



JOB DESCRIPTION

1. Job Details	
Job Title:	Urgent Care Practitioner
Pay Band:	Band 7
Reports to (Title):	Clinical Safety Navigator (Clinical Assessment Service)
Accountable to (Title):	Senior Clinical Operations Manager
Responsible for (Title/s):	None
Location/Site/Base:	Emergency Operations Centre / NHS111 Contact Centre / local remote site (e.g. Make Ready Centre)
2. Job Purpose	
<p>Urgent Care Practitioners (UCPs) will have a critical understanding of detailed theoretical and practical knowledge and have specialist knowledge and experience and/or have management and leadership responsibilities. They will have some responsibility for team performance and service development and they will consistently undertake self-development. They will have a depth of knowledge and understanding which enables them to perform at a high level of practice, take a leadership role, use and develop evidence to inform their practice and deal with complex, unpredictable environments.</p> <p>As an Urgent Care Practitioner, working within the Trust's 999/111 Integrated Urgent Care (IUC) Clinical Assessment Service (CAS) you will be responsible for the telephone assessment of health and clinical needs, utilising professional clinical judgement, supported by Clinical Decision Support Software. This requires generalist and specialist skills to assess and deliver care to patients across all age groups in a contact centre environment.</p> <p>You 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.</p> <p>You may also be responsible for providing face-to-face consultations for patients presenting with unscheduled primary care conditions and minor</p>	

injuries and illness needs.

You will take responsibility for the assessment, treatment and discharge of patients under remote supervision from either an Advanced Clinical Practitioner (ACP) or General Practitioner (GP).

You will be responsible for the supervision, teaching, precepting and mentoring of other staff which may include students, other clinicians and Health Advisors.

You will be expected to support delivery of the national healthcare agenda and represent the organisation in a timely and professional manner as and when required.

3. Role of Department

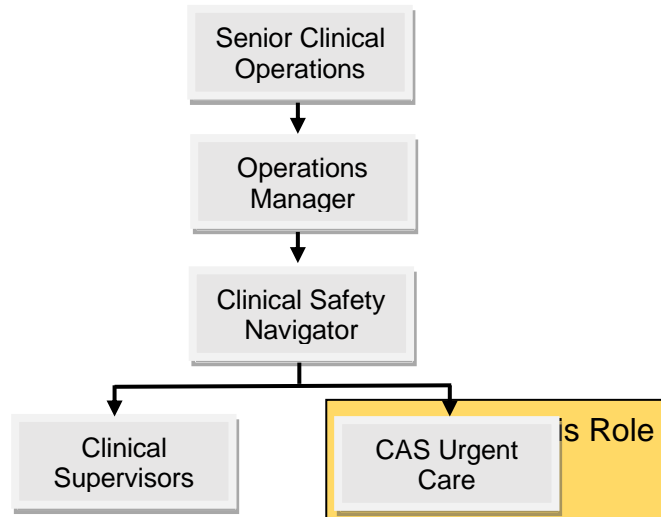
The clinical functions within the 999 Emergency Operations Centre (EOC) and NHS111 Clinical Advice Service (CAS) focus resources to support the Trust's Computer Aided Dispatch and Integrated Urgent Care (IUC) systems, Clinical Decision Support Systems and personnel to:

- Support the receiving of 999 (emergency) and 111 (urgent) calls into the service; ensuring each call is handled safely, efficiently, qualitatively and appropriately to direct apposite resource as required.
- Support the receiving of incidents into the CAS; ensuring each call is handled safely, efficiently, qualitatively and appropriately to direct apposite resource as required.
- Direct liaison with patients and callers applying clinical knowledge, experience, systems and informational support technologies to meet patient needs.
- Being able to respond, support and share best practice with front-line clinical colleagues in the management, conveyance and care for patients.
- Liaising directly with other emergency services, partner agencies and health & social care providers to ensure patients, events or incidents are managed in an efficient and coordinated fashion to maintain patient safety at the heart of each encounter.

Further Emergency Operations Centre functions are included within the full Hear and Treat (H&T) clinical roles, the developing IUC Clinical Assessment Service roles, as well as the quality assurance and governance processes that include clinical education, audit, training, learning and development.

4. Organisation Chart

The role fits into the rest of the organisation as seen in the below organogram



5. Duties & Responsibilities

Call-Handling (clinical)

Assess individuals' health status (remotely). Provide skilled and effective assessment of a patient's presenting clinical need, through telephone consultation, using professional clinical judgement with the support of clinically based algorithms. 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. This may need you to retrieve and reconcile information about an individual's medication, escalating appropriately as necessary.

Communicate risks to health, wellbeing and safety to a range of individuals and advise how the risks can be prevented, reduced or controlled. 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 the advice given. Recognise the opportunity for and provide health education to patients during the consultation process, referring to appropriate health care professionals as required.

Communicate effectively in a healthcare environment, liaising effectively between caller and third-parties in critical situations/areas of concern e.g. safeguarding where information is not consistent or may be disputed. Use complex communication skills to negotiate (utilising translation services in situations where language barriers are present) and provide support to callers who may not agree with recommended outcomes, and may be emotive, hostile or antagonistic.

Support the safeguarding of individuals. Utilising acquired skills in mental health, child protection, medication and other areas of healthcare as required for the role, ensuring policies and legislation are followed.

Clinical Care

Obtain a patient history and establish a diagnosis of an individual's health condition by undertaking face-to-face assessment and treatment of patients who are invited to base for consultation or undertake home visits, in accordance with the relevant protocols. This includes providing assessment, treatment and working diagnosis at point of first contact, by attending to patients in a variety of clinical or non-clinical settings according to patients' needs.

Patients may present with the following problems:

- breathlessness
- bleeding and fluid loss (incl. gynaecological but not pregnancy related)
- pain (including chest and abdominal pain)
- tissue trauma (including musculoskeletal injury)
- skin rashes/dermatological features
- toxic ingestion (may include use of TOXBASE)
- altered behaviour (non-crisis)
- fever
- fall
- ENT problems

Perform standard tests and obtain supporting information to inform the assessment of an individual. Undertake and interpret basic point of care tests e.g. urinalysis, peak flow, blood glucose.

Determine a treatment plan for an individual and manage an individual's medication to achieve optimum outcomes within the scope of PGDs, escalating where appropriate. Competently carry out a wide variety of procedures and interventions which require high levels of knowledge and skills requiring dexterity and accuracy.

Arrange services and support with other healthcare providers. Act as a referral agent to ensure that patients are safely discharged from IUC with appropriate instructions for aftercare and follow up. This may include the need to contribute to social care in emergency situations.

Prepare prescriptions for prescription only medication. Work to PGDs, working within parameters of agreed clinical guidelines and in accordance with current legislation regarding the supply and prescribing of medications.

Leadership

Develop and sustain productive working relationships with colleagues to provide clinical support to Health Advisors, Senior Health Advisors, Clinical Advisors and other clinical professionals on shift, ensuring safe effective working. Actively communicate with all senior managers of any factors affecting the service delivery at the time an issue is highlighted. Act as a professional role model at all times. Facilitate clear patient pathways through primary, community, secondary and tertiary care.

Contribute to the effectiveness of teams, using knowledge and experience to support other front-line staff in making decisions relating to patient care leading to safe service user outcomes. Ensure the immediate needs of the patient are met. Attend and contribute to meetings and specialist interest groups locally and nationally. Work with the service delivery team to contribute to the development and delivery of service and facilitate and actively participate in the Continuous Quality Improvement (CQI) audit process to develop individual performance and achieve set targets.

Provide leadership in your area of responsibility, by providing clinical leadership and motivating and supporting colleagues to maintain and improve their performance.

Promote the rights and diversity of individuals. This includes promoting the capacity of individuals to exercise their rights and responsibilities and promoting a culture which values and respects the diversity of all individuals. It also addresses individuals' rights in relation to information about themselves and the need to promote confidence in individuals that their rights will be upheld in the work setting.

Personal and People Development

Undertake coaching or mentoring and training with staff of all grades and students in relation to clinical practice generally as well as in own specialism, to maintain an up to date knowledge of current practice. Share and utilise areas of specialist practice or special interest with peers and colleagues to inform patient care.

Provide (clinical) supervision to other individuals including peers, Health Advisors and Service Advisors to support their ongoing development.

Make use of supervision i.e. participate in regular clinical and operational supervision in line with local guidelines in order to continually improve your performance and facilitate ongoing development and meet requirements of professional registration.

General Duties

Act within the limits of your competence and authority, working within the parameters of your own skills and knowledge and maintaining responsibility for your own personal development.

Make sure your actions reduce risks to health and safety by maintaining a tidy office/call centre at all times, cleaning equipment before use and supporting the maintenance of equipment by reporting any faults as per local procedures. Adhere to health and safety policies and report incidents and risks identified through Datix or via line manager.

Comply with legal requirements for maintaining confidentiality in healthcare by maintaining strict confidentiality to all issues concerned with the service and adhere to requirements of the Data Protection Act 1984, information governance and Caldicott Principles. Keep immediate and accurate records of patient user enquiries during the consultation.

Managing Self

Manage and organise your own time and activities, actively working independently, and being accountable and responsible for managing your own approach to workload, risk assessment.

Professional

Develop and maintain your professional networks to ensure you work within and promote the regulatory requirements, codes and guidance defined by the appropriate regulatory body e.g. NMC/HCPC. Develop and maintain your own expertise, practice and competence in the role, and promote the Trust's vision and values.

Monitor your own work practices to ensure you maintain your own competence through CPD and seek feedback on own performance from direct reports and line manager. Maintain personal responsibility and accountability for own ongoing active professional registration and fitness to practice. Participate in regular performance review with line manager/clinical supervisor. Identify and use information sources to support and underpin clinical decision-making.

Values

The post holder will be required to demonstrate compassionate care in their daily work and adopt the 'six Cs' - NHS values essential to compassionate care: **Care, Compassion, Competence, Communication, Courage and Commitment.**

Post holders will also be required to understand and work in accordance with

the NHS constitution and put the patient at the heart of their work.

Safeguarding Children, Young People and Adults at risk of abuse and neglect

South East Coast Ambulance NHS Foundation Trust is committed to safeguarding and promoting the welfare of children, young people and adults at risk of abuse and neglect, and expects all staff and volunteers to share this commitment. All staff are required to adhere to the Trust's safeguarding policy and understand their individual safeguarding responsibilities.

Equality and Diversity / Equal Opportunities

The Trust recognises the need for a diverse workforce and is committed to Equal Opportunities. It seeks to eliminate unlawful discrimination against colleagues, potential employees, patients or clients on the grounds of sex, marital status, disability, sexual orientation, gender identity, age, race, ethnic or national origin, religion, pregnancy/maternity, political opinion, or trade union membership and to promote equality of opportunity and good relations between staff and clients.

Individuals, including volunteers, contractors and temporary workers, must at all times indicate an acceptance of these principles and fulfil their responsibilities with regard to equality legislation and the Trust's Equality Diversity and Human Rights Policy and protocols. Similarly, all individuals have a responsibility to highlight any potentially discriminatory practice to their line manager, human resources department or trade union/professional associations, ensure that they treat everyone with respect and consideration and attend relevant mandatory training.

Corporate governance:

High standards of governance are vital in healthcare organisations. Good governance sets the boundaries and structures in which we are able to function safely and provide the most effective care to our patients. We ask all employees to:

- Familiarise yourself with and apply Trust-wide and local policies, procedures and other formal instructions;
- Act within the scope of your authority and/or practice at all times. Limits of financial authority are set out in our Standing Financial Instructions;
- Undertake the statutory and mandatory training suitable to your role and maintain any relevant professional registration(s);
- Maintain accurate and timely records wherever required; and
- Notify the Trust if you identify any areas for improvement in any areas of corporate governance so that we can learn and improve.

Infection Prevention and Control

The prevention and control of infection is recognised as everyone's responsibility. All staff, bank workers, volunteers and contractors, both clinical and non-clinical are required to make every effort to maintain high standards of infection control in accordance with the Trust's Infection Prevention and Control Policy and The Health and Social Care Act 2008.

Financial Management

Ensure that the Trust's funds are properly used, represent value for money and can withstand public scrutiny.

Where applicable, provide strong budget management for the defined area of management responsibility and monitor expenditure against those budgets.

Act within Standing Orders and Standing Financial Instructions of the Trust.

Health, Safety and Security

Meet Health and Safety legislation and move towards an environment where health and safety considerations are firmly embedded in the planning and decision-making processes and the 'culture' of own area of responsibility.

Promote, monitor and maintain best practice in health, safety and security

All individuals have a responsibility, under the Health and Safety at Work Act (1974) and subsequently published regulations, to ensure that the Trust's health and safety policies and procedures are complied with to maintain a safe working environment for patients, visitors and employees. All staff have a duty to protect their own health and safety and that of others persons who may be affected by their acts or omissions.

In addition, managers have specific responsibilities relating to health and safety activities including consenting to breaches; conniving to breach legislation or neglecting their duties under the legislation. Trust's objectives in accordance with the Trust's risk management strategy and policies.

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 SECamb policies and procedures in respect of patient safety, for example Risk Management, Infection Prevention and Control, Safeguarding children and vulnerable adults.

Confidentiality / Data Protection / Freedom of Information:

Individuals (including volunteers, contractors and temporary workers) must maintain the confidentiality of information about patients, staff and other health service business in accordance with the Data Protection Act 1998. Individuals must not, without prior permission, disclose any information regarding patients or staff. If any individual has communicated any such information to an unauthorised person that individual(s) could be liable for disciplinary action which could result in dismissal. Moreover, the Data Protection Act 1998 also renders an individual liable for prosecution in the event of unauthorised disclosure of information.

Following the Freedom of Information Act (FOI) 2005, individuals must apply the Trust's FOI procedure.

In addition, managers have specific responsibilities to ensure that their staff maintain the confidentiality and security of all information that is dealt with in the course of performing their duties it is in accordance with the requirements of the Data Protection Act 1998 and the principles of Caldicott. Managers should also ensure that their staff are aware of their obligations under legislation such as the Freedom of Information Act 2000; Computer Misuse Act 1990, and that staff are updated with any changes or additions relevant to legislation.

Review

This document provides an outline of the main responsibilities of the post. It is not intended to be an exhaustive list of duties. Its content will be subject to regular review in conjunction with the postholder.

Date Reviewed:		
Reviewed By:	Manager:	Signature
	Postholder:	Signature:

PERSON SPECIFICATION

Factors	Essential <i>The essential criteria are those which the role cannot operate without.</i>	Desirable	Assessment
Qualifications/ Training What should the candidate have already attained?	The post holder should have a good general education, with evidence of formal qualifications at GCSE/A level or above. Educated to degree level or equivalent. Regulated Health Care Professional (HCP) with existing registration – NMC or HCPC. Evidence of undertaking regular update training and continuous personal/professional development in accordance with NMC/HCPC regulations and Trust requirements as amended from time to time. Have or be working towards Master's module in Advanced Clinical Assessment and Management.	Supervision/mentoring training or qualification. Leadership/management training or qualification.	Application Form Copies of Qualification Certificates
Knowledge What particular knowledge should the candidate already have?	High levels of current clinical knowledge. Commitment to and evidence of Continuous Professional Development. Commitment to clinical review and evidence-based practice.	Working knowledge of Health and Safety relating to working with computers. Knowledge of ambulance service working and clinical policies and procedures.	Application Form Interview References

	Working knowledge of clinical governance.		
Experience What previous type of experience should the candidate have?	Administration of medication within Patient Group Directives (PGD). Substantial consolidated experience of clinical practice in a range of setting including assessing minor illnesses/injuries face-to-face. In depth knowledge of and consolidated clinical practice in a specialist clinical area. Experience of working in a multi-professional/multi agency environment. Experience of coaching and mentoring others. Understanding of patient care in primary care settings.	Experience within telephone triage utilising a Clinical Decision Support System. Paramedic or Pharmacist administration of medicines by exemption. Previous experience of supporting or managing change. Previous experience working remote consultation.	Application Form Interview References
Skills What particular skills should the candidate already have?	Medically fit, the role requires applicants to work rotating shifts to provide 24/7 cover and possible operational incidents. No current disciplinary or performance issues outstanding. Understanding and commitment to equal opportunities. Able to remain calm under pressure Being assertive whilst appropriately empathetic Tact and diplomacy		Application Form Interview References Assessment

	<p>Work independently and as part of a team</p> <p>Highly organised and priority conscious.</p> <p>Ability to work on their own initiative without direct supervision.</p> <p>Willing to wear and maintain uniform.</p> <p>Strong listening and communication skills with a caring and compassionate approach.</p> <p>Strong team worker with a collaborative style.</p> <p>Ability to multi task and prioritise existing workloads using a methodical and systematic approach to work.</p> <p>Ability to communicate with people from different professional backgrounds and at all levels.</p> <p>Ability to manage risks and defuse stressful situations and aggressive patients, including well-developed personal stress management techniques.</p> <p>Ability to use reflective practice and participate in peer review.</p> <p>Literate and numerate.</p>		
Personal Qualities	<p>Professional attitude and appearance.</p> <p>Reliable and conscious of taking responsibility when</p>		<p>Application Form</p> <p>Interview</p>

	required.		References
Other	<p>Ability to travel between sites for work purposes when required.</p> <p>Must be eligible to work in the UK.</p> <p>Ability to deal sensitively with distressing, emotional situations.</p> <p>Conscientious, reliable and resourceful.</p> <p>Professional attitude to employment.</p> <p>Self-starter.</p>		<p>Application Form</p> <p>Interview</p> <p>References</p> <p>Assessment</p>

NOTE: Candidates should meet all the essential criteria if they are to be shortlisted

Date Reviewed:	
Reviewed By:	