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| Job Title:              | Clinical Triage Practitioner |
| Reports to (job title): | Clinical Triage Lead         |
| Line Manager to:        | N/A                          |

Clinical Triage Practitioner - Band 6

## Job purpose

The postholder will provide expert telephone-based clinical triage within the Community Health Single Point of Access (SPA), supporting safe, timely and effective coordination of care across community health pathways. Working as an autonomous practitioner within the multidisciplinary team, they will use their clinical knowledge and understanding of urgent and community services to assess, prioritise and direct referrals, ensuring that individuals receive the right care and support at the right time.

A key part of the role is promoting admission avoidance and facilitating safe discharge by coordinating responsive referrals into community services. The postholder will also play a vital role in navigating patients through the wider system, offering high-quality signposting to VCSE organisations and community resources that empower people to remain well and independent at home wherever possible.

They will deliver clinical assessments and apply diagnostic reasoning to provide treatment, care or referral advice in line with agreed pathways while contributing to a fully integrated approach to care across the health and social care system. The postholder will work a variety of shifts across extended hours to ensure the SPA remains responsive to health and social care professionals.

## Base

Hybrid working across BSW Single Point of Access Locations and home.

## Key responsibilities

### Clinical Triage & Assessment

- Undertake telephone and digital triage of referrals received from professionals, patients, relatives and carers.

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- Conduct autonomous clinical assessments, applying clinical reasoning, evidence-based practice and diagnostic decision-making within agreed pathways.
- Lead on determining the most appropriate care pathway, including admission avoidance, suitability for community services, community hospital transfer or escalation to acute care.
- Use advanced analytical and problem-solving skills to identify causes of deterioration, risk, or complexity and determine safe next steps.
- Triage patients under interim care packages where new needs are identified.
- Promote wellbeing, self-management and VCSE (third-sector) services to help people remain well at home.

## Navigation, Referral & Care Coordination

- Direct referrals to appropriate professionals or services using expert knowledge of HCRG Care Group services and the Directory of Services (DOS).
- Facilitate timely referral to support admission avoidance and safe early discharge.
- Provide safe, effective and prompt triage in line with service KPIs, national guidance and local requirements.
- Document clinical findings, actions and safety-netting advice accurately on clinical systems.
- Identify and action safeguarding concerns, adverse events and notifiable issues in line with policy.

## Professional Practice & Autonomous Decision-Making

- Work as an autonomous clinician within scope of practice, recognising own limitations and escalating when required.
- Liaise with clinical colleagues to agree the most appropriate treatment plan based on clinical need.
- Maintain up-to-date clinical knowledge, follow clinical guidelines (e.g., NEWS, PEWS, sepsis tools) and adhere to organisational pathways.
- Act as a clinical resource to wider SPA colleagues, offering guidance, informal teaching and support as required.

## Communication, Information Sharing & Relationships

- Communicate with empathy and sensitivity with patients, carers, families and professionals.

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- Use effective navigation and communication skills to share information across organisational and professional boundaries, including VCSE referrals, in line with IG/GDPR.
- Provide clinical advice to non-clinical SPA staff to support safe triage and enhance understanding of clinical pathways.
- Remain available for urgent clinical queries to ensure clinically safe and timely triage decisions.
- Maintain effective communication within the SPA team through handovers, meetings and virtual channels.

## Quality, Safety & Governance

- Report incidents, concerns and complaints promptly, escalating high-risk events without delay.
- Support and contribute to Datix investigations and embed learning into practice.
- Participate in audits and complete audit responsibilities assigned to the role.
- Ensure all clinical records and system entries are accurate, factual and meet documentation standards.
- Work within performance, quality and CQC frameworks for regulated activity standards.
- Act as a named champion for designated service areas, attending meetings and sharing learning.

## Personal Development & Clinical Competence

- Participate in the annual appraisal process, setting and reviewing professional objectives.
- Engage in clinical supervision, peer support and reflective practice as required under HCRG policy.
- Maintain professional registration (i.e. NMC/HPC) and complete mandatory training.
- Identify and address learning needs with your line manager.
- Act as a point of escalation during shifts in the absence of the Clinical Triage Team Lead, when appropriate and within scope of practice.

## Teamworking & Service Support

- Provide day-to-day support to the SPA team, ensuring effective operational flow.
- Share responsibility for care of equipment and contribute to efficient service delivery.
- Attend team meetings, MDTs and multi-agency forums to contribute clinical insight and progress agreed actions or workstreams relating to onward referrals.

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- Assist with data gathering, analysis, reporting and making recommendations to improve care pathways.

## 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.

### CareThinkDo

- Inspire • Challenge •
- Communicate •

- Accountability e Understand •
- Learn • Resilience

- Improve • Involve

## 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

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- 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 CIR'S 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.

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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.

In accordance with Section 11 of the Children Act (2004) and Department of Health guidance 'No secrets' (2000): HCRG is committed to safeguarding and promoting the welfare of Children, Young People and Vulnerable Adults. All staff working with these groups are expected to share a commitment to this. You will be expected to promptly report any concerns relating to the safeguarding of children, young people and / or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, HCRG's internal processes for protecting the public will be followed, alongside implementation of the Disciplinary Procedure where appropriate

## Policies and Procedures

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

## Infection Control

HCRG is committed to reducing the risk of healthcare associated infections. All employees involved directly or indirectly in the provision of health or social care have a duty to cooperate with all organisational Infection Prevention and Control associated policies and procedures to reduce the risk of healthcare associated infections for customers, patient's staff and the public

You will be expected to cooperate with colleagues, contractors and other healthcare providers also involved in customer/patient care directly or indirectly so far as is necessary to enable HCRG to meet its obligations under the Health and Social Care Act 2012.

## 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.

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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.

As an evolving role this job description is not an exhaustive statement of the responsibilities of the post as it is envisaged it will continue to develop and will be the subject of on-going review.

The post holder will be required to undertake such other duties which may, from time to time, be required as a result of the nature of the organisation and subsequent review of impact on service delivery. The range of duties may be changed following consultation with the post holder.

## Disclosure and Barring

The post is subject to an Enhanced Disclosure through the Disclosure and Barring Service (DBS). Further details about DBS disclosure can be found at [www.homeoffice.gov.uk/dbs](http://www.homeoffice.gov.uk/dbs)

## 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

As an evolving role this job description is not an exhaustive statement of the responsibilities of the post as it is envisaged it will continue to develop and will be the subject of on-going review.

The post holder will be required to undertake such other duties which may, from time to time, be required as a result of the nature of the organisation and subsequent review of impact on service delivery. The range of duties may be changed following consultation with the post holder and their line manager

## Personal Specification

### Qualifications and Training

#### Essential

- Registered Healthcare Professional with current professional registration o
- Ongoing CPD relevant to professional background

#### Desirable ● Completion of Physical assessment and Clinical reasoning module

- In date BLS qualification as a minimum
- Remote triage module

### Knowledge. Skills and Abilities

#### Essential

- Evidence of wide knowledge base and competency in clinical practice
- Evidence of excellent oral and written communication
- Understanding of equality and diversity and its significance for health and social care.
- Evidence of ability to maintain effective working relationships with patients and their families, peers and colleagues.
- Effective team player and an excellent communicator
- Safe clinical judgement and decision-making skills whilst maintaining patient focussed care
- Ability to empathise with and reassure patient, relatives and carers in crisis situations
- Ability to work under pressure and to deal with emergency situations and/or difficult clients and stressful situations professionally
- Familiarity in use of IT systems, eg MS office and applications.
- Ability to learn and use a range of clinical systems, IT packages.
- Ability to assess risk and operate with appropriate discretion.
- The skills and drive to support delivery of a quality service and engage in the process of change.

## Experience

### Essential

- Experience of working independently within a relevant setting
- Experience of working across organisational boundaries within health and social care
- Experience of providing urgent provision/support within relevant setting
- Experience as a clinical supervisor.

### Desirable

- Experience of using physical assessment and clinical reasoning skills when examining adults
- Experience in mental health assessment and management
- 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

## Personal Qualities Essential

- Ability to be flexible and adaptable.
- Motivated and forward thinking
- Extremely effective communicator and able to manage staff in a high pressure environment.
- Demonstrate energy and determination to deliver on commitments in an ever changing environment.
- Ability to remain calm, adaptable and cheerful when working under pressure.
- Ability to cope with crisis / conflict and untoward events
- An excellent role model displaying high personal standards
- Excellent at prioritisation and time management

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Employee signature

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Manager signature

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