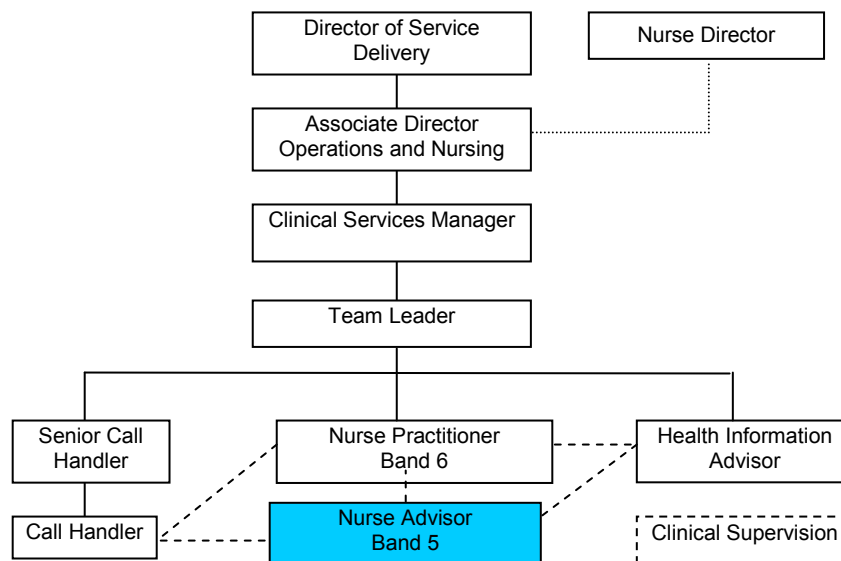


POSITION OVERVIEW

The Nurse Advisor will function as part of the Healthcare Team within NHS 24, providing a comprehensive telephone triage and clinical assessment service to patients and/or their carers/relatives resulting in a safe and appropriate clinical decision.

Working within codes of practice and professional guidelines you will 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.

ORGANISATION CHART


On completion of an educationally-focused, competency based Induction training programme, the Nurse Advisor will meet the following objectives.

PROFESSIONAL AND ETHICAL PRACTICE

- Comply with the Nursing and Midwifery Council (NMC) Codes of Conduct and Practice and work within ethical, legislative and organisational frameworks
- Demonstrate an awareness of where personal objectives fit with organisational goals
- Demonstrate awareness of own limitations and appropriate escalation processes

Within 3 Months

- Articulate NHS 24's Clinical and Operational processes and use these appropriately
- Demonstrates self-confidence in communications by effective listening and questioning techniques, decision making and referrals.
- Retrieve and use information regarding healthcare provision in the patient's locality allowing appropriate care to be accessed where necessary
- Deliver safe and efficient information to Partners and Patients
- Demonstrate efficiency and effectiveness through the Call Consultation Review Process
- Demonstrate competence in appropriate triage and clinical assessment and referral to other clinical colleagues
- Demonstrates appropriate use of agreed protocols and guidelines

Consolidation of 3 month objectives and achievement of competence to facilitate movement to the next stage

Within 6 Months

- Thorough and sound knowledge of NHS 24 Clinical and Operational processes
- Continual improvement can be demonstrated

CARE DELIVERY

Within 3 Months

- Make safe, effective clinical decisions utilising agreed protocols and guidelines
- Demonstrates the ability to carry out triage and clinical assessment utilising agreed protocols and guidelines
- Accurately interpret, collate and analyse complex and multi-variable situations and contacts appropriate person when required
- Show self-control when working under pressure
- Assert own view without becoming aggressive or putting others down
- Demonstrate flexibility and readily adapt to changes in day-to-day work situations
- Articulate information and ideas clearly and in a logical sequence
- Respond to questions with accurate and complete information
- Respond in a positive manner to callers' needs
- Demonstrate good call control techniques
- Demonstrate good active listening
- Seek and capture accurate and relevant information about the patient

Within 6 Months

- Fully operational in priority triage and clinical assessment utilising agreed protocol and guidelines

Within 12 Months

- Thoroughly interpret, collate and analyse complex and multi-variable situations and contact appropriate person when required
- Introduced to Coaching Skills (moved from 6 months)

CARE MANAGEMENT

Within 3 Months

- Demonstration of good working knowledge and competence in the navigation of the Decision Support Software and all frontline applications
- Document/record patient information accurately
- Record and transfer patient information for Partners appropriately
- Ensure two-way consent is obtained where required

Within 6 Months

- Participate in quality improvement through ongoing involvement in Clinical Audit and Call Review

PERSONAL AND PROFESSIONAL DEVELOPMENT

- Ensure practice is up-to-date and evidence based utilising best practice
- Always works within new legislative and operational guidelines
- Display self reflective learning by regularly reviewing daily progress

Within 3 Months

- Regularly and consistently reflect on own calls
- Input and take support from colleague network/team
- Seek feedback from others to continually improve own performance

Within 9-12 Months

- Seek to develop own role into such areas as Mentoring/Coaching of non-clinical staff as well as Continuous Professional Development

KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED FOR THE ROLE

- 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 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

The Nurse Advisor must be able to constructively give/receive support within a team based environment and work within codes of practice and professional guidelines.