

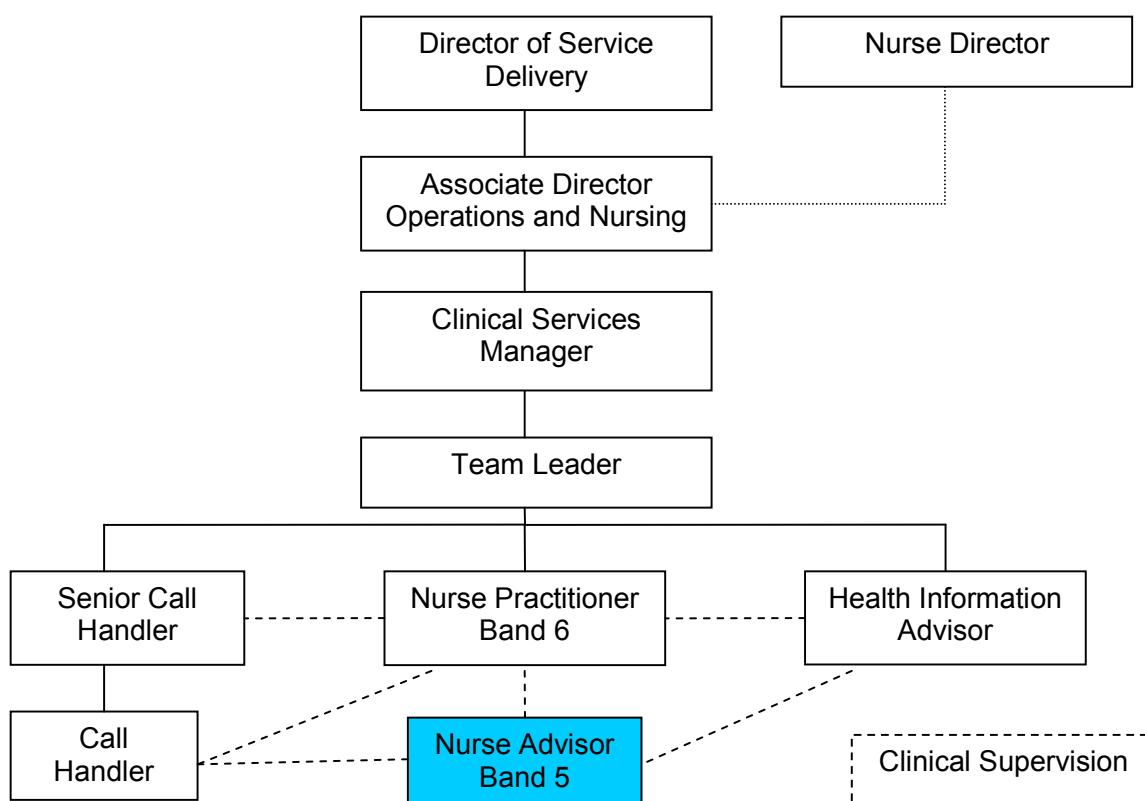
JOB DESCRIPTION

Job Title:	Nurse Advisor
Reporting To:	Team Leader
Department(s)/Location:	Operations & Nursing
Job Reference number (coded):	NA5

1. JOB PURPOSE

- To function as part of a health care team providing a comprehensive telephone triage and clinical assessment service to patients and/or their carers/relatives resulting in a safe and appropriate clinical decision.
- To facilitate the provision of accurate healthcare information, health improvement advice or, where applicable, referral to the appropriate level and location of care, in order to meet the holistic and therapeutic requirements of the patient/carer.
- Works within codes of practice and professional guidelines

2. ORGANISATIONAL POSITION



3. SCOPE AND RANGE

The Nurse Advisor (NA)

- Will work within a health care team consisting of Clinical Service Managers, Team Leader, Nurse Advisors, Call Handlers and Health Information Advisors (HIAs). The composition of this team will vary from shift to shift and Nurse Advisors must be able to communicate effectively and professionally with all staff members.
- As part of a national service, will deal with specific, identified calls following agreed protocols and guidelines, which may be of a diverse nature. Calls may be from a variety of callers, whose cultural, social and emotional diversities require to be acknowledged and taken into consideration during the consultation.
- Will be required to use a multi skilled approach. Whilst using the available technology, the Nurse Advisor will use effective listening and communication skills in order to make clinical decisions, create records and refer to clinical reference literature during the consultation period. Agreed protocols will be used to support clinical decisions.
- Must be able to retrieve and use information regarding healthcare provision in the patient's locality, allowing appropriate care to be accessed where necessary.

4. MAIN DUTIES/RESPONSIBILITIES

- In compliance with the nursing regulatory body ,Nursing and Midwifery Council (NMC), Codes of Conduct and Practice, and within ethical, legislative and organisational frameworks, the NA will work under the clinical supervision of senior nursing staff and will, ensure the privacy of the patient's interests and wellbeing at all times including patient confidentiality.
- The NA is the first clinical point of contact for callers in accessing health care in the out of hours (OOH) periods for all of Scotland. The NA will identify and respond timeously to callers' needs which are Immediately Life Threatening (ILT) and arrange appropriate and safe SAS/SAS and GP attendance, if required.
- Patient triage and assessment is conducted by telephone, this being the only source of patient contact, and with all information regarding the patient being gathered in this way. Nurse Advisors are required to use agreed protocols and policies in conjunction with listening, questioning and probing skills in order to interpret the information obtained and in planning individual patient care.
- During telephone triage and assessment, the Nurse Advisor will synthesise and analyse all relevant information and utilise agreed protocols to come to a differential diagnosis and determine the appropriate referral to both internal and external resources following agreed processes. The Nurse advisor will work within protocols determined by others.
- Following the completion of the call the NA must document the call on the Patient Record Management (PRM) software giving an accurate and concise clinical summary which outlines reasons for call, decisions reached, relevant patient history and onward transmission with timescale given to patient.

- Where referral on to local healthcare services is necessary the NA will make arrangements for the appropriate service e.g. Out of Hours Centre, home visit (by appropriate professional), ambulance, or referral to local A&E Department, by transferring the information received to the relevant service via the appropriate transfer system
- The Nurse Advisor will be expected to maintain collaborative, inter-professional links with colleagues, external healthcare professionals and other agencies.
- Reflect on and contribute to feedback from Partner organisations, using this information as a method to identify areas for Continual Professional and Personal Development (CPD).
- The Nurse Advisor's involvement in lifelong learning will be integral to maintaining and developing practice, utilising CPD, self directed learning, reflective practice, coaching, clinical supervision, performance management in the interests and needs of self and the service.
- The Nurse Advisor will share clinical knowledge with colleagues and may be involved in the delivery of ongoing training, education and support to non-clinical staff.
- Participate in quality improvement through ongoing involvement in Clinical Audit and Call Review.

5. SYSTEMS AND EQUIPMENT

The Nurse Advisor must be able to -

- Maintain accurate computerised patient records using Patient Record Management (PRM) software.
- Use complex telephony systems to handle calls and must be able to operate these systems skilfully to ensure the 'patient journey' is smooth.
- Access clinical referencing sources to obtain information for a patient.
- Use the above systems simultaneously during triage and assessment of the patient and must have the ability to operate the systems while assessing the patient needs.
- Implement knowledge of the systems failure procedures when required.
- Actively participate in identifying Health and Safety risk issues.
- Access and make effective use of the language systems required for people with language or communication barriers e.g. Language Line or Text Talk.

6. DECISIONS AND JUDGEMENTS

The Nurse Advisor

- Is required to reach clinically appropriate decisions based on information received , in addition to following agreed clinical protocols, clinical and operational processes and appropriately utilising clinical decision support software. Support and assistance is available from senior clinicians and should always be requested for anything outwith protocol guidance.
- Is responsible, and therefore accountable, for their decisions made relating directly to patient care requirements, following telephone triage and clinical assessment.
- Will identify and respond timeously to caller's needs which are Immediately Life Threatening (ILT) and arrange appropriate SAS/Dual Response, based on availability, location and timeframes.
- Will, from the information received via the telephone from the patient, assess patient needs using agreed protocols and guidance, and reach a safe and effective decision regarding the appropriate level of care required. In some cases, this information will be restricted and the decision must be based on minimal information from the caller.
- Must, where the caller is hostile or in an emotive or uncooperative state, and refusing to comply with advice which the Nurse Advisor believes to be crucial to the patient's health/wellbeing, be aware of current procedures/responsibilities relating to his/her Duty of Care.
- Will make a clinical decision using agreed protocols and evidence based practice. The Nurse Advisor will then decide on the appropriate level of care ,obtain the agreement of the patient to act on healthcare advice given or to access appropriate level of care.
- Will make all arrangements for the patient to be further examined/treated by the particular care provider, should onward referral be required. For example they will contact OOH services giving all relevant details using computerised information links and/or verbally, by telephone.
- Will act as the patient advocate during the triage and assessment process, identifying potential risk factors for patients, their carers and others e.g. potential violent situations, child protection issues or mental welfare issues. Identified risk factors will be referred to the appropriate service through agreed NHS 24 procedures.

7. COMMUNICATIONS AND RELATIONSHIPS

In order to successfully achieve a smooth patient journey, with the safe and desired outcome the Nurse Advisor will -

- Communicate with patients professionally and sensitively whilst making clinical decisions from information given and by following agreed protocols. Obtain agreement from the patient on the level of care reached. Respect patient confidentiality
- Facilitate and ensure patient understanding of advice and disposition prior to conclusion of telephone consultation

- receive complex and sensitive information, where persuasive, negotiating, empathetic or reassurance skills may be required.
- Control and de-escalate situations which might prevent a safe and effective consultation such as The aggressive patient. ,
- Deal with other barriers to effective communication such as patients with special needs e.g. sensory impairment.
- Facilitate the consultation process, using appropriate inter-personal skills demonstrating empathy and understanding.
- Will participate in regular, formal and informal communications with team members and other members service e.g.
- Communicate sensitive information concerning patient's medical condition.
 - Internal – Clinical and Service Delivery Directorates
 - External - Emergency and Out of Hours Services

8. PHYSICAL DEMANDS OF THE JOB

- The Nurse Advisor is required to use a VDU and wear a telephone headset for the whole of their shift and is restricted to their personal workspace for most of the shift.
- Concentration is required for the majority of the shift while dealing with patient triage and assessment. The Nurse Advisor will work within agreed protocols which will define the type of calls the Nurse advisor will deal with.
- Given the diversity and complexity of patient needs, sustained concentration is required during all stages of the telephone triage and assessment processes.
- The Nurse Advisor may have to deal with occasional exposure to distressing or emotional circumstances
- Occasional exposure to verbal aggression may be experienced
- Communicating with anxious patients/callers

9. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

The Nurse Advisor is required to

- Deal with high call volumes (within defined protocols) at peak periods. Frequently, the Nurse advisor will move from one call to the next with virtually no gap between. Due to the high call volumes at times, the Nurse Advisor may feel isolated, when all colleagues are occupied, and interaction with others is limited.

- work predominantly in the out of hours period, work unsocial shift patterns and public holidays.

10. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

- Registered General Nurse
- Minimum of 2 years post registration experience..
- Evidence of developing critical decision making skills.
- Evidence of excellent communication and interpersonal skills.
- Experience of unscheduled care would be an advantage.
- Educated to diploma/degree level or equivalent preferable.
- IT skills must be acquired /developed during the in-house training period to allow a clear understanding and skilled use of the functionality of the specialised software systems.
- Successful completion of induction training programme and attainment of specified competencies is essential.

11. JOB DESCRIPTION AGREEMENT

A separate job description will need to be signed off by each jobholder to whom the job description applies.

Job Holder's Signature:

Date:

Head of Department Signature:

Date: