

Job Title:	Triage Clinician - Band 5
Reports to (job title):	Clinical Lead
Line Manager to:	N/A

Job purpose

At HCRG Care Group, our approach to delivering healthcare services is innovative, refreshing and above all caring. We are committed to putting patient care first and we are looking for dedicated professionals who share our values and our passion for delivering quality care.

This is an exciting time to join our established clinical triage team based from our care coordination centre (CCC) in Pease down St John. The clinical triage team is responsible for initial triage over the telephone using a range of clinical systems. This team is expanding due to the development of our virtual ward service which will further underpin our commitment to admission avoidance within BaNES. The successful candidate will play a crucial role in managing referrals to this service and other community teams through highly efficient triage by understand in detail the patient's healthcare needs.

This role would suit somebody with knowledge of both urgent care and community-based services. Telephone based triage experience is not mandatory and full training will be given by a well-established supportive team. Your experience and knowledge however, of urgent and community services will stand you in good stead to manage admission avoidance, hospital discharges through timely responsive referrals into community services, ensuring patients receive the care required. Many of our calls are urgent in nature and require an immediate decisive response but we also triage routine referrals. You will work with a range of community services such as district nurses, reablement services and our newly established hospital at home service to provide.

Base

BaNES Care Coordination, Unit 2, Bath Business Park, Roman Way, Peasedown St John, BA2 8SG

Key responsibilities

This list is intended to summerise the key responsibilities and is not intended to cover every task that may be required of the role.

- Work in accordance with the organisation's values and behaviours.
- Triage referrals by telephone, electronic system, or email, from health professionals and other partner organisations, service users, carers and relatives, and direct these referrals to the relevant professionals, completing electronic referrals.

- Act as a clinical resource for care coordinators, providing leadership, support/supervision and advice as required.
- For routine and straight forward referrals you will gather information required to determine the most appropriate care pathway and acuity. Identify the patient's suitability to remain in the community or need to transfer to a community hospital, or into an acute setting.
- With support from Band 6/7 triage complex referrals and those requiring immediate response (UCR/Hospital at Home). Identify appropriate care pathway and identify risk factors and resolutions to support patient in most appropriate environment.
- Triage, prioritise and facilitate referrals, liaising with other professionals, following their advice to ensure clinically safe and effective pathways.
- Utilise knowledge of the organisation and community Directory of Service to signpost referrals appropriately, aiding a seamless service for both Patients and professionals.
- Depending on experience, provide prompt triage with sound clinical reasoning of Urgent Care Response (UCR) referrals, to assist in meeting the identified 2 hr response time between referral and assessment for patients in a period of crisis.
- The role will require you to use clinical reasoning skills and knowledge of evidenced-based practice to inform the appropriate intervention.
- Work co-operatively with services across Bath and North East Somerset (BaNES), building professional relationships to allow bi-directional feedback, promotion of integrated Health, Social and Well-being services, to provide holistic care to patients.
- With support of band 6/7 use analytical/problem solving techniques to understand the causes of declining health and social situations. Find solutions based on limited information and use evaluation, judgement and interpretation to select the best course of action, problem solving around capacity and demand.
- Identify blocks in service provision, providing pro-active and problem solving approach to evolve services promoting a Patient-Centred approach to care.
- Use excellent communication skills to share information across professional and organisational boundaries, in line with Information Governance policies and procedures. This will involve managing complex and sensitive situations, ensuring patient confidentiality.
- To understand and apply knowledge of multiple clinical systems to enable appropriate documentation of clinical records.
- Maintain accurate systematic documentation of Patient/Health Professional interactions/advice provided, including adverse events, child protection and vulnerable adult issues as appropriate.
- Handle calls, referrals and ad-hoc requests and record information in line with local Standard Operating Procedures such as 4 Steps call quality tool and SBAR communication tool.

- Attend and contribute to multi-disciplinary/multiagency team meetings.
- Comply with Local and National Policies along with Nursing and Midwifery Council advisory Documents and AHP
- Demonstrate a flexible approach to work and the ability to work across 7 days, between the hours of 08:00 – 20:00
- Be aware of all shifts and raise any concerns and/or issues with CCC managers.
- Be logged in to all relevant systems and ready to start work at scheduled shift start time.
- Support administrators with clinical expertise at all times, assisting in the development of nonclinical staff to promote understanding of health conditions and clinical pathways as appropriate.
- Follow schedule set out for lunch and rest breaks
- Raise any issues and training requirements with your line manager or the CCC managers.
- Prioritise own workload where appropriate.
- Ensure all information recorded on any / all systems is factual and accurate
- Report any clinical incidents and complaints in line with relevant policies
- Report any issues with estates, telephony and technology in a timely manner
- Ensure Mandatory training is kept up to date and identify, discuss additional learning needs/requests with your line manager.
- Treat all colleagues and customers with respect and in line with HCRG Care Group's values (see below).

Our values

Our values are our moral compass and core to our DNA. They underpin the way we deliver our services and treat those who use our services.

To many organisations values are just words which don't translate into reality of the day to day but our values flow through everything that we do, they define who we are, what we stand for and set the expectations of our colleagues, communities, customers and partners. They have been defined by our colleagues and have been integral to our journey so far and will be integral to our future as well.

We have three values which help us stand out from the crowd, not just because there's only three, but because they are unique to who we are. We care, we think, and we do.

Care Think Do

- Inspire • Challenge •
- Understand • Improve •
- Communicate • Learn •

Accountability

Involve

Resilience

Confidentiality and Information Security

As our employee you will be required to uphold the confidentiality of all records held by the company, whether patients/service records or corporate information. This duty lasts indefinitely and will continue after you leave the company's employment.

All information which identifies living individuals in whatever form (paper/pictures, electronic data/images or voice) is covered by the 2018 Data Protection Act and should be managed in accordance with this legislation. This and all other information must be held in line with NHS national standards including the Records Management: NHS Code of Practice , NHS Constitution and HSCIC Code of Practice on Confidential Information and should only be accessed or disclosed lawfully. Monitoring of compliance will be undertaken by the Company. Failure to adhere to Information Governance policies and procedures may result in disciplinary action and, where applicable, criminal prosecution.

Information governance responsibilities

You are responsible for the following key aspects of Information Governance (not an exhaustive list):

- Completion of annual information governance training
- Reading applicable policies and procedures
- Understanding key responsibilities outlined in the Information Governance acceptable usage policies and procedures including NHS mandated encryption requirements
- Ensuring the security and confidentiality of all records and personal information assets
- Maintaining timely and accurate record keeping and where appropriate, in accordance with professional guidelines
- Only using email accounts authorised by us. These should be used in accordance with the Sending and Transferring Information Securely Procedures and Acceptable Use Policies.
- Reporting information governance incidents and near misses on CIRIS or to the appropriate person e.g. line manager, Head of Information Governance, Information Security Lead
- Adherence to the clear desk/screen policy

- Only using approved equipment for conducting business

Governance

Clinical governance is a framework through which organisations delivering health and care services are accountable to continuously improving the quality of their services and safeguarding high standards of care by creating an environment in which clinical and other forms of care flourishes. Employees must be aware that clinical governance places a duty on all staff to ensure that the level of care services they deliver to patients is safe and high quality, and that they follow/comply with our policies and procedures.

Registered Health Professional

All staff who are a member of a professional body must comply with standards of professional practice/conduct. It is the post holder's responsibility to ensure they are both familiar with and adhere to these requirements.

Risk Management/Health & Safety

The post holder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the company. Staff are required to observe the Hygiene Code and demonstrate good infection control and hand hygiene.

Employees must be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for other employees, patients and visitors. It is essential to observe strict fire and security precautions at all times.

All staff must report accidents, incidents and near misses so that the company can learn from them and improve safety.

Safeguarding Children and Vulnerable Adults Responsibility

We are committed to safeguarding and promoting the welfare of children and adults at risk of harm and expects all employees to share this commitment.

Policies and Procedures

All colleagues must comply with the Company Policies and Procedures which can be found on the company intranet.

General

We are committed to serving our community. We aim to make our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so.

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will recognise the commitment from our staff to meeting the needs of our patients.

The company recognises a “non-smoking” policy. Employees are not able to smoke anywhere within the premises or when outside on official business.

Equal Opportunities It is the company’s intention to be an employer of choice and ensure that no job applicants or employees are unfairly disadvantaged on the grounds of gender, disability, race, ethnic origin, colour, age, sexual orientation, religion or belief, trade union membership or any other factors that are not relevant to their capability or potential. To this end, the company has an Equality and Diversity policy and it is the responsibility of each employee to contribute to its success.

Flexibility Statement

This job description is not exhaustive and may change as the post develops or changes to align with service needs. Any such changes will be discussed directly between the post holder and their line manager.

Personal Specification

Essential

- Qualified Nurse (DipHE, BSC), Occupational therapist or Physiotherapist or paramedic
- Evidence of Continuing Professional Development.
- 18 months post graduation experience .
- Excellent communication skills.
- Range of clinical experience in Urgent Care and Community.
- IT literate; familiar with Windows applications and Microsoft Office. Ability to learn and use a range of clinical systems IT packages.
- Able to convey information in a clear, concise, warm and professional manner.
- Ability to work as part of a team and liaise with people of all levels.
- Ability to assess risk and operate with appropriate discretion.
- Strong organisational abilities.
- The skills and drive to support delivery of a quality service and engage in the process of change.

Desirable

- Knowledge of national rules for NHS data capture (e.g. Referral to Treatment).
- Professional telephone experience.
- Experience working to targets.
- Knowledge of local services.
- Experience of person-centred planning.
- Leadership skills.
- Experience of change management and transformation.

Employee signature

Manager signature
