



JOB DESCRIPTION

Clinical Advisory Service (CAS) Clinical Navigator

Accountable To:	Director of 111 & Urgent Care
Responsible To:	Senior Operations Manager / Clinical Lead
AfC Banding:	Band 7
Level of Accountability	The post holder will work autonomously to agreed objectives in accordance with the Trust's IPDR process. There will be regular monitoring and review meetings – objectives will be set, but the post holder will determine how results are best achieved.
Base:	Ashford, Kent, on occasion may be required to support at other locations.
Key Relationships	Associate Director for Integrated Care (999 & 111) Senior Operations Manager / Senior Clinical Operations Manager Duty Contact Centre Manager / CCN (CAS Clinical Navigator) 111 / CAS Clinical Advisor
Job Purpose:	<ul style="list-style-type: none"> To provide clinical supervision and mentoring for the NHS Pathways call triage system and Integrated Urgent Care (IUC) Health Advisors. To provide line management to Clinical Advisors within the IUC contact centre and provide training, coaching and monitoring of Clinical Advisors and CAS Clinicians. Enhance the patient/clients experience of using the IUC service. Provide remote clinical triage to appropriate incidents and where applicable and provide home management instructions to patients to discharge patients from the services care, in line with the NHS Pathways call triage system. Provide a thorough telephone-based assessment for patients calling 111 and managed through the NHS Pathways call triage system with unscheduled care and emergency care needs. To work as part of the multi-disciplinary team in providing quality, evidence-based health care to meet the immediate needs of the patient. To provide leadership and decisions relating to capacity and consent in the contact centre. Show holistic, evidence and guidelines-based approach to meeting the needs of patients presenting to the IUC Service.

	<ul style="list-style-type: none"> • Refer patients to an alternative care setting and/or provide home management advice and discharge as appropriate. • To take an active role within the cross-disciplinary, multi-skilled team to ensure service quality in line with corporate goals and strategy, and to assist in the development of new models for service delivery that have a positive impact on the health economy. • To attend key meetings whilst representing the South East Coast IUC service when requested.
Key Duties:	<ul style="list-style-type: none"> • Maintain communication link between different operational staff and other Managers/Supervisors • Provide a full induction and training for the new Clinical Advisors and CAS Clinicians • To provide coaching as defined within the NHS Pathways role • To conduct audits in line with NQR and NHS Pathways CQI requirements • Performance manage Clinical Advisors and CAS Clinicians to support the achievement of NQR's and other service requirements or KPI's. • Undertake regular one-to one-reviews and staff meetings • Ensure overnight health assessments are monitored • Develop and manage the rota to ensure the call centre and CAS is appropriately staffed at all times

- Monitor sickness, annual leave and staff attendance
- Participate in on call commitment with other Managers/Supervisors
- Ensure Clinical Advisors and CAS Clinicians are updated regularly regarding changes to policy/procedures or new business.
- Ensure the teams Operational Manuals (procedures and training materials) hold the correct versions and latest materials.
- Act as a role model at all times.
- To participate with investigation of complaints as requested by the Lead Clinician & Contact Centre Manager
- Create and maintain full training records for all Clinical Advisors and CAS Clinicians
- Communicate with patients and callers at their level of understanding, culture and background.
- Remain courteous and professional at all times.
- Validate and review all suitable incidents in the contact centre utilising the NHS Pathways call triage system
- Provide Home Management Advice: specific symptom management and worsening instructions to patients, utilising the NHS Pathways Module 2 Clinicians Module to provide safe, consented discharge of patients from the care of the organisation
- To provide advance remote clinical assessment skills to patients via the EDC as required
- Utilise the NHS Pathways call triage software, ensuring all details received from caller/patient are accurately entered. Any additional notes will be entered accurately in the computerised incident log.
- Initiate appropriate action, utilising appropriate resources based on the telephone discussion with caller.
- Handling calls in an appropriate manner, which is safe, clinically/situationally appropriate and evidence based in line with the patient's needs.
- Communicate effectively and sensitively with colleagues and other Health Care Professionals and other emergency services to ensure patients receive the most appropriate care available, this includes:
- Accessing information regarding patient's care plans and medical history.

- Liaising with other Healthcare Professionals, including paramedics, doctors, GP, nurses, Allied Healthcare Professionals and Social Care professionals from primary and secondary care as well as third sector organisations.
- Referral to a range of professional and organisations as is clinically appropriate: referral options will be provided by the Directory of Services (DoS) system, however it may be necessary to act on initiative to access referral opportunities Liaison with emergency services, including Coastguard, Police, Fire, military as required
- Provide additional call taking support at times of high demand for IUC, urgent and routine calls.
- Provide appropriate remote clinical supervision to clinical and non-clinical staff within the service
- Ensure that confidentiality of patients, staff and other aspects of the IUC Services business is maintained at all times, in line with information governance legislation.
- Ensure productivity levels for telephone advice are high, by proactively identifying suitable calls and continuously monitor and manage the Clinical Queue.
- Maintain an awareness of mandatory performance standards and their relevance on a day to day basis.
- Liaise with other agencies/disciplines involved in the provision of care and treatment of patients and promote and develop cross service partnership working.
- Maintain required standards of clinical competence and qualifications through continuing professional development.
- Demonstrate an understanding and application of evidence-based practice.
- Undertake other additional clinical skills, which have been formally agreed by the service.
- Demonstrate a developing ability to process and communicate complex facts and interprets and acts appropriately on the information with a large degree of autonomy.

- Demonstrate innovative ways of meeting individual patient and population needs within the confines of the IUC service policies. Staff will not be expected to apply skills which are not within the competency framework of the Paramedic Control Practitioner/Nurse Telephone Clinical Advisor education pathway unless they can demonstrate competency and the skill has been formally agreed by the IUC Service.
- Recognises and acts on their own personal and clinical development needs.
- Recognise the limits of their own practice.
- Participates in the development, mentorship and clinical supervision of staff and students.
- Shows an ability to organise self and others workload in an effective and efficient way
- Demonstrates a high standard of clinical information collection and documentation, and a use of all guidance around the collection and storage of information under the existing local and national guidance.
- Identifies and assists in the collection of data for audit and research purposes as required.
- Demonstrate personal accountability in their everyday practice and an understanding of their responsibility for staff to which they delegate actions.
- Regularly participates in locality and directorate meetings as required.
- The post holder will be expected to adopt a flexible attitude to take account of the changing needs of the service as dictated by patient and organisational need.
- The post holder will ensure compliance with the requirements of Caldicott, the Data Protection and the Human Rights Acts and other relevant legislation and guidance.
- The post holder may be required to carry out a job of equal or less value than this post with relevant training to maintain service delivery.

	<ul style="list-style-type: none"> • To adapt their triage for higher acuity patients during a major incident when a response time might be protracted. • To build a good rapport with the community when dealing with incidents. • To assist with social care issues such as end of life care. • Actively manage in real-time the IUC CAS Clinical queue. • Identify risks within the CAS and escalate as appropriate. • Make decisions on a daily basis to ensure the smooth running of the CAS including management of the CAS Clinical team within the IUC Call Centre. • Understand and Implement and support the Clinical Escalation Level and Service Surge Management Plan elements when and where required • Attend meetings with senior managers and also attend courses and seminars in order to keep up to date with upgrades including clinical and software changes
Corporate Governance	<p>Provide strong leadership to staff within the defined area of management responsibility.</p> <p>Maintain good corporate and clinical governance arrangements, including risk management.</p> <p>Embrace high standards of employment practice and act in accordance with the 'Managers' Code of Conduct'.</p> <p>Promote the vision, values and goals of the organisation.</p>
Performance Management	<p>Ensure that the Trust's funds are properly used, represent value for money and can withstand public scrutiny.</p> <p>Act within Standing Orders and Standing Financial Instructions of the Trust.</p>
Health, Safety and Security	<p>Manage health, safety and security issues in own area of responsibility.</p> <p>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.</p> <p>Promote, monitor and maintain best practice in health, safety and security</p> <p>All individuals have a responsibility, under the Health and Safety at Work Act (1974) and subsequently published regulations, to ensure that the</p>

	<p>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.</p> <p>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.</p>
Policies	<p>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.</p> <p>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.</p>
Values	<p>The CAS Clinical Navigator will be required to demonstrate compassionate care in their daily work and adopt the 6 Cs - NHS values essential to compassionate care i.e. 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.</p>
Disclosure and Barring Service Check	<p>We are committed to the safeguarding and welfare of children and vulnerable adults.</p> <p>This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service (formerly known as CRB) to check for any previous criminal convictions. The process will be completed as part of your pre-employment checks and repeated every 3 years as a minimum. Your suitability for this position (based on the results of the DBS) will form an important condition of your ongoing employment.</p>
Equality and Diversity/Equal Opportunities	<p>Promote equality of opportunity and diversity in own area of responsibility.</p> <p>Ensure compliance with equality and diversity legislation and develop active commitment to the need to ensure equality of opportunity and the benefits of diversity.</p> <p>Indicate an acceptance of, commitment to and promotion of the principles underlying the Trust's Equal Opportunities Policy.</p> <p>The Trust recognises the need for a diverse workforce and is committed to Equal Opportunities in employment and seeks to eliminate unlawful racial, sexual or disability discrimination, to promote equality of opportunity and good relations between staff and clients of differing groups. Individuals (including volunteers, contractors and temporary workers) must at all times</p>

	<p>fulfil their responsibilities with regard to the Trust's Equal Opportunities Policy and equality laws. Similarly all individuals have a responsibility to highlight any potentially discriminatory practice to their line manager, human resources department or trade union/professional associations.</p>
<p>Confidentiality / Data Protection / Freedom of Information</p>	<p>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.</p> <p>Following the Freedom of Information Act (FOI) 2005, individuals must apply the Trust's FOI procedure.</p> <p>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.</p>
<p>Review</p>	<p>This role brief reflects the principle duties of the post as identified at date of issue. It may be subject to amendment in the light of the changing needs of the service, and will be reviewed periodically in discussion with the post holder</p>

PERSON SPECIFICATION

Knowledge	<p>High level of current clinical knowledge (Nursing, Paramedic /HCPC or other relevant clinical background) – Essential.</p> <p>Commitment to maintaining patient confidentiality and a working knowledge of information governance – Essential.</p>
Skills	<p>Evidence of strong team leadership with a collaborative style – Essential.</p> <p>Flexibility - be prepared to work a rotating shift system including working (evenings, nights and weekends (unsocial hours)) – Essential.</p> <p>Ability to mentor/train junior staff and a commitment to sharing knowledge and skills – Essential.</p> <p>Demonstrates strong listening and communication skills – Essential.</p> <p>Demonstrates ability to empathise with and reassure patients and their family members/friends in crisis or deescalate challenging situations – Essential.</p> <p>Demonstrates ability to assess, minimise and manage risks and to defuse stressful situations and aggressive patients – and to have well developed personal stress management techniques – Essential.</p> <p>Demonstrates confidence to work independently and make own judgements – Essential.</p> <p>Demonstrates and leads by example role model with professional attitude and appearance approach – Essential.</p> <p>Demonstrates a high level of numeracy and literacy through written and verbal communication Highly literate and numerate – Essential.</p> <p>Demonstrates willingness to undertake ability to pass Higher Education modules required with development towards specialist practice qualifications at Diploma or MSc level – Essential.</p> <p>Understanding and commitment to equal opportunities – Essential.</p> <p>Demonstrates commitment to clinical review and evidence-based practice – Essential.</p> <p>Demonstrates good self-management, i.e. self-starter, good time management and able to deliver against set objectives – Essential.</p> <p>Demonstrates good negotiating and persuasive advocacy skills – able to develop packages of care for patients – Essential</p>

	<p>Demonstrates good commitment Empowerment and the right to self-determination – Essential</p> <p>Demonstrates strong ability to communicate with people from difference professional backgrounds and at all levels – Essential</p> <p>Demonstrates methodical and systematic approach to working – Essential</p> <p>Committed to ongoing training and development, including mandatory updates as required by the Service – Essential</p>
Experience	Experience of leading and developing a team of clinicians – Essential.
Professional Qualifications	<p>Minimum of two years' post registration qualification as a paramedic/nurse (or equivalent relevant experience equating to 3,500 hours in front line</p> <p>Desirable</p> <p>ambulance or acute or chronic care / Emergency Care or telephone based triage) – Essential.</p> <p>Educated to bachelors degree or equivalent profession experience – Essential.</p> <p>Professional management qualification or equivalent – Essential.</p> <p>Demonstrates evidence of continuous personal/professional development - Essential.</p>