

# TRANSITIONING TO HEALTH ADVISOR

## 1 EXPRESSION OF INTEREST

Your manager will speak to you to advise you of your options.

Make sure to make it clear that you are interested in progressing into a Health Advisor role.

Bear in mind: expressing an interest does not guarantee a Health Advisor position.



## 2 APPLY AND INTERVIEW

You will be invited to do an electronic Situational Judgement Test (SJT) that will help to assess your suitability for the role.

## 3 TRAVEL

Whilst most of the training will be virtual, you will need to travel to one of our contact centres for the assessment days and supported practice.



## 4 CORE MODULE TRAINING

2.5 weeks of virtual training covering the NHS Pathways system and local policies from home.

Assessment days will need to be completed on site in one of IC24's contact centres located in either Norwich or Ashford.

There are three assessments that must be completed over two weeks.



## 5 SUPPORTED PRACTICE & VIRTUAL GRAD BAY

Continued coaching and elevated audit to facilitate good practice and help build confidence. All grad bay shifts will be between 0800 - 2000. Minimum of 37.5 hours but additional blocks of 20 hours can be granted if needed. Once you're ready to leave Grad Bay, move onto independent practice. Weekly reflection meetings with coach and manager until Core Module Two training.

# THE ROAD TO HEALTH ADVISOR

## Additional Information

### What are the differences between a Health Advisor and a Service Advisor?

The Health Advisor role represents an elevated skill set when compared to that of a Service Advisor. While Health Advisors do engage in assessments akin to those performed by Service Advisors, encompassing dental issues, minor injuries, and prescription inquiries, their responsibilities extend to the assessment of symptoms and concerns stemming from various illnesses and serious injuries. These conditions span a spectrum, ranging from relatively minor ailments, such as the common cold, to potentially life-threatening situations like heart attacks, strokes, and cardiac arrest.

Similar to Service Advisors, Health Advisors are supported by clinicians.



### Where are IC24's contact centres?

There are two contact centres to choose from: contact centres to choose from:

**Ashford**  
Kingston House  
The Long Barrow  
Ashford  
TN24 0GP

**Norwich**  
Reed House  
Peachman Way  
Norwich  
NR7 0WF



### Do I have to come into one of the contact centres for training?

Yes, you do. It is imperative that all Health Advisor assessments be conducted in person on site.

On-site attendance is required at the following times:

- **Week one - 2 days** (for assessments)
- **Week two - 2 days** (for assessments)
- **Week three - 2 days** (for systems training)
- **Week four to five - 37.5 hours.** You must attend an on-site supported practice period for a minimum of 37.5 hours, which must also be completed on site under the guidance of a coach. If sign-off is not achieved at this point, a **further 18.75 hours** on-site with a Coach will be required.

While we are committed to minimizing travel whenever feasible, it is essential to emphasise that NHS Pathways Guidance dictates that specific components of your training and developmental process necessitate on-site participation. you are required to commit to the full training course. Please note - you are required to meet commuting costs associated with attending a contact centre to complete your training.

