



Senior Charge Nurse

175263

Job Pack

January 2024



A Career with NHS 24

Thank you for your interest in this position. This information pack details information about both NHS 24 and this vacancy. 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 around 2000 staff across our centres in Scotland.

Our service touches the lives of people across Scotland when care and compassion is what matters most. Our people are our most important asset, and it is through them that we can deliver high quality, clinically safe services across Scotland. We want to reduce health inequalities, to work seamlessly across boundaries, to utilise technology to provide our patients with omni channel access to the latest and most effective digital healthcare. We employ around 2000 staff across six main contact centres in Scotland. Continual investment and growth of our workforce is vital to the delivery of services.

If you are resilient, committed to personal development and up for a challenging but rewarding career then you sound like our kind of person.

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.

There's no such thing as a typical job at NHS 24. We employ a wide range of clinical and non-clinical staff. From call handlers and nurse practitioners to physiotherapists and pharmacists as well as all the usual support services, the diversity of our workforce reflects the constantly evolving needs of our patients. 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 telehealth and tele-care services.

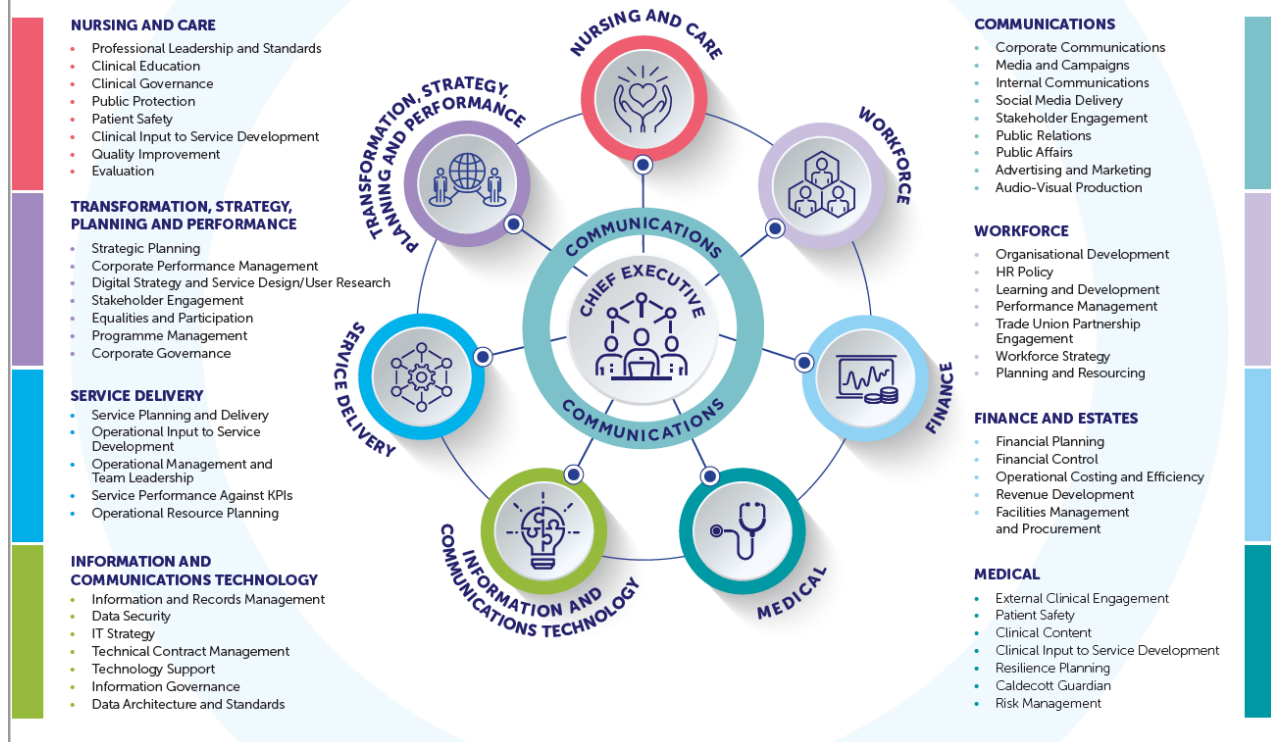
NHS 24 is an equal opportunities employer committed to advancing equality and particularly welcomes applications from groups of people currently underrepresented within the workforce. We are a committed participant in the Disability Confident Leader Scheme and guarantee to interview all disabled applicants who meet the minimum essential criteria for our vacancies.

