



Breathing Space Advisor 090167

Job Pack
February 2022



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Welcome to NHS 24

Thank you for your interest in this position.

This information pack details information about both NHS 24 and this role. I hope that you find this information useful and it helps inform your decision to apply to come and work with NHS 24.

Now is a great time to be joining NHS 24 as we continue to grow and deliver safe, responsive person centred services to the public of Scotland.

We are proud to employ 1600 staff across our centres in Scotland. As the Interim Director of Workforce, I am committed to ensuring that NHS 24 is a great place to work. Our staff are our greatest asset who deliver high quality safe and effective care to our patients.

I am committed to putting our staff at the centre of everything we do and to working to a common set of values to guide the work we do, the decisions we take and the way we treat each other. Our values are: care and compassion; dignity and respect; openness, honesty and responsibility; and quality and teamwork.

If you would like to be part of our team and feel you have the skills and share our values I would be delighted to hear from you and welcome your application.

Jackie Hepburn
Director of Workforce, NHS 24

Reference Material

You can find more information about NHS 24 and our services at:

[About NHS 24](#)

[NHS 24 Services](#)

[Key Documentation](#)

Our Organisation

NHS 24 is the national provider of digital and telephone based health and care services for Scotland. We provide people with access to information, care and advice through multiple channels including telephone, web and online.

We work in collaboration with partners, the public and our people to co-design services using technology and a digital first approach to sustainable service development and delivery.

Our Services

Delivery of safe, effective and person centred care to the people of Scotland is the absolute priority for NHS 24. Our services are delivered across a range of channels including telephone, online, web chat, text, email and social media, on a 'Once for Scotland' basis to complement the face to face delivery of NHS Scotland's health and care services. Key services include the telephone triage service 111, our national health and care information service NHS inform, the Mental Health Hub, Breathing Space, Care Information Scotland and, more recently, providing an Urgent Care support service to the citizens of Scotland.

Our services are delivered by multi-disciplinary teams, which include a range of clinical and non-clinical skills sets, including nurses, pharmacists, physiotherapists, call handlers (all operate under clinical supervision), health information advisors and mental health counsellors.

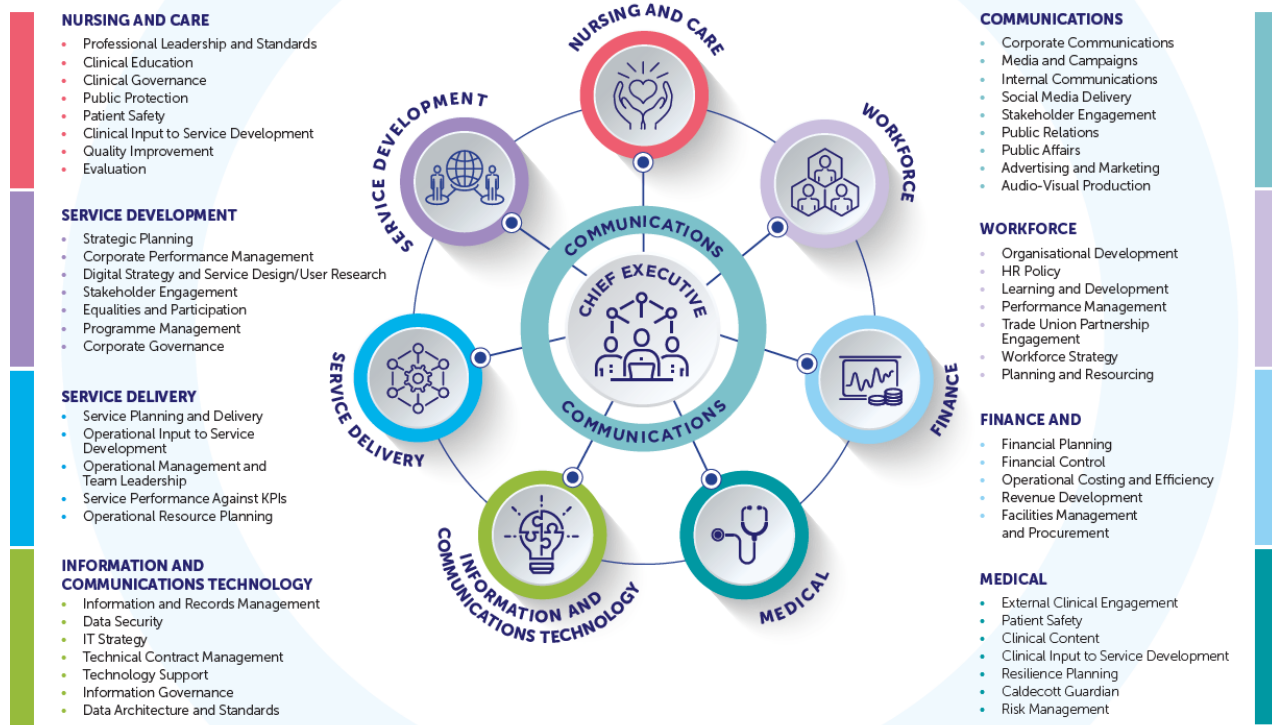
As an integral part of the NHS in Scotland, NHS 24 continues to develop, provide, and facilitate an expanding range of multichannel, patient centred, safe and effective digital and telephone based-health and care services.

