



Your Community
Healthcare Providers



FCMS (NW) Ltd JOB DESCRIPTION

Post:	NHS 111 Clinician
Pay:	£22.00 per hour
Hours:	Full Time & Part Time (minimum 16hrs per week)
Accountable to:	111 Clinical Manager
Base:	Newfield House, Vicarage Lane, Blackpool, FY4 4EW

Overview of Role:

The post holder will be responsible for delivering high-quality telephone clinical assessment and advice to callers presenting with a wide range of conditions and complex medical histories. Using professional clinical judgement supported by decision-support software, the role involves identifying appropriate care pathways, providing safe and effective home-care and medication advice, and referring individuals to further clinical care when necessary. Working within a contact centre environment, the post holder will utilise both generalist and specialist skills to assess patients of all ages, offering health information and guidance that empowers individuals to manage their symptoms appropriately and access the right level of care.

Our key expectations are:

- Self-awareness – Living authentically
- Adaptability- Being ready to adjust depending on the situation
- Openness – What you see is what you get
- Positivity with a real sense of being able to strive for the impossible
- Generosity of spirit- Everyday should be an opportunity to act with kindness
- Ability to have fun – Taking the role seriously, whilst being yourself

Our 'Why': To nurture an environment of inspiration, innovation and disruption so this people in our world receive exceptional healthcare for this generation, and the next.

Values: Our organisational culture is very important to us, so it is vital that the successful candidate lives and breathes

complimentary values and behaviours. Our behaviours should be in line with our values which form part of our Company DNA:



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- **Fun:** People rarely succeed unless they are having fun. Happiness is healthy!
- **Awesome:** We aren't here to be average, we're here to be awesome!
- **Humble:** We're here to make a difference to the lives of others, NOT to see how important we can become
- **Brave:** We challenge the norm. We have the courage to get the difficult jobs done
- **Oompf:** We have natural oompf! It's infectious!
- **Go-getting:** We are intuitive to changing needs and respond quickly which we do with energy, ideas, and positivity

Come and be a part of our amazing team!

- ✓ We offer NHS Pension
- ✓ Cycle to Work Scheme
- ✓ Career Development Opportunities
- ✓ Attendance Bonus
- ✓ Staff Benefit Scheme
- ✓ Free Tea & Coffee
- ✓ Eye Care Contributions

Day to Day Duties to include, but not exhaustive:

- To always use professional judgement and, with the support of clinical assessment support software, provide skilled and effective assessment of patients presenting with clinical needs through telephone consultation.
- To bring together, analyze and critically evaluate a range of information during the care process to provide accurate advice and health information to patients to empower and enable them to act upon advice given
- To maintain an up-to-date awareness of current policies and utilise acquired skills in mental health, child protection, medication enquiries and all other aspects of general healthcare
- To liaise effectively between caller and third party in critical situations/areas of concern e.g. child abuse, where information is not consistent or may be a safeguarding concern



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- To identify and use information sources to support and underpin clinical decision-making
- To recognise opportunities for providing health education during the consultation process and to supply such information either in person or by referring to appropriate health care professionals as required
- To apply strong knowledge and competence in computer systems to effectively access shared drives, databases, email platforms, and approved internet resources, ensuring the ability to critically appraise information sources and evaluate their evidence base.
- To refer to other clinical colleagues as necessary for advice, but to maintain accountability and responsibility for decisions made in relation to clinical calls
- To demonstrate the ability to remain focused on service delivery whilst dealing with an unpredictable, diverse and challenging workload
- To adhere to and implement national and local policies and procedures and work within the NMC Code of Professional Conduct and the Health and Care Professions Council (HCPC) and maintain active registration with professional bodies such as HCPC or NMC,
- Successfully complete training on a Clinical decision support system (CDSS) and maintain competence in line with pre-defined competency frameworks.
- To work independently, taking responsibility and accountability for managing own workload, risk assessment and risk management
- To actively participate in clinical supervision to facilitate personal and professional development
- To share and utilise areas of practice with peers and non-clinical colleagues to inform and enhance patient care
- To maintain a healthy and safe work environment for self and colleagues
- To maintain a working knowledge of emergency procedures and escalate issues affecting service delivery as necessary
- To inform senior colleagues of any factors affecting delivery of the service as soon as they arise





- You will be expected to actively participate in the continuous quality improvement audit process, contributing to the development of your own performance and ensuring achievement against agreed delivery targets. You will also take part as a clinical auditor, providing peer-to-peer audit and constructive feedback to support internal audits, drive quality improvements, inform best practice, enhance service delivery, and maintain patient safety.

Communication

- To actively communicate with other staff to assist service delivery
- To actively communicate with other service providers about patient care programs or plans
- Reflect the diversity of needs in the local healthcare community by utilising all available resources to facilitate access to the service where there are barriers to communication and understanding
- To use advanced listening, probing and facilitative skills across a diverse range of calls, some of which can be highly challenging due to emotive circumstances or caller aggression and to use complex communication skills to negotiate (utilising language support services as necessary), and provide support to callers who may be non-compliant with recommended outcomes, emotive, hostile and antagonistic

Education, Training & Development

- To take responsibility and plan for own personal development requirements to meet individual education and developmental needs in line with service requirements
- To support a learning environment in which quality, performance and development can flourish and to contribute to nursing development issues
- To participate in an annual development review (PDP) with the line manager, identify areas of need for professional development to meet service and personal objectives

General duties and Responsibilities

- Enhance own performance through continuously developing own knowledge, skills and behaviours to meet the current and future requirements of the job





- Act within acceptable parameters as an employee, having regard to the applicable 'Code of Conduct for your role and ensuring own practice is in accordance with company policies
- Maintain own CPD and contribute to own personal development by participating in annual appraisal with line manager, developing a PDP, and actively participating in agreed learning activities and evaluating effectiveness of learning in relation to role
- Regularly reviews own practices and makes changes in accordance with current and/or best practice, makes suggestions for improved practice and identifies where other activities affect own practice
- To achieve and demonstrate agreed standards of personal and professional development within agreed timescales
- To contribute positively to the effectiveness and efficiency of the teams in which you will be working with, supporting collaborative working practices and helping to achieve shared goals.
- To contribute to a healthy, safe and secure working environment by adhering to health and safety regulations, policies, procedures and guidance. Take necessary action in relation to risks in the workplace including supporting others to manage risks and reporting incidents as necessary
- To act in ways that support equality and diversity and the rights of individuals, ensuring own practice is in accordance with policies. Identify and act when own or others' action undermines equality and diversity
- To raise concerns around risk, malpractice or wrongdoing at work, which may affect patients, staff or the organisation, at the earliest reasonable opportunity
- The post holder will be required to adapt to and undertake different or new duties in line with professional and service developments This Job Description is intended as a general guidance to the duties and responsibilities of the post and is not, therefore, exhaustive. It will be subject to review, in light of changing circumstances and in consultation with the post-holder

Disability Confident Employer

As users of the disability confident scheme, we guarantee to interview all disabled applicants who meet the minimum criteria for the vacancy

DBS - This post is subject to the Rehabilitation of Offenders Act (Exemption Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service



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(formerly known as CRB) to check for any previous criminal convictions. This will require three forms of valid ID to be produced and verified. The onboarding process is also subject to an Occupational Health check, suitable professional references and eligibility to work in the UK (with the requirement to provide relevant documentation as evidence). *For Driver positions you will also be required to undertake a Driver check.*

PERSON SPECIFICATION

	Essential	Desirable	How identified
Values & behaviours	<p>Commitment to providing service that meets the changing needs of external and/or internal customers</p> <p>Ability to work effectively in a team, providing support and leadership as appropriate, to achieve shared goals</p> <p>Focus on constructive evaluation and challenge of own and team performance</p> <p>Proactive in identifying opportunities for improvement and innovation</p>		
Qualifications	<p>Professional clinical qualification and active registration with relevant regulator, e.g. first-level registered nurse with active NMC registration</p> <p>Paramedic - Health and Care Professions Council (HCPC).</p> <p>Must be educated to degree level in relation to their registered role</p>		
Experience	<p>Evidence of consolidating post qualification practice</p> <p>Post registration experience of 2 years in a primary or acute care setting</p>	<p>Triage/telephone assessment experience</p> <p>Experience of working independently</p>	





	<p>Evidence of commitment to ongoing continual personal and professional development</p>	<p>Knowledge of clinical governance / quality performance</p> <p>Some awareness of issues relating to vulnerable people</p> <p>Evidence of liaising with multidisciplinary agencies both internal and external to the organisation</p>	
<p>Skills & Capabilities</p>	<p>Good patient assessment skills</p> <p>IT literate with good keyboard skills</p> <p>An ability to use personal initiative in working both autonomously and as part of a team within the boundaries of the role</p> <p>Effective communication and negotiation skills</p> <p>Sound clinical decision-making capabilities – ability to demonstrate critical thinking</p> <p>Awareness of accountability in practice</p> <p>Demonstrate interest in and ability to support, coach and mentor others</p> <p>Effective time management and able to prioritise work effectively</p> <p>Commitment to continuous learning</p> <p>Proactively maintain knowledge of current developments in clinical practice.</p>		





	Ability to identify own developmental needs A commitment to the role, with the flexibility and resilience required to work unsocial hours, including 24/7 shift patterns and bank holidays.		
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The organisation is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment. You will be expected to fulfil your mandatory safeguarding training at the level applicable to this role.

We reserve the right to close this vacancy early if we receive sufficient applications for the role. Therefore, if you are interested, please submit your application as early as possible.



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