You can find more information about NHS 24 at <https://www.nhs24.scot/>

And read about vacancies at <https://careers.nhs24.scot/>



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, 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 continue to be our busiest time of the week.

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 six regional centres, three in the West, two in the East and one in the North of Scotland. We also have several local centres located across Scotland.

These posts will be based in our Lumina Centre & Aurora House & Cardonald Centre & Dundee Centre



West Regional Centre

Lumina Building
40 Ainslie Road
Hillington
Glasgow
G52 4RU

West Regional Centre

Aurora House
3 Aurora Avenue
Clydebank
G81 1BF



West Regional Centre

Caledonia House
Fifty Pitches Road
Cardonald Park
Glasgow
G51 4EB



Dundee Regional Centre
Caledonian House
Greenmarket
DD1 4QX



This Opportunity

Job Reference:	175263
Position Title:	Senior Charge Nurse Unscheduled Care
Hours:	<p>Aurora 30 hours</p> <p>Lumina 24 hours</p> <p>Cardonald 24 hours & 30 hours</p> <p>Dundee 24 hours</p>
Location:	Aurora House & Lumina House, Caledonia House & Caledonian House
Band:	Band 7
Job Type:	Permanent
Salary:	£46,244 - £53,789 per annum (pro-rata for part time hours worked) and enrolment into SPPA pension scheme. Placement on salary scale is dependent on confirmation of previous relevant NHS service.

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

WHO ARE YOU?

As a Senior Charge Nurse, you will work as part of a multi-disciplinary team.

Working autonomously, you will use your clinical knowledge and expertise in conjunction with listening, questioning and probing skills to triage patients in your care to ensure safe clinically appropriate outcomes.

You will be registered as an Adult nurse on Part 1 of the NMC register and you will possess excellent clinical decision-making skills, with the ability to provide clinical supervision and leadership

TRAINING

For successful internal candidates the training programme will differ to consider current experience.

The training programme for external candidates will consist of 37.5 hours a week for the first four weeks. All candidates are expected to pass the Induction Training programme in the first instance.

Following completion of your training, your line manager will discuss how best to support your ongoing Clinical Development.

BENEFITS

NHS 24 offers a complete benefits package, with a permanent contract on Band 7 £46,244 - £53,789 (pro rata). Placement on salary scale and annual leave entitlement 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, Cycle to Work Scheme, 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 during out of hours period
- enrolment into the Scottish Public Pensions Agency (SPPA) pension scheme
- NHS discounts on goods and services
- HELP, employee support and assistance

ROTAS

Below are samples of NHS 24 Senior Charge Nurses rotas available at both centres, which may be subject to change as service demands require. Successful candidates will be provided with their actual rota at the point of offer.

Aurora

30-E Manager

	Monday		Tuesday		Wednesday		Thursday		Friday		Saturday		Sunday		Total Hrs
	Start	End	Start	End	Start	End	Start	End	Start	End	Start	End	Start	End	
1					17:00	01:30			17:00	01:30	15:30	00:00	15:30	00:00	32.00
2	16:00	01:00			16:00	00:30	16:00	00:30	16:00	00:00					32.00
3	17:00	01:30	17:00	01:30							07:00	15:30	07:00	15:30	32.00
4	23:30	08:00	23:30	08:00	23:30	08:00									24.00
5							23:30	08:00	23:30	08:00	23:30	08:00	23:30	08:00	32.00
6							16:00	00:30	16:00	00:30	15:30	00:00	15:30	00:00	32.00
7			17:00	01:30	17:00	01:30	17:00	01:30							24.00
8	16:00	00:30	16:00	00:30							07:30	16:00	07:30	16:00	32.00
															240.00

30-A Manager

	Monday		Tuesday		Wednesday		Thursday		Friday		Saturday		Sunday		Total Hrs
	Start	End	Start	End	Start	End	Start	End	Start	End	Start	End	Start	End	
1	16:00	01:00							16:00	00:30	15:30	00:00	15:30	00:00	32.50
2			07:30	16:00	07:30	16:00	07:30	16:00	07:30	16:00					32.00
3			16:00	00:30							07:30	16:00	07:30	16:00	24.00
4	23:30	08:00	23:30	08:00	23:30	08:00									24.00
5							23:30	08:00	23:30	08:00	23:30	08:00	23:30	08:00	32.00
6					16:00	00:30	16:00	00:30			15:30	00:00	15:30	00:00	32.00
7	16:00	00:30					16:00	00:30	16:00	00:00					23.50
8	07:30	16:00	16:00	00:30	16:00	00:30					07:30	16:00	07:30	16:00	40.00
															240.00

Lumina

24-A Manager

1	Monday		Tuesday		Wednesday		Thursday		Friday		Saturday		Sunday		Total Hrs
	Start	End	Start	End	Start	End	Start	End	Start	End	Start	End	Start	End	
1	16:00	00:30									15:00	23:30	15:00	23:30	24.00
2			07:30	16:00	07:30	16:00	07:30	16:00	07:30	16:00					32.00
3											07:00	15:30	07:00	15:30	16.00
4	23:30	08:00	23:30	08:00	23:30	08:00									24.00
5							23:30	08:00	23:30	08:00	23:30	08:00	23:30	08:00	32.00
6									16:00	00:30	15:00	23:30	15:00	23:30	24.00
7					16:00	00:30	16:00	00:30							16.00
8	07:30	16:00									07:30	16:00	07:30	16:00	24.00
															192.00

Cardonald

24 - E Manager Cardonald

1	Monday		Tuesday		Wednesday		Thursday		Friday		Saturday		Sunday		Total Hrs
	Start	End	Start	End	Start	End	Start	End	Start	End	Start	End	Start	End	
1									17:00	01:30	15:00	23:30	15:00	23:30	24.00
2	16:00	00:30			16:00	00:30	16:00	00:30							24.00
3	17:00	01:30									07:00	15:30	07:00	15:30	24.00
4	23:30	08:00	23:30	08:00	23:30	08:00									24.00
5									23:30	08:00	23:30	08:00	23:30	08:00	24.00
6									17:00	01:30	15:00	23:30	15:00	23:30	24.00
7			17:00	01:30			17:00	01:30	16:00	00:30					24.00
8	16:00	00:30									07:30	16:00	07:30	16:00	24.00
															192.00

30-E Manager Cardonald

1	Monday		Tuesday		Wednesday		Thursday		Friday		Saturday		Sunday		Total Hrs
	Start	End	Start	End	Start	End	Start	End	Start	End	Start	End	Start	End	
1					17:00	01:30			17:00	01:30	15:30	00:00	15:30	00:00	32.00
2	16:00	01:00			16:00	00:30	16:00	00:30	16:00	00:00					32.00
3	17:00	01:30	17:00	01:30							07:00	15:30	07:00	15:30	32.00
4	23:30	08:00	23:30	08:00	23:30	08:00									24.00
5							23:30	08:00	23:30	08:00	23:30	08:00	23:30	08:00	32.00
6							16:00	00:30	16:00	00:30	15:30	00:00	15:30	00:00	32.00
7			17:00	01:30	17:00	01:30	17:00	01:30							24.00
8	16:00	00:30	16:00	00:30							07:30	16:00	07:30	16:00	32.00
															240.00

Dundee

24-A Manager

1	Monday		Tuesday		Wednesday		Thursday		Friday		Saturday		Sunday		Total Hrs
	Start	End	Start	End	Start	End	Start	End	Start	End	Start	End	Start	End	
1	16:00	00:30									15:00	23:30	15:00	23:30	24.00
2			07:30	16:00	07:30	16:00	07:30	16:00	07:30	16:00					32.00
3											07:00	15:30	07:00	15:30	16.00
4	23:30	08:00	23:30	08:00	23:30	08:00									24.00
5							23:30	08:00	23:30	08:00	23:30	08:00	23:30	08:00	32.00
6									16:00	00:30	15:00	23:30	15:00	23:30	24.00
7					16:00	00:30	16:00	00:30							16.00
8	07:30	16:00									07:30	16:00	07:30	16:00	24.00
															192.00

Recruitment Process

INTERESTED?

For an informal discussion, please contact

Diane Boyd Clinical Services Manager at Lumina on Diane.Boyd@nhs24.scot.nhs.uk.

Ann Marie Turnbull Clinical Services Manager at Aurora on Annmare.Turnbull@nhs24.scot.nhs.uk

Jackie Blair Clinical Services Manager at Cardonald on Jacqueline.Blair@nhs24.scot.nhs.uk

Stephen Berry Clinical Services Manager at Aurora on Stephen.Berry@nhs24.scot.nhs.uk

- The closing date for submitting applications is midnight on **midnight on 22nd of January 2024** candidates are encouraged to submit their applications for shortlisting as soon as possible.
- Applications must be submitted using our recruitment system – Jobtrain. Candidates submitted via Recruitment Agencies will not be considered for this post.
- **Application Shortlisting** – applications forms received are reviewed and those meeting the role requirements will be invited to a competency-based interview.
- **Interview / Assessment** – Our 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. Interviews will be held online or face to face.
- For any queries in relation to the recruitment process, please contact recruitment24@nhs24.scot.nhs.uk

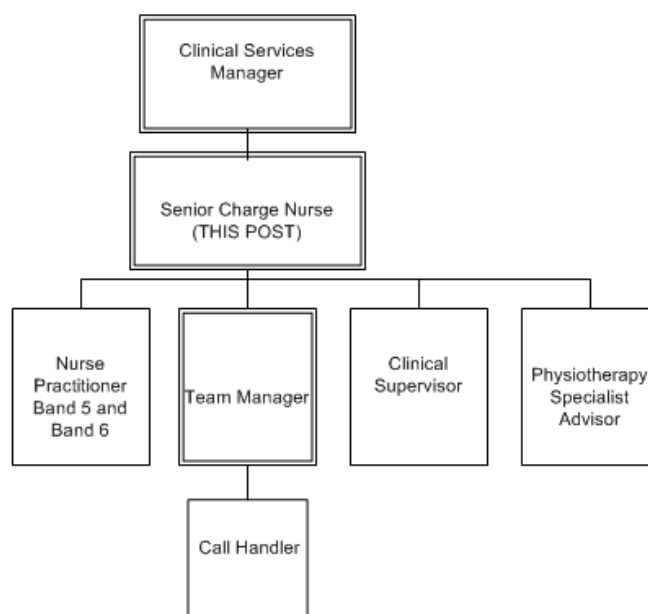
Job Description

Job Title:	Senior Charge Nurse
Responsible to:	Clinical Services Manager

1. JOB PURPOSE

- Provide clinical and professional leadership to the multi-disciplinary team
- Operationally manage the multi-disciplinary team
- Ensure clinical governance processes are implemented in accordance with NHS 24 policy.
- Effective leadership and management to the multidisciplinary team to support delivery against NHS 24 organisational performance indicators
- Assume delegated responsibility for the management of the virtual NHS 24 service and monitoring of the operational environment in the absence of a Clinical Services Manager (CSM), taking advice from the on-call CSM where required
- Responsible for the delivery of safe, effective and person-centred care, providing clinical and managerial leadership to facilitate the delivery of the Leading Better Care (LBC) ambitions:
- Ensure safe and effective clinical practice
- Enhance the patients' experience of care
- Manage and develop the performance of the team
- Contribute to the delivery of the organisation's objectives

2. ORGANISATIONAL POSITION



3. SCOPE AND RANGE

The post holder will:

- Manage and provide clinical leadership and direction to the multi-disciplinary team
- Be accountable for the effective implementation of individual performance management, mentorship, preceptorship, clinical supervision, and coaching
- Participate in the recruitment of front-line staff
- Be a knowledgeable and effective expert clinical resource for front line staff
- Participate in quality improvement initiatives and redesign work which will enhance and develop the service
- Participate in research and development projects as appropriate

On a rotational basis the post holder will be responsible for:

- The operational management of NHS 24 at a designated site
- The management of the national NHS 24 virtual resource, ensuring clinical safety is always maintained, utilising resources appropriately, considering information derived from partner agencies, and technology systems.

The post holder will:

- Build and maintain relationships with colleagues to ensure effective communication across NHS 24 sites and externally with Partner Agencies (e.g. Out of Hours (OOH) Services, Ambulance Services, and Accident & Emergency (A&E) Units, GPs, Social Services)

The post holder will be visible, identifiable, accessible, approachable and authoritative and responsible for:

- Ensuring standards of practice are maintained, reviewed and continuously developed
- Ensuring staff deliver safe, effective, patient-centred, efficient, timely and equitable care within their scope of practice and as part of the healthcare team
- The effective use of physical, human and financial resource
- The professional development and line management of the multi-disciplinary team
- Creating an environment in which effective learning can take place
- Co-ordinating the activities of the multidisciplinary team
- Providing a link between the organisation, patients and families
- Ensuring staff governance standards underpin all actions in supporting and managing team members.

4. MAIN DUTIES / RESPONSIBILITIES

Within the governance framework of the organisation (clinical, staff and financial) the post holder will focus and lead on the following key result areas:

Clinical Leadership and Team Working

As a clinical leader, the Senior Charge Nurse will promote teamwork within a multi-professional environment, demonstrating critical analysis and decision-making skills, leading the delivery of a clinically excellent, high quality service, influencing and facilitating quality improvement by:

- Providing clinical support and professional leadership to the multi-disciplinary team, to ensure the ongoing development of the service and the individual practitioner
- Providing first line management of comments, compliments and complaints from service users, partner agencies in line with NHS 24 policies and guidelines

- Providing assurance regarding the promotion and maintenance of clinical governance standards through the provision of professional advice and clinical guidance within area of responsibility
- Ensuring NHS 24's Key Performance Indicator's (KPI) are met
- Maintaining clinical competence in telephone consultations
- Planning, implementing and monitoring systems and processes ensuring clinical integrity, patient safety and efficient use of resources

Evidence Based Clinically Effective Practice

- Act as a change agent, developing clinically effective practice through the effective utilisation and integration of evidence; setting, implementing and monitoring evidence-based policies, procedures and protocols

Continuous Quality Improvement

- Ensure a culture of continuous quality improvement using audit, patient feedback and reflective practice
- Ensure maximum efficiencies in patient flow and utilisation of available resource
- Investigate patient complaints, patient feedback and clinical incidents
- Review compliments
- Ensure implementation of learning, and where appropriate any lessons learned are incorporated into process and or changes to working procedures.
- Monitor effectiveness of implemented learning in order to support continuous improvement
- Investigate calls from partner organisations regarding quality issues, feedback decisions to quality leads in each centre.
- Support Clinical Services Manager(s) in the maintenance of a quality assured service

Patient Safety

- Promote a clean and safe environment for staff and, ensuring compliance with legislation, policies and protocols e.g. health and safety, risk management, adverse event reporting and analysis
- Assess and manage actual and potential risks to health and well-being
- Ensure a high standard of record keeping in accordance with Nursing and Midwifery Council national legislation and local standards
- Facilitate effective communication with the multi-professional team regarding patient care

Enhance the patients' experience

- Co-ordination of the patients' journey, ensuring the smooth transition to the appropriate setting
- Promote effective communication with inter-disciplinary and inter-agency teams as required

Clinical Expertise

- Co-ordinate nursing interventions and assessments
- Influence clinical decisions and monitor the quality of patient care using expert clinical knowledge, underpinned by theory and experience

Promote a Culture of Person-Centred Care

- Develop a culture of person-centred care by being highly visible, communicating regularly with staff, patients, relatives and/or carers
- Promote a caring and compassionate environment where equality and diversity issues are respected, and patients are enabled to be partners in their care

- Identify opportunities to develop care and services by ensuring there are effective systems to ascertain patient and carer experience/feedback
- Ensure complaints are managed in line with organisational policy including the dissemination of learning points

Manage and develop the performance of the team

Role Model

- Act as a role model, creating a supportive ethos to empower staff to contribute to the delivery of high-quality person-centre care

Learning and Development

- Support the learning and development of all staff, creating an environment that ensures effective learning opportunities
- Ensure there are appropriate orientation and induction programmes in whilst participating in the delivery of these.
- Ensure there is a range of clinical support strategies (mentoring, coaching, clinical supervision and action learning)
- Plan for statutory and mandatory training, relevant education/development opportunities
- Support the career pathway of individual team members by ensuring all staff have individual performance reviews and personal development plans
- Ensure the team maintains an up to date knowledge of current clinical and professional issues and legalities

Managing the Practice Setting

- Manage the practice setting, ensuring effective use of resource and workforce planning
- Monitor workload
- Maintain appropriate staffing levels taking account of role and competence of staff when delegating work
- Ensure compliance with professional standards, legislation, national and organisational policies

HR Responsibilities

- Lead on recruitment and selection, attendance management, ensuring grievance, capability and disciplinary matters are identified, actioned and reported appropriately
- Promote effective multi-disciplinary team working by creating the environment and resources which will enable the team to identify issues and create innovative solutions
- Support a healthy and safe working environment in which staff well-being is promoted and improved

Financial Responsibilities

- The post-holder is responsible as an authorised signatory of staff timesheets and staff expenses as per national policy, accurately entering onto the SSTS, payroll system and authorising unsociable and extra hours payments

Performance Management

- Support the implementation of the organisation's model of performance review and personal development planning, to ensure continuous learning and improvement of patient care, emphasising the value placed on the workforce
- Undertake the prescribed level of call consultation review and 'one to one' meetings for each team member. Plan, provide and evaluate individual development needs, utilising appropriate coaching and mentoring skills

- Identify, develop and deliver training on clinical issues to ensure team members maintain clinical competence working in conjunction with the Nursing Directorate

Resource Management

- Adjust rotas, when required, to optimise front line resource. Manage planning, including managing shrinkage, real time work planning including co-ordination and allocation of tasks.
- Use clinical decision-making skills to identify and direct calls to the most appropriate professional for action

Contribute to the delivery of the organisation's objectives:

Networking

- Network with peers across professional groups promoting the exchange of knowledge, skills and resources

Service Development

- Work in partnership with a range of clinicians, managers and partnership in the planning or development of the service, promoting the involvement of patients/public

Political and Strategic Awareness

- Develop and maintain a working knowledge of local, national and professional strategy and policy, ensuring organisational goals are reflected in personal objectives
- Demonstrate the ability to contribute to policy and strategy development at a departmental and organisational level, and where appropriate, national level

Building relationships

- Establish and maintain relationships with key partners to develop and sustain high quality clinical services ensuring the needs of service users are met
- Maintain close contact with peers across the centres to ensure effective communication across the national NHS 24 service
- Attend and chair meetings relating to team, service matters and areas of clinical expertise

Personal Development

- Maintain clinical standards and Continuing Professional Development
- Maintain and develop professional and clinical knowledge, skills and competencies in line with the requirements of the post and the Nursing and Midwifery Council Code of Professional Conduct

5. EQUIPMENT AND MACHINERY

- The post holder will have the knowledge and skills necessary to use all equipment safely. Ensure systems/policies/procedures are communicated to staff to ensure safe use, maintenance and storage of equipment

6. SYSTEMS

Clinical/Patient Access reports analyse and interpret data in order to ensure patient safety and effectiveness.

- Computer literate
- Call recording and retrieval
- Frontline caller system for triage
- Decision support tools
- Monitoring progress of patient calls
- Resource allocation support
- Adverse event recording
- Business continuity
- Disaster recovery

Managerial

- Monitor staff information
- Staff rostering
- Performance management
- Payroll

7. DECISIONS AND JUDGEMENTS

The post holder will:

- Be responsible to the CSM for guidance and professional management, work review and formal appraisal of performance
- Have continuing responsibility for setting and monitoring standards and quality of clinical practice and ongoing management of the team
- Have responsibility for supporting the multi-disciplinary team to reflect upon and review decisions in relation to assessing, monitoring, evaluating and interpreting patients' conditions and appropriate outcomes
- Be accountable for decisions relating to the management of physical, human and financial resources including recruitment and workforce planning
- Deputise in the absence of the CSM
- Clinically analyse calls referred upwards, providing advice and support decisions, taking over responsibility for calls when required
- Analyse management information to identify appropriate deployment of resources and escalate issues when appropriate
- Analyse patient call back list making clinical decisions, based on minimal information, to set prioritisation to deal with call

On a rotational basis be responsible for:

- The "Lead Senior Charge Nurse" role, coordinating Senior Charge Nurses in all three sites
- Providing real time management for the team and support to front line staff
- Undertaking project work as required for quality improvement and redesign
- Managing business continuity or failure of some or all-electronic systems, escalating to the CSM if required
- Liaising with appropriate service providers during the recovery of systems function
- Ensuring appropriate action is commenced on receipt of telephone complaints or comments from service users or partner agencies

8. COMMUNICATION AND RELATIONSHIPS

- The post holder will work cohesively with the multi-disciplinary team and ensure the establishment of a positive and effective working relationship with members of the team and other front line staff, Clinical Services Manager(s), Associate Directors of Operations and Nursing, General Managers, Contact Centre Specialists, Medical and Nursing Directorates, Human Resources and Training Team, IT Department. Central Resource Team and Service Support
- Professional accountability through the CSM and ADON to the Director of Nursing
- Communication with peers is essential
- The post holder will be responsible for establishing systems and standards of communication for routine, complex and potentially stressful matters with the multi-disciplinary team, patients and families

- The post holder will be required to use specialist knowledge to provide highly complex, sensitive information so it is understood by patients/carers where there might be barriers to understanding. The Post holder will be versatile in methods of communication and explanation.
- A range of media will be used to communicate such as telephone, verbal and written. Appropriate actions will be identified and negotiated to reach agreed outcomes, which demonstrate sensitivity and empathy.
- Relationships must be established and maintained based on dignity and respect, communicating appropriately with the patient/relatives/multi-disciplinary team and external agencies in the provision of care and services
- The post holder will assist in building and maintaining good relationships with the NHS community, general public and partner agencies.
- The post holder will effectively handle calls escalated to them and as such be versatile in methods of communication and explanation.
- The post holder will participate in the Adverse Incident Reporting system, taking reports from front line staff, containing the incident and preparing Incident Reports for Service Support or CSM

9. DEMANDS OF THE JOB (Physical, Mental, Emotional)

Physical Skills

- The ability to operate machinery and equipment as detailed in 7a

Physical Demands

- Moving equipment – occasionally
- Frequently intense concentration is required when dealing with call from patients, which may include complex and sensitive information
- Restricted in movement, sitting at a PC when dealing with patient calls, complaints, national virtual service and performance reviews
- When 'floor walking' for the team, the post holder will frequently be required to stand for long periods
- Multi-tasking when dealing with patient calls, listening, recording detail and making a clinical decision

Mental Demands

- Concentration required when providing and checking documents/patients' notes whilst subject to frequent interruptions from team members for instance when managing the National Clinical Queue. Balancing competing demands of the role while maintaining a high level of visibility to staff
- Maintaining high level and consistent professional behaviour in unpredictable and stressful situations
- Ability to react swiftly and appropriately to sudden changes in patient clinical conditions and service demand
- Meeting the needs of all stakeholders with finite resources
- Balancing the demands of staff and service
- Keeping abreast of national and local policy and evidence-based practice
- Monitoring quality data, developing action plans for improvement
- Continuously motivate, enthuse and maintain morale of staff within an ever-changing environment
- Working as clinical leader with multi-professional team
- Critical thinking to make clinical decisions from telephone consultations, often with minimal information
- Frequent interruptions

Emotional Demands

- Communicating with distressed/anxious/worried patients/relatