

**EAST MIDLANDS AMBULANCE SERVICE NHS TRUST
Role Description (EOC Clinical Hub – Clinical Advisor)**

Job Title	EOC Clinical Hub – Clinical Advisor
Accountability	EOC Clinical Workforce Managers
Review Date	This job description is subject to periodic revision following discussion with the post holder.

Job purpose:

The post holder will be responsible for the remote assessment of health and clinical needs, utilising professional clinical judgement, supported by decision support software. This requires specialist consultation skills as a clinician to ensure that the patient receives the most appropriate care from us.

As a Clinical Advisor you will need to be able to demonstrate the following key skills:

- Excellent interpersonal and communication skills.
- Work with a variety of clinical specialists to ensure safe clinical processes for patients.
- The ability to make quick safe clinical decisions under pressure.
- Undertake referrals to internal and external clinicians.

This job description is not intended to be exhaustive; the duties and responsibilities may therefore vary over time according to the changing needs of the service.

Main responsibilities:

1. To work as an autonomous practitioner, within their scope of practice, providing patients with complex needs, high quality clinical telephone consultation using knowledge, skills, critical thinking, and professional judgement supported by clinical assessment software.
2. To apply critical analysis to the synthesis of complex information during the care process to provide accurate advice and health information to patients to empower and enable them to act upon advice given.
3. Current awareness of policies and utilisation of acquired skills in mental health, child protection, medication enquiries and all other aspects of general healthcare.
4. Liaises effectively between caller and third party in critical situations/areas of concern e.g., child abuse, where information is not consistent or may be disputed.
5. Identify and use information sources to support and underpin clinical decision-making and to be able to accurately document telephone consultation notes in a timely fashion within the software programme, to allow for suitable emergency referral and intervention.
6. Recognises opportunities for and provides health education during the consultation process, referring to appropriate health care professionals as required.
7. Use critical thinking skills to support EOC and CAT colleagues in decision-making processes on complex/sensitive scenarios resulting in a safe service user outcome.
8. Knowledge and competence in computer skills, to access “drives”, databases, email, and approved internet resources and critically appraise sources of information and their evidence base.
9. Refers to peers or colleagues as necessary for advice but maintains accountability and responsibility for decisions made in relation to clinical calls.
10. Will undertake pre-planned and routine work as necessary.
11. Attends any mandatory training courses the Trust deems necessary.
12. The ability to remain focused on service delivery when the workload is unpredictable, diverse, and challenging.
13. To actively participate in clinical supervision to facilitate personal and professional development.

14. To act as a clinical resource for non- medical staff.
15. To share and utilise areas of specialist practice with peers and colleagues to inform and enhance patient care.
16. To maintain a healthy and safe work environment for self and colleagues.
17. To maintain a working knowledge of emergency procedures and to escalate to senior colleague's, issues affecting service delivery, as necessary.
18. To support line management through undertaking additional delegated administrative tasks when required to support effective service delivery.
19. To attend and contribute to meetings and specialist interest groups to support service development as required.

Communication

20. To actively communicate with control staff, service providers and service users to ensure continued service delivery.
21. To be able to communicate effectively using all communication delivery methods i.e., email, telephone/video etc.
22. Reflect the diversity of needs in the local healthcare community by utilising all available resources to facilitate access to a range of service's where there may be barriers to communication and understanding.
23. To utilise advanced listening, probing and facilitative skills across a diverse range of calls, some of which will contain highly complex, sensitive and contentious information.
24. Utilises complex communication skills to negotiate with, and provide support to, callers who may be emotive, hostile, antagonistic or non-compliant with recommended outcomes. This may include using translation services where language is a significant barrier to communication.

Knowledge training and experience

25. HCPC Registered Paramedic and/or NMC Registered Nurse with 3 years post registration clinical experience of which 2 years must be in an emergency care or telephone assessment setting.
26. On an annual basis participate in a personal development review (PDR) and with the line manager, identify areas of need for professional development to meet service and personal objectives.

27. To regularly train and supervise staff, on completion of appropriate accredited training, in relation to clinical practice within the specialism and to maintain an up-to-date knowledge of current practice.

28. To be able to understand a range of work practices including AMPDS, PaCCS and Directory of Services (DoS) whilst working in an environment where the workload is not routine and requires a high degree of problem-solving skills.

Analytical and judgemental skills

29. To apply critical analysis to a range of situations that will include highly complex information and situation that could be multi-faceted.

30. To undertake a detailed assessment process of the information provided, to analyse that information, provide safe and accurate advice and, where appropriate, provide health information to patients to empower and enable them to act on the advice given.

Planning and organisation skills

31. Monitor the CSD/CAD stack on a shift-by-shift basis and to provide a timely call back to patients who are deemed appropriate.

32. To react to any requests made by the on-duty Navigator or any other appropriate person.

Physical Skills

33. To become proficient, through training and practice, in the use of a number of pieces of equipment including keyboard, mouse, iPad and monitors.

Responsibilities for patient client care

34. To provide specialist advice to patients through remote consultation and the use of triage tools such as PaCCS.

35. To provide advice to patients/relatives on alternative pathways or advice on alternative transport options to ED.

Responsibilities for policy and service development implementation

36. The post holder must always carry out his/her responsibilities with due regard and adherence to EMAS policies and Standard operating procedures.

37. To keep informed and abreast of current trends and developments within the service.

38. To occasionally provide feedback on policies that affect their own work area.

Responsibilities for physical resources

39. The post holder is responsible for the day-to-day care of equipment and resources used in course of work and is responsible for reporting of any failures through normal EMAS procedures.

Responsibilities for information resources

40. To receive information from patients and others and to accurately record this information using approved EMAS processes.

Responsibilities for development

41. To facilitate and actively participate in the continuous quality improvement audit process on a peer-to-peer basis, to develop individual performance and achieve against set delivery targets.

42. To work with the management team to contribute to the development and delivery of the service.

43. Participates in and proposes internal audits and research quality improvements to inform practice and improve service delivery, as negotiated through line managers.

Freedom to act

44. Works within national and local policies, procedures and your professional codes of conduct (HCPC/ NMC).

45. To act independently within the constraints of professional, organisational and health policies and structures.

46. Works independently and is responsible and accountable for managing own workload, risk assessment and risk management.

47. To be professionally accountable for the clinical judgement that is utilised during the telephone consultation.

Physical effort

48. A combination of sitting and standing at a desk whilst using equipment e.g., a headset. There may be an infrequent requirement to respond to any medical event that may occur in your working environment.

Mental effort

49. The post holder will require a high level of concentration whilst using the provided equipment and listening and talking to patients and relatives during their assessments. This is because the day-to-day workload is unpredictable as the post holder will have to deal with a range of different types of patients.

Emotional effort

50. The post holder will be exposed to multiple highly distressing and emotional incidents daily. They will be expected to use their knowledge, experience, and communication skills to de-escalate these incidents to provide the best possible care for patients.

Confidentiality

51. In the course of your employment, you will have access to confidential information relating to EMAS business. You are required to exercise due consideration in the way you use such information and should not act in any way, which might be prejudicial to EMAS interests. Information, which may be included in the category, which requires extra consideration covers both access and to the general business of EMAS and information regarding individuals. If you are in any doubt regarding the use of information in the pursuit of your duties, you should seek advice from your manager before communicating such information to any third party.

Data Protection

52. EMAS is registered under the Data Protection Act 1984. You must not at any time use the personal data held by EMAS for a purpose not described in the Register entry or disclose such data to a third party. If you are in any doubt regarding what you should or should not do in connection with the Data Protection Act, then you must contact the Director of ICT.

Health & Safety

53. Employees must be aware of the responsibility placed on them under the Health and Safety at Work Act (1974) to maintain a healthy and safe working environment for both staff and visitors. Employees also have a duty to observe obligation under the EMAS and departmental Health and Safety policies, and to maintain awareness of safe practices and assessment of risk.

Financial Regulations

54. All staff are responsible for security of the property of EMAS, avoiding loss or damage of property, and being economical and efficient in the use of resources. Staff should conform to the requirements of the standing Orders, Standing Financial Instructions and other financial procedures

including the Code of Conduct and Accountability and the Fraud and Corruption Policy.

Clinical Assessors are always required to safeguard the health and wellbeing of children and vulnerable adults. They must be familiar with, and adhere to, the appropriate organisational Safeguarding policies and work within national and local policies.

The duties and responsibilities of the post will be undertaken in accordance with the policies, procedures and practices of the Trust, which may be amended from time to time.

Patient Safety is a key priority for the Trust. It is your responsibility to ensure that you are fully compliant with EMAS policies and procedures in respect of patient safety, for example Risk Management, Infection Prevention and Control, Safeguarding children and vulnerable adults.

This job description is not intended to be an exhaustive list of duties and responsibilities, but to give an indication of the main areas of activity and involvement.

Communications and Working Relationships:

Internal

- Director of Operations
- Assistant Director of Operations
- Emergency Operations Centre Management team
 - Head of EOC
 - Head of Clinical Services
 - EOC Senior Managers
 - EOC Senior Clinical Leaders
 - EOC Clinical Workforce Managers
 - EOC Commander
 - Mental Health Specialists
 - Duty Managers
 - Dispatch Officers
 - Emergency Medical Dispatchers
- Divisional Quality Team
 - Medical Directorate
 - Divisional Senior Managers (Quality)
 - Divisional Senior Clinical Leaders
- Staff
- Support Functions (e.g., Finance, Human Resources, IT)
- Resource Management Centre

External

- Acute Trusts
- Local Providers both Public and Private bodies
- Local Authority including social services
- Local Resilience Forums
- Other Emergency Services

Job Description Agreement:

Job Holder's Signature:

Date:

Line Manager's Signature:

Date:

Job Title: