

<b>JOB DESCRIPTION</b>	
<b>Job title:</b>	Health Advisor
<b>Team/Department:</b>	Care Coordination Centre
<b>Location:</b>	Main place of work as agreed
<b>Hours of work:</b>	As agreed, and in accordance with the contract of employment to include unsociable hours, weekends and bank holidays
<b>Job title the post holder will report to:</b>	Team Manager
<b>Job titles reporting to the post holder:</b>	None applicable
<b>Date the role profile was revised:</b>	September 2023
<p><b>JOB PURPOSE</b></p> <p>You will manage calls from patients and healthcare professionals with urgent and non-urgent healthcare needs, using the Clinical Decision Support System (CDSS) appropriately to direct the patient to the service suitable for their needs.</p> <p>Your ability to deal with a range of different situations calmly and professionally is key to our ability to delivery outstanding patient care.</p>	
<p><b>KEY RESPONSIBILITES AND ACCOUNTABILITIES</b></p> <p><b>Call Handling</b></p> <ul style="list-style-type: none"> <li>• Receive requests for assistance, treatment or care to IUC / NHS 111 contact centre. The requests may be from members of the public, healthcare practitioners or other professionals.</li> <li>• Interact with Individuals using telecommunications. You will answer the calls in an efficient and courteous manner using organisational standards and protocols. This will involve triaging patient calls using the appropriate Clinical Decision Support System (CDSS).</li> <li>• Communicate effectively in a healthcare environment with colleagues as well as callers to the IUC /NHS 111 service. You will need to adjust the way you communicate to fit their knowledge and deal with callers with empathy and understanding. You will accurately record and check or amend details on the call logging computer system.</li> <li>• Direct requests for assistance, care or treatment using protocols or guidelines by signposting patients/ callers to the most appropriate care/service using the Directory of Services where appropriate, guided by CDSS. This includes making judgements around what may or may not be significant changes in a patient’s condition. This may involve recognition and appropriate response to emergency situations.</li> </ul>	

- Support the safeguarding of individuals following local protocols and standards. Relate to others in ways which support rights, inclusion and wellbeing of individuals, supporting individuals to keep themselves safe.
- Contribute to the effectiveness of teams. Work as part of a multidisciplinary team, actively contributing to service improvements where appropriate. Assist new colleagues. Assist in general administrative and clerical duties. Provide cover for sickness, bank holidays, annual leave of other Health Advisors. Work flexibly across sites as required by the service.

### **General Duties**

- Act within the limits of your competence and authority, i.e. work to CDSS competencies and adhere to local protocols and procedures.
- Make sure your actions reduce risks to health and safety by maintaining a tidy office/contact 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 Ulysses or via line manager.
- Comply with legal requirements for maintaining confidentiality by maintaining strict confidentiality of all issues concerned with the service. Adhere to requirements of the Data Protection Act 1984, information governance and Caldicott Principles.
- Foster people's equality, diversity and rights by being proactive against discrimination.

### **Managing Self**

- Make use of supervision. Participate in regular supervision in line with local guidelines in order to continually improve your performance and gain support following difficult calls.
- Develop your own knowledge and practice, which includes reflecting on your practice, and taking opportunities to improve your practice and apply learning in the workplace.
- Ensure personal fitness for work presenting a positive image of self and the organisation. Maintain professional conduct including appearance at all times.
- Developing Others. There is scope to add a CDSS coaching function to this role once you have gained experience and wish to support development of others, which will require additional competencies.
- Undertake coaching or mentoring with new Health Advisors to support them in the IUC / NHS 111 contact centre and their use of CDSS, as requested. This will require additional training to gain accreditation as an NHS Pathway coach or other CDSS equivalent.

## **COMMUNICATION AND KEY WORKING RELATIONSHIPS**

The post holder must be able to demonstrate excellent communication and interpersonal skills at all times, and build and maintain good working relationships with all stakeholders.

## **ENVIRONMENT**

IC24 is a major not for profit Social Enterprise company currently providing innovative primary care services designed to deliver quality and affordability. IC24 is solutions-focused, providing a comprehensive portfolio of services aimed at improving access and reducing the demand on secondary care services by helping to avoid unnecessary admissions and facilitating early discharge.

Going forward, the company is committed to supporting and enabling better integration between health and social care and more effective alliances between partners from different sectors as essential to delivering seamless services. IC24 has considerable experience of working in complex, demographically challenged environments and the Board is keen for the organisation to be proactive in improving standards of care and patient safety, while delivering value for money too in the health economies it which it operates. Critical to this is building strong professional relationships and alliances with third parties; working with them in a way that maximises the benefits of their involvement.

We are proud of our status as an NHS primary care social enterprise, and how we deliver social value to the communities we serve and contribute to the wider NHS plans to deliver carbon 'Net Zero' and sustainability. To find out more on this and to view our Social Impact Report, please click [here](#).

## **HEALTH AND SAFETY**

The post holder will be required to comply with the duties placed on employees of IC24 as set out in the Health and Safety at Work Policy and related procedures. The post holder has a legal obligation to make positive efforts to maintain their own personal safety and that of others by taking reasonable care, carrying out requirements of the law and following recognised codes of practice.

All Colleagues

You have a duty to take care of your own health and safety and that of others who may be affected by your actions at work. You must cooperate with managers and other colleagues to help everyone meet their legal requirements under health and safety law, and not to interfere with or misuse anything that's been provided for your health, safety, or welfare.

#### Managers

You must ensure you know and understand your responsibilities as defined in our health & safety policies and associated guidance documents. You must identify and assess any risks to people, property, or the environment and ensure all colleagues you have responsibility for, are aware of all our health and safety policies, understand issues arising from risk assessments, site inspections etc. and deal with any associated concerns. You must ensure that all accidents or incidents involving colleagues within your responsibility, are properly reported, and investigated and that regular inspections are undertaken and recorded to eliminate potential hazards and minimise risks.

#### Directors

You must ensure that all colleagues and teams within your region and/or department(s), effectively manage health and safety in line with all our health & safety policies and guidance documents.

### **EQUALITY AND DIVERSITY**

IC24 has a Diversity and Inclusion Policy to ensure that no job applicant or employee is discriminated against either directly or indirectly on the grounds of disability, marital status, sex, race, colour, nationality, ethnic or national origin, sexual orientation, age, religion or political opinion, whilst attracting talented recruits and retaining experienced employees.

IC24 is committed to promoting equal opportunities and diversity and will keep under review its policies, procedures, and practices to ensure that, in addition, all users of its services are treated according to their needs.

### **INFORMATION GOVERNANCE**

Information is vitally important for the safe clinical management of patient care and the efficient administration of services and resources, including our workforce. Information Governance is a framework to enable IC24 to handle personal and corporate information appropriately.

It is the responsibility of our entire workforce, regardless of employment status, to ensure they abide by the requirements of Information Governance as set out in the Data Security & Protection Policy.

### **SAFEGUARDING CHILDREN AND VULNERABLE ADULTS**

IC24 is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All colleagues and volunteers are therefore expected to behave in such a

way that supports this commitment. You will be responsible for safeguarding the interests of children and adults who you come into contact during your work. To fulfil these duties, you will be required to attend training and development to recognise the signs and symptoms of abuse or individuals at risk, to follow local and national policy relating to safeguarding practice and to report and act on concerns you may have appropriately.

#### **DISCLOSURE AND BARRING SERVICE CHECKS**

IC24 will require a DBS check for appropriate roles which is a mandatory requirement and a condition of the employment offer.

All posts are assessed on their eligibility for the post holder to be required to undertake a DBS check. For posts that have been assessed as exempt from the provisions of the Rehabilitation of Offenders Act 1974, IC24 will require the post holder to undertake an enhanced DBS check with barred list checks. For posts that have been assessed as being in a position of trust, IC24 will require the post holder to undertake a basic DBS check.

This post has been assessed as requiring an enhanced DBS check with barred list checks.

#### **REHABILITATION OF OFFENDERS ACT 1974**

Some posts have been assessed as being exempt from the provisions of the Rehabilitation of Offenders Act 1974 and in these cases IC24 will require the post holder to disclose all convictions, whether spent or unspent.

This post has been assessed as being exempt from the provisions of the Rehabilitation of Offenders Act 1974. IC24 therefore require the post holder to disclose all convictions, whether spent or unspent.

#### **PERFORMANCE AND DEVELOPMENT REVIEW**

This job description will be used as a basis for conducting an individual Performance and Development Review between the post holder and the manager.

#### **VARIATIONS**

This job description describes the main purpose and key responsibilities and accountabilities of the post. The post holder may be required to undertake any additional duties or responsibilities as may reasonably be required.

This job description is a guide to the nature and main duties of the post as they currently exist, but it is not intended as a wholly comprehensive or permanent schedule and it is not part of the contract of employment.

To reflect changing needs and priorities, some elements of this post may be subject to change and where required, any appropriate communication or consultation with the post holder will be undertaken prior to making any changes.

**PERSON SPECIFICATION**

<b>Requirements</b>	<b>Essential</b>	<b>Desirable</b>	<b>How identified</b>
<b>Qualifications</b>		Educated to GCSE or Functional Skills level and possesses a fundamental level of Maths, English and ICT skills	CV/Application form
<b>Experience</b>	Experience of using a computer	<p>Previous experience working and communicating with the public</p> <p>Previous experience working in a team or with stakeholders across a range of settings</p>	<p>CV/Application form</p> <p>Interview</p> <p>Situational Judgement Test</p>
<b>Key Competencies</b>	<p>Communication Skills</p> <p>Interpersonal Skills</p> <p>Emotional Resilience</p> <p>Professionalism</p> <p>Teamwork</p>		<p>Situational Judgement Test</p> <p>Interview</p>
<b>General</b>	<p>Must be eligible to work in the UK</p> <p>Ability to work unsocial hours including 24/7 shift work and bank holidays</p> <p>Willing and able to participate in competency work-based training</p>		<p>Application Form</p> <p>Interview</p>

Requirements	Essential	Desirable	How identified
	Commitment to Continuous Professional Development (CPD) and lifelong learning		