Physical Skills

34. To become proficient, through training and practice, in the use of a number of pieces of equipment including keyboard, mouse, iPad and monitors.

Responsibilities for patient client care

35. To provide Navigation of patients suitable for remote clinical assessment.

36. Provide specialist advice to patients through remote consultation and the use of triage tools such as PaCCS and NHS Pathways, when required.

37. To provide advice to patients/relatives on alternative pathways or advice on alternative transport options to ED when required.

Responsibilities for policy and service development implementation

38. The post holder must always carry out his/her responsibilities with due regard and adherence to EMAS policies and Standard operating procedures.

39. To keep informed and abreast of current trends and developments within the service.

40. To occasionally provide feedback on policies that affect their own work area.

41. Advise the EOC Clinical Leadership Team on initiatives and schemes on improvement of working conditions, patient care and operational performance, making suggestions / recommendations for actions that may impact internally and externally.

Responsibilities for physical resources

42. The post holder is responsible for the day-to-day care of equipment and resources used in course of work and is responsible for reporting of any failures through normal EMAS procedures.

Responsibilities for information resources

43. To receive information from patients and others and to accurately record this information using approved EMAS processes.

Responsibilities for development

44. To facilitate and actively participate in the continuous quality improvement audit process on a peer-to-peer basis, to develop individual performance and achieve against set delivery targets.
45. To work with the leadership team to contribute to the development and delivery of the service.
46. Participates in and proposes internal audits and research quality improvements to inform practice and improve service delivery, as negotiated through line managers.

Freedom to act

47. Works within national and local policies, procedures and your professional codes of conduct (HCPC/ NMC).
48. To act independently within the constraints of professional, organisational and health policies and structures.
49. Works independently and is responsible and accountable for managing own workload, risk assessment and risk management.
50. To be professionally accountable for the clinical judgement that is utilised during the telephone consultation and supporting EOC Clinical Hub colleagues.

Physical effort

51. A combination of sitting and standing at a desk whilst using equipment e.g., a headset. There may be an infrequent requirement to respond to any medical event that may occur in your working environment.

Mental effort

52. The post holder will require a high level of concentration whilst using the provided equipment and listening and talking to patients and relatives during their assessments. This is because the day-to-day workload is unpredictable as the post holder will have to deal with a range of different types of patients/ issues that may arise in EOC.

Emotional effort

53. The post holder will be exposed to multiple highly distressing and emotional incidents daily. They will be expected to use their knowledge, experience,

and communication skills to de-escalate these incidents to provide the best possible care for patients and support to staff.

Confidentiality

54. In the course of your employment, you will have access to confidential information relating to EMAS business. You are required to exercise due consideration in the way you use such information and should not act in any way, which might be prejudicial to EMAS interests. Information, which may be included in the category, which requires extra consideration covers both access and to the general business of EMAS and information regarding individuals. If you are in any doubt regarding the use of information in the pursuit of your duties, you should seek advice from your manager before communicating such information to any third party.

Data Protection

55. EMAS is registered under the Data Protection Act 1984. You must not at any time use the personal data held by EMAS for a purpose not described in the Register entry or disclose such data to a third party. If you are in any doubt regarding what you should or should not do in connection with the Data Protection Act, then you must contact the Director of ICT.

Health & Safety

56. Employees must be aware of the responsibility placed on them under the Health and Safety at Work Act (1974) to maintain a healthy and safe working environment for both staff and visitors. Employees also have a duty to observe obligation under the EMAS and departmental Health and Safety policies, and to maintain awareness of safe practices and assessment of risk.

Financial Regulations

57. All staff are responsible for security of the property of EMAS, avoiding loss or damage of property, and being economical and efficient in the use of resources. Staff should conform to the requirements of the standing Orders, Standing Financial Instructions and other financial procedures including the Code of Conduct and Accountability and the Fraud and Corruption Policy.

Clinical Navigators are always required to safeguard the health and wellbeing of children and vulnerable adults. They must be familiar with, and adhere to, the appropriate organisational Safeguarding policies and work within national and local policies.

The duties and responsibilities of the post will be undertaken in accordance with the policies, procedures and practices of the Trust, which may be amended from time to time.

Patient Safety is a key priority for the Trust. It is your responsibility to ensure that you are fully compliant with EMAS policies and procedures in respect of patient

safety, for example Risk Management, Infection Prevention and Control, Safeguarding children and vulnerable adults.

This job description is not intended to be an exhaustive list of duties and responsibilities, but to give an indication of the main areas of activity and involvement.

Communications and Working Relationships:

Internal

- Director of Operations
- Assistant Director of Operations
- Emergency Operations Centre Management team
 - Head of EOC
 - Head of Clinical Services
 - EOC Senior Managers
 - EOC Senior Clinical Leaders
 - EOC Clinical Workforce Managers
 - EOC Duty Commander
 - EOC Clinical Commanders
 - Mental Health Specialists
 - Clinical Advisors
 - Duty Managers
 - Dispatch Officers
 - Emergency Medical Advisors
- Divisional Quality Team
 - Medical Directorate
 - Divisional Senior Managers (Quality)
 - Divisional Senior Clinical Leaders
- Staff
- Support Functions (e.g., Finance, Human Resources, IT)
- Resource Management Centre

External

- Acute Trusts
- Local Providers both Public and Private bodies
- Local Authority including social services
- Local Resilience Forums
- Other Emergency Services

Job Description Agreement:

Job Holder's Signature:

Date:

Line Manager's Signature:

Date:

Job Title: