**About the role**

**Leadership – personal and people development**

* Develop and sustain productive working relationships with colleagues to provide clinical support to Clinical Advisors and Call Centre Managers on shift, ensuring safe effective working.
* Actively communicate with all senior managers of any factors affecting the service delivery at the time an issue is highlighted, acting as a professional role model.
* Contribute to the effectiveness of teams, using knowledge and experience to support other front-line colleagues in making decisions relating to patient care leading to safe service user outcomes.
* Ensure the immediate needs of the patient are met.
* Provide clinical leadership, motivating and supporting colleagues to maintain and improve their performance.
* Promote the rights and diversity of individuals. This includes promoting the capacity of individuals to exercise their rights and responsibilities and promoting a culture which values and respects the diversity of all individuals.
* Take responsibility for own learning and performance.
* Act as a positive role model.
* Support staff development to maximise individual potential.
* Enlist support and influence stakeholders and decision-makers to bring about new developments.
* Contribute to planning and implementing changes within the area of care and responsibility.
* Contribute to the development of local guidelines, protocols and standards.
* Promote the role of UCC across all service delivery areas.

**Communication**

* Utilise and demonstrate high level communication skills and knowledge.
* Act as an advocate for the patient and communicate effectively with a wide range of Health Care Professionals on their behalf.
* Apply the principles of consent to ensure patients are fully informed and consent to treatment.
* Communicate effectively with patients, careers and all members of the multi-disciplinary team
* Liaise with other services and organisations regarding services provided and current practises to develop best evidence-based practice.

**Delivering a quality service**

* Work within own competence and standards for professional practice as defined by the NMC.
* Produce accurate, contemporaneous and complete records consistent with legislation and policy.
* Prioritise, organise and manage own workload in a manner that maintains and promotes quality.
* Deliver care according to NICE guidelines and evidence-based practice.
* Assess effectiveness of care delivery through self and peer review, benchmarking and evaluation.
* Utilise the audit cycle to evaluate the quality of work of self and the team, implementing improvements where required.
* Evaluate patients’ response to health care provision and the effectiveness of care.
* Identify, assess, manage and escalate risks, support and participate in shared learning within PC24 following incidents and or examples of good practice.
* Contribute to the application of frameworks to support lessons learnt e.g. (e.g. root-cause analysis) to manage, review and identify learning from patient complaints, clinical incidents and near-miss events.
* Be fully up to date in the safeguarding of vulnerable adults and children legislation.
* Engage in the process of regular Clinical Supervision.

**Team working**

* Demonstrate commitment to developing the UCP role within the team
* Work as an effective and responsible team member, supporting others and exploring the mechanisms to develop new ways of working.
* Delegate clearly and appropriately, adopting the principles of safe practice and assessment of competence.
* Prioritise own workload, ensure effective time-management strategies are embedded in the team.
* Work collaboratively to clearly define values, direction and policies impacting upon care delivery.
* Work collaboratively with the team to create opportunities to continually improve patient care.
* Agree plans and outcomes by which to measure success.

**Management of risk**

* Manage and assess risk, ensuring adequate measures are in place to protect staff and patients.
* Monitor work areas and practices to ensure they are safe, free from hazards and conform to health, safety and security legislation, policies, procedures and guidelines.
* Apply infection-control measures within practice according to local and national guidelines.

**Safeguarding**

* Safeguarding is everyone’s responsibility, and all employees are required to act in such a way that always safeguards the health and well-being of children and vulnerable adults.
* Employees must be aware of the organisational procedure and raising concerns about the welfare of anyone and whom they must contact.
* To fulfil these duties, you will be required to attend training and development to recognise the signs and symptoms of abuse, or individuals at risk, and those who may not have capacity to give or withhold, informed consent to treatment at the time they need it (as per the Mental Capacity Act 2005) and to report and act on any concerns you may have appropriately.
* Ensure that you consider safeguarding factors when taking history and examining adult and paediatric patients.
* Ensure you have professional curiosity during consultation and examination of your patients.
* Any immediate adult or paediatric safeguarding concerns must be acted upon without delay and discussion with appropriate professionals to safeguard the patient.
* Concise documentation must be recorded in patient notes and any actions / referrals made to other professionals.

**Managing information**

* Use technology and appropriate software as an aid to management in planning, implementation and monitoring of care, presenting and communicating information.
* Manage information searches using the internet and local library databases.
* Understand responsibility of self and others regarding the Freedom of Information Act 2000.

**Learning and development**

* Understand own role and scope and identify how this will develop over time.
* Undertake mentorship for new staff, assessing competence against set standards.
* Actively engage in clinical supervision, self-reflection and learning through the audit process.
* Engage with yearly appraisal.
* Regularly reflect on your practice and keep an up-to-date professional learning portfolio
* Assess own learning needs and undertake learning as appropriate.
* Provide an educational role to patients, carers, families and colleagues in an environment that facilitates learning.
* To be actively involved in health promotion in line with Government targets.

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| --- | --- | --- |
| Person Specification | | |
| Education | **Essential** | **Desirable** |
| 1st Level Registered Nurse/ Paramedic | Y |  |
| Degree Clinical Practice |  | Y |
| Minimum 3 years post qualification experience | Y |  |
| Clinical Examination and Diagnostics Level 6/7 | Y |  |
| Experience of working in paediatrics (aged 2 yrs onwards) | Y |  |
| Experience of working in urgent care / primary care or similar setting | Y |  |
| Long term conditions qualification |  | Y |
| Mentor/teaching qualification |  | Y |
| Trained clinical supervisor |  | Y |
| Skills |  |  |
| Clinical Leadership Skills | Y |  |
| Advanced Level Clinical Practice Examination and Diagnostic Skills | Y |  |
| Proven communication skills both written and verbal | Y |  |
| Proven communication of difficult messages to patients and families | Y |  |
| Negotiation and conflict management skills | Y |  |
| Change management skills | Y |  |
| Prioritisation and organizational skills | Y |  |
| Up to date knowledge and skill in identification and safeguarding of vulnerable adults and children. | Y |  |
| Participating in clinical audit and audit skills | Y |  |
| Knowledge |  |  |
| Accountability of own role and other roles in all settings |  | Y |
| Management of patients with long term conditions |  | Y |
| Management of patients with complex needs |  | Y |
| Up to date knowledge of Infection Prevention and Control | Y |  |
| Clinical Governance issues in Primary Care | Y |  |
| Local and National health Policy | Y |  |
| Wider health economy |  | Y |
| Experience |  |  |
| Nurse / Paramedic triage including adults and paediatrics (2 years onwards) | y |  |
| Developing evidence-based protocols |  | Y |
| Conducting clinical investigations |  | Y |
| Personal Qualities |  |  |
| Team Focused | Y |  |
| Adaptability to change, influence and negotiate |  | Y |
| Innovative and receptive to new ways of working |  | Y |
| Flexibility | Y |  |
| Committed to providing excellent patient experience | Y |  |

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Description automatically generated

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