For example:

- NHS 24 is the national provider of a range of digital and telephone services including 111, NHS inform and Breathing Space.
- Working with partners across the health and care sector, NHS 24 provides health and social care information and access to urgent and out of hours care for people across Scotland via a range of channels including telephone, website and webchat.
- In response to COVID-19, NHS 24 has utilised its national telephony and digital capability to support a national 24/7 COVID-19 pathway, provided through a 24/7 111 service that focuses on COVID patients only in the in hours period and supported by a non-clinical special 0800 helpline and the use of digital assets including NHS inform.
- In the first 11 months of 2019/20 (excluding March 2020 COVID-19 related activity), NHS 24 recorded a call demand of 1.4m calls to 111. In the same period, demand to the new Mental Health Hub service, accessed via 111, was 22,653.
- Throughout 2019/20, visits to NHS inform online averaged 4.4 million per month, however this has grown rapidly during the pandemic to over 2 million visits per week.
- NHS 24 employs a range of staff across its locations, including clinical and non-clinical staff and essential support services staff.

Our Structure

Organisation Structure



Service Delivery

Service Delivery is the patient-facing directorate of NHS 24 that covers the full range of services offered to Scotland, such as NHS 24 Unscheduled Care Service, Scottish Emergency Dental Service, NHS 24 Health Information Services, Musculoskeletal Advice & Triage Service (MSK), Breathing Space and Living Life Services.

NHS 24 has been providing a national Unscheduled Care service since 2004. This service handles approximately 1.5 million calls per annum. During the out-of-hours period, patients who require urgent medical attention are triaged and directed to the most appropriate point of onward care within their own area.

In 2014 we successfully moved to the new free phone telephone number 111, hence why the service is also branded as the 111 Service.

We increasingly operate a multi-disciplinary team approach, involving a range of clinical and non-clinical skills to ensure the public get access to the best health care professional to manage their care efficiently and effectively.

Whilst operating 24hrs a day 7 days a week, the 111 Service is a predominately Out of Hours Service, which means that 90% of calls to the service are received between the hours of 6pm and 8am. Weekends are our busiest time of the week, when 50% of our call demand is received.

A national service available to all in Scotland, the location, age, health concern and content of the calls are wide ranging and no two calls are the same. Working in collaboration with our partner Health Boards, all calls to service are assessed and where appropriate directed to the appropriate health care professional for treatment. This includes calls which are immediately life threatening and require to be transferred to the Scottish Ambulance Service.

Our Centres

We have seven regional centres, four in the West, two in the East and one in the North of Scotland. We also have a number of local centres. This post will be based at the East Contact Centre in South Queensferry.

East Regional Centre

Norseman House
2 Ferrymuir
South Queensferry
EH30 9QZ



Public Transport

- **Rail:** South Queensferry Station (Pre-arranged taxi only)
- **Bus:** No 43, First Edinburgh bus from Waterloo Place.
- **Air:** Edinburgh Airport.

Road Direction from Edinburgh

- Leave Edinburgh on the A8 (follow Glasgow M8 signs)
- Continue on A8 beyond Airport until you reach a roundabout take 4th exit (signed Forth Rd Bridge)
- Branch right at junction onto A90 (signed Forth Rd Bridge)
- Continue on the A90 to Queensferry
- M9 take Junction 1A Forth Rd Bridge (A90)
- Take right onto Ferrymuir Rd (signed A8000)
- At roundabout, take 1st left into Ferrymuir Business Park (at Burger King) then 1st left at the next mini roundabout with NHS 24 Building being the complex on the lefthand side. (Signed NHS 24)

Road Directions from Glasgow

- Follow signs to Edinburgh to join the M8 East
- Branch left M9 junction 2 signed Forth Rd Bridge (A90) & Edinburgh Airport
- M9 take junction 1A Forth Road Bridge (A90)
- Take right onto Ferrymuir Rd (signed A8000)
- At roundabout, take 1st left into Ferrymuir Business Park (at Burger King) then 1st left at the next mini roundabout with NHS 24 Building being the complex on the lefthand side. (Signed NHS 24)

The Role –

Breathing Space Advisor

Working as a Breathing Space advisor you will be part of a unique service providing a safe and confidential space for the people of Scotland to get the time and space they need to be heard in relation to their mental health. You will listen sensitively and communicate clearly, providing a compassionate, respectful and professional approach to every caller. Callers may be anxious, depressed and in emotional distress.



Skills

Excellent listening and communication skills are required, along with an open minded, supportive and empathetic approach to callers.

People contact Breathing Space from all walks of life, needing assistance with a wide range of mental health and emotional issues, so you must be able to listen, understand and respond appropriately in a flexible and adaptable way.

You are expected to have an understanding of a range of appropriate health & social care services and be able to signpost callers as appropriate.

You will be able to remain calm and professional during challenging conversations, and you may be required to de-escalate conversations involving conflict.

Callers to Breathing Space often express suicidal ideas or intent, so you must be comfortable talking about suicide, and discussing / agreeing suicide safe-plans with callers. You will be required to liaise with Clinical and Emergency Services in high risk situations.

You will provide support via the Breathing Space **Web-chat** service. This requires excellent written communication skills, and the ability to convey empathy and deliver emotional support via the written word.

Background / Qualifications Required

Relevant qualifications in, for example, Psychology, Counselling, Mental Health, or Social Care, alongside **significant and recent work** experience in a mental health setting.

Working patterns

Breathing Space Advisors work either 15, 22.5 or 30 hours per week. Monday to Thursday shifts will be 6pm – 2am. Weekend shifts will vary between the hours of 6pm on Friday until 6am on Monday. There are enhanced rates of pay for working unsocial hours and public holidays.

This Opportunity

Job Reference:	090167
Position Title:	Breathing Space Advisor
Hours:	15, 22.5 or 30 hours
Location:	South Queensferry
Band:	Band 5
Band:	Permanent
Salary:	£26,104 - £32,915 per annum (Pro-Rata for part time hours worked plus enhancements for working in the out of hour's period) and enrolment into SPPA pension scheme. Placement on salary scale is dependent on confirmation of previous relevant NHS service.

WHO ARE YOU?

Someone who is enthusiastic about helping people who are going through a difficult time in their lives, compassionate, professional, and has the ability to listen sensitively and communicate clearly and accurately.

As a Breathing Space Advisor, you will be part of a busy and growing team playing your part in helping to improve mental health outcomes across Scotland. Breathing Space receives around 9,000 calls each month from people experience low mood, anxiety and depression. You will provide a confidential, compassionate and expert response by listening, advising and signposting callers on to appropriate resources and support services.

As part of a supportive, multi-disciplinary team at NHS 24 you can make a real difference to people's lives with a career that is exceptionally rewarding.

OUR CENTRES & AVAILABLE HOURS

Successful applicants will be based in our Regional Centre at South Queensferry. The location and address of this centre is included within this pack.

TRAINING

NHS 24 provides a comprehensive training programme to all successful Breathing Space applicants.

Our current induction training programme is scheduled to run for 2 weeks, Monday to Friday, for 37.5 hours. If your contracted hours will fall below 37.5, you will be paid for the extra hours worked during training up to 37.5 hours.

Attendance is mandatory for the duration of the whole course and all candidates are expected to pass the Induction Training programme.

BENEFITS

NHS 24 offers a complete benefits package, with a permanent contract on Band 5 £26,104 - £32,915 (pro rata). Placement on salary scale is dependent on confirmation of previous relevant NHS service.

We also offer you many supportive policies to enhance your employee journey and have a comprehensive Employee Assistance Programme Provider, childcare vouchers, bursary scheme and a range of learning and development. As an NHS Scotland employee you will be entitled to:

- 35 days annual leave (rising to 41) pro-rata
- development opportunities including study bursaries, e-learning and classroom based courses
- enhanced pay for working public holidays
- enrolment into the Scottish Public Pensions Agency (SPPA) pension scheme
- NHS discounts on goods and services
- HELP, employee support and assistance

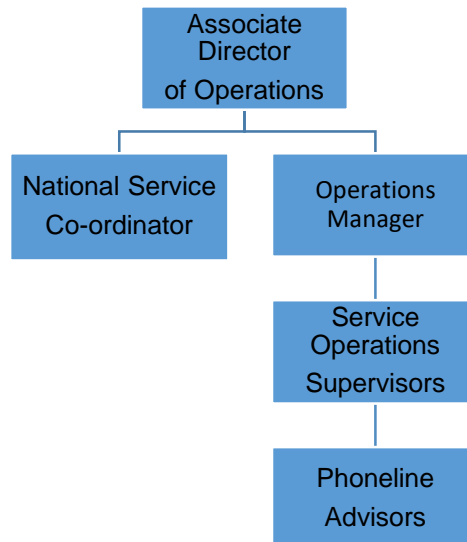
Job Description

Job Title:	Breathing Space Advisor
Reporting To:	Breathing Space Supervisor
Department(s)/Location:	Operations / South Queensferry, Clydebank and Cardonald
NHS Job ID:	Sco5/AS/W/O/SPLA1

1. JOB PURPOSE

To provide a telephone service and web chat service aimed at people who are suffering from low mood or mental health problems. Confidentiality and anonymity underpin Breathing Space, which provides a listening and signposting service to appropriate resources and support groups available locally and nationally.

2. ORGANISATIONAL POSITION



3. SCOPE AND RANGE

- To work autonomously but under the direction and supervision of the service coordinators
- To deliver a quality service which reflects best evidence based practice
- To work within the specified guidelines for all operational procedures
- To accept accountability and responsibility for actions and decisions within the work environment
- To facilitate team support and effective team working, by upholding good role modelling and working cohesively within your team whilst building and maintaining good relationships
- To maintain effective professional relationships with all staff within and outside NHS 24
- To recognise the vulnerability of callers and protect their confidentiality and anonymity

4. MAIN DUTIES/RESPONSIBILITIES

- In using counselling skills provide advice and information to people, who are suffering from low mood or mental health problems
- To refer callers to appropriate resources and support groups available locally and nationally
- In using counselling skills provide guidance to callers where appropriate, using professional and compassionate language
- To empower individuals to act upon the guidance given to them
- To participate in ongoing audit and evaluation of the service
- To promote continuous improvements of the service in line with the requirements of clinical governance
- To maintain and develop professional and clinical knowledge, understanding and competencies in line with the requirements of the post through performance appraisal systems and supervision
- To work closely with all members of the team promoting effective team working
- To respect caller confidentiality at all times, working within Breathing Space protocols.

The key responsibilities outlined above are not intended to be exhaustive.

5. SYSTEMS AND EQUIPMENT

Integrated IT & Telephony – to receive incoming calls & transfer calls as required

Web-chat Software – to provide an alternative to callers who may be more comfortable communicating via our website

Microsoft Office – for the provision of reports & communication, other administrative tasks.

NHS24 intranet & associated applications.

General Equipment – Use of PC, printer, telephone, fax, photocopier, scanner, audio visual equipment, video and teleconferencing units, laminator, binder, audio transcript machine, shredder.

6. COMMUNICATIONS AND RELATIONSHIPS

The post holder will be required to communicate with and develop good working relationships across all levels both internal and external to NHS 24.

An effective, professional relationship with equivalent post holders internally and externally is critical.

The establishment of a positive and effective working relationship with members of the team and other teams will be a key measure of success. The Helpline Advisor will be expected to establish and maintain good relationships with the wider care community and the general public.

7. PHYSICAL DEMANDS OF THE JOB

- Multi-tasking and effective time management.
- The ability to manage a demanding workload
- The post holder will be required to spend almost all of a shift sitting
- The post-holder will spend his/her shift using telephony and web chat systems to listen and speak to callers
- Maintain high levels of concentration when managing individual calls.
- Dealing with situations that are emotional, sensitive or challenging in nature.

• MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

- Supporting distressed callers who may be at significant risk
- Listening to distressing or disturbing information
- Managing hoax or abusive callers
- Maintaining a calm and professional demeanour and inspiring trust in often difficult or sensitive situations.
- Supporting regular callers who are struggling to resolve their issues
- Making decisions which may impact on an individual's life.

• KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

- Relevant professional qualification or experience i.e. RMN, Social Work, Psychological Therapies
- Significant experience working in a relevant setting, preferably a telephone/text based support setting
- Evidence of firm understanding of key issues related to mental health and mental distress
- Understanding & experience of suicide intervention approaches (eg: ASIST)
- Evidence of well-developed critical decision making skills
- Evidence of excellent communication and interpersonal skills
- Ability to work within defined boundaries and adhere to strict guidelines

Recruitment Process

The NHS Scotland Everyone Matters 20:20 Workforce Vision outlines the commitment the Scottish Government has in putting people at the centre of everything the NHS in Scotland does. Working to a common set of values will guide the work staff do, the decisions that we take and the way we treat each other. Using a Values Based Approach to recruitment will ensure that NHS 24 staff members not only have the competencies required for the role, but they will live and breathe the values needed, to ensure that patients receive the best possible care, and that all staff are valued and treated well.

We will use a Values Based Approach in our selection process which will consist of the following assessments:

- **Application Shortlisting** – applications forms received are reviewed and those meeting the role requirements will be invited to a competency based interview.
- **Interview / Assessment** – these competency based interviews have a focus on NHS 24 Values and the candidate's technical expertise. The interview may also include a role specific test or a presentation topic.

QUERIES:

For any queries in relation to this vacancy, please contact a member of the HR Business Support Team at recruitment24@nhs24.scot.nhs.uk

GENERAL:

Equality & Diversity:

NHS 24 is committed to equality & diversity:

<http://www.nhs24.scot/about-nhs-24/policies/equality-and-diversity/>

Working Time Directive:

Where you choose to combine working with NHS 24 and another employer, please note that NHS 24 complies with the Working Time Directive regulations of staff working no more than 48 hours per week on average across all employments with appropriate rest breaks between shifts.

Regulated Work:

As this post is deemed regulated work, any successful candidates will be subject to clearance through Disclosure Scotland Protection of Vulnerable Groups (PVG)

APPLICATION DETAILS

If you think this is the career for you, then please submit an online application no later than midnight on **Tuesday 1st March, 2022**.

The Candidate Application Guide included with this vacancy provides information on how to make the most of your application.

*Candidates submitted via Recruitment Agencies will not be considered for this post.