



JOB DESCRIPTION

1. Job Details	
Job Title:	Clinical Safety Navigator
Pay Band:	Band 7
Reports to (Title):	Clinical Advice Manager
Accountable to (Title):	Senior Clinical Operations Manager
Responsible for (Title/s):	Direct line management of Trust's Clinical Supervisors within the EOC Provide Clinical Supervision (only) to all non-clinical EOC staff
Location/ Site/ Base:	Emergency Operations Centre East / West
2. Job Purpose	
<p>The post holder is the designated to a senior clinician to provide oversight of the cases pending dispatch and clinical support within the EOC, thus mitigating risk and improving patient safety.</p> <p>The post holder is responsible for the supervision and first line management of the Trust's Clinical Supervisors working within one of the Trust's Emergency Distribution Centre.</p> <p>As a first line supervisor the post holder will be a focal point for staff; providing advice, guidance, motivation, direction and leadership as well as managing rotas, sickness and welfare issues.</p> <p>Additionally the post holder will fulfil the Clinical Supervisor duties to an expert level and will be responsible for Call Audit, NHS Pathways compliance, performance management and clinical quality and governance issues.</p> <p>To provide clinical supervision and mentoring for the NHS Pathways call triage system and Trust's Emergency Medical Advisors (EMAs) and dispatch staff and functions. This will be supported by completion of the University based mentorship programme.</p> <p>Provide remote clinical triage to appropriate incidents and where applicable provide home management instructions to patients to discharge patients from</p>	

the Trust's care, in line with the NHS Pathways call triage system.

To provide clinical oversight and advice for deployment of specialist resources, remote clinical leadership, information and guidance, where required, to ambulance crews.

Provide a thorough telephone based assessment for patients calling 999 and managed through the NHS Pathways call triage system with unscheduled care and emergency care needs

To provide leadership and decisions relating to capacity and consent in the EOC

Promote and develop the role of Specialist Paramedics & Paramedic Control Practitioner both within the Trust and to external stakeholders

Show holistic, evidence and guidelines based approach to meeting the needs of patients presenting to the Trusts EOCs. Refer patients to an alternative care setting and/or provide home management advice and discharge as appropriate.

3. Role of Department

Include an outline of the role of the department.

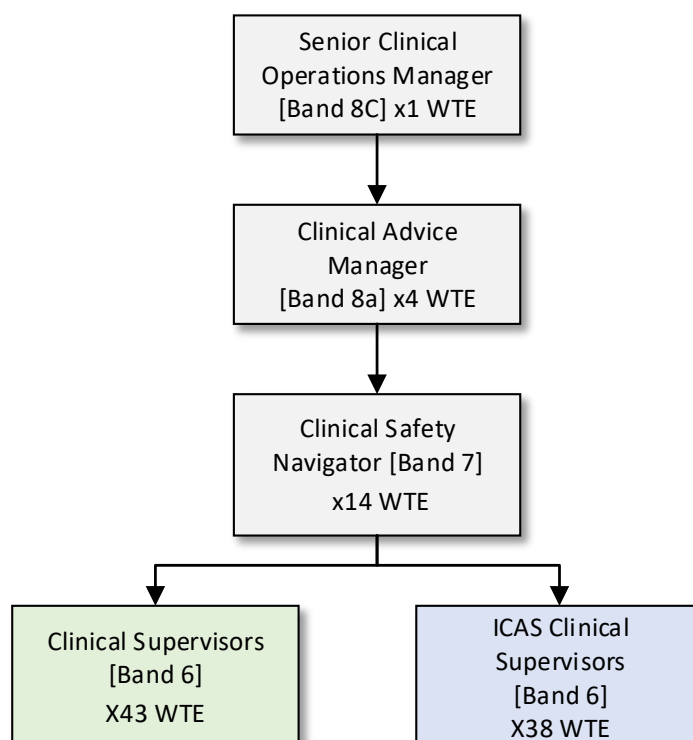
The clinical functions within the Emergency Operations Centre focus resources to support the Trusts Computer Aided dispatch Systems, Clinical Decision Support systems and personnel to:

- Support the receiving of 999 calls into the service and ensuring each call is handled safely, efficiently, qualitatively and appropriately to direct appropriate 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 road crews in the management, conveyance and care for patients.
- Liaising directly with other emergency services 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 Clinical Emergency Operations Functions are included within the full Hear and Treat clinical roles, the developing Integrated 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 below chart demonstrates how the job fits into the rest of the organisation.



5. Duties & Responsibilities

- To carry out the role in maintaining a vigilant oversight of the Trust Computer Aided Dispatch system clinical queues and direct the Emergency Operations Centre Clinical resources as required at that time.
- Utilise the role supporting Clinical Navigator Tools as required to recognise Service surge escalations levels and implement appropriate queue management strategies as required.
- Understand and Implement and support the Service Surge Management Plan elements when and where required
- Make decisions on a daily basis to ensure the smooth running of the Clinical Supervision Desk including management of the Clinical Supervisors team within an Emergency Operations Centre
- In consultation with Clinical Scheduling ensure that all shifts are covered with priority given to times of high demand and patient need.
- Carry out all necessary routine administration duties associated with personnel management, sickness and attendance management and other as required, including: Annual performance reviews for team members – Appraisals, Staff changes forms, Occupational Health referrals Return to work interviews.
- Assist staff with any training or development issues as required;

providing mentoring for staff as required.

- Ensure that all members of staff are regularly briefed on Trust developments, communications and policies and procedures.
- Support the management of clinical governance arrangements for the Clinical Decision Support systems in Emergency Operations Centre use.
- Act-up for the Clinical Advice Manager as 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.
- Ability to cascade information and updates to line reports.
- Monitor training and performance standards of team members and provide staff with feedback from audit.
- Act as first point of contact for any grievance or disciplinary matters ~~in~~ 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 Emergency Operations Centre utilising the Clinical Decision Support systems in Emergency Operations Centre use.
- Provide Home Management Advice: specific symptom management and worsening instructions to patients, utilising the Clinical Decision Support systems in Emergency Operations Centre use to provide safe, consented discharge of patients from the care of the organisation
- Actively manage and prioritise referrals to the Clinical Supervisors utilising the Trust's Computer Aided Dispatch system
- Utilise utilising the Clinical Decision Support systems in Emergency Operations Centre use, ensuring all details received from caller/patient are accurately entered. Any additional notes will be entered accurately in the Computer Aided Dispatch system 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

- Direct liaison with the HEMS desk and clinicians
- Liaison with other emergency services, including Coastguard, Police, Fire, military as required
- Provide additional call taking support at times of high demand for 999, urgent and routine calls
- Provide appropriate remote clinical supervision to clinical and non-clinical staff within the Trust.
- Provide clinical supervision and mentoring for the Emergency Medical Advisors
- Ensure that confidentiality of patients, staff and other aspects of the Trust's business is maintained at all times, in line with information governance legislation and Caldicott principles
- Ensure productivity levels for telephone advice are high, by proactively identifying suitable calls
- Maintain an awareness of mandatory operational and clinical performance standards and the effect on clinical operations
- Liaise with other agencies/disciplines involved in the provision of care and treatment of patients and promote and develop cross trust partnership working, including supporting the development and updating of the Directory of Services
- Maintain required standards of clinical competence and qualifications through continuing professional development. Pathways revalidations
- Demonstrate an understanding and application of evidence based practice
- Undertake other additional clinical skills, which have been formally agreed by the Trust
- Demonstrate a developing ability to process and communicate complex facts, and interprets and acts appropriately on the information with a large degree of autonomy
- 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 (paramedics)
- 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.

- To contribute to a healthy and safe working environment by adhering to health and safety regulations and Trust policies.
- 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, including providing direct clinical care.
- 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 callers/patients when dealing with incidents that do not require an ambulance response; to ensure that the patient/caller understands the advice given and consents/agreed to the treatment plan.
- To deal assist with the investigation of any complaint raised against the clinical desk.
- Assist operational staff members with decision making around Trauma, Stroke and MI Pathways using approved algorithms and pathways.
- To assist with social and clinical care issues such as end of life care, falls prevention referrals.
- Feedback to their individual staff members where performance is falling below the required level. Develop action plans and assist with clinical decision making as required.
- Support field operations clinicians with end of life decision through access to database of Advanced Directives/DNAR's
- Support Emergency Operations Centre through taking an active role in
- Clinical Decision Support Audit through Solution/Trust Call audit approved framework
- Clinical Audit through application of 'Tail Audit' reviews and assurance process
- Clinical Governance
- Clinical Quality Improvement
- Clinical Performance Indicators
- Support Emergency Operations Centre and field operations crews with issues relating to vulnerable adults and children
- Use of appropriate technologies and information management within the Emergency Operations Centre environment, including: Computer Aided Dispatch, Surge Management, voice logging, airwave, active software, networks, resilience, etc.
- Clinical support for Major incident management, command and control
- Understanding Higher performance operations applying System Status Management, unit hour planning, distribution and dispatching
- Supporting the Emergency Control Vehicle and Incident Management function as required
- Any other duties as required to support the delivery of patient care by the Trust

Values

The Post holder will be required to demonstrate compassionate care in their daily work and adopt the 6 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 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.

As a member of the senior leadership team/ management team, the post-holders is expected to take responsibility for embedding equality and diversity in their work and areas of management responsibility. This will include leading on specific E&D related work streams and ensuring that the Trust is compliant with the appropriate equality legislation.

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	Desirable	Assessment
	<i>The essential criteria are those</i>		<ul style="list-style-type: none">• <i>Application</i>

	<i>which the role cannot operate without.</i>		<i>Form (App)</i> • Interview (I) • Assessment (Ass)
Qualifications/ Training What should the candidate have already attained?	e.g. level of education/academic qualifications/ training relevant to job/ statutory or other specialised training achievements/results in previous employment		
Knowledge What particular knowledge should the candidate already have?	e.g. Knowledge of HR systems		
Experience What previous type of experience should the candidate have?	Relevant experience, i.e. NHS/managerial/secretarial NOT length of experience as this may be age discriminatory – specify what the candidate needs to have achieved/experienced in their career instead of over how many years this should have been done.		
Skills What particular skills should the candidate already have?	e.g .ability to communicate sensitive information to patients. e.g. proven experience of project management		
Personal Qualities	E.g. reliability ability to work on his/her own or in a team. e.g. ability to work under pressure NOT a good sense of humour as this cannot be measured		
Other	E.g. ability to travel between sites for work purposes		

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

Date Reviewed:	
Reviewed By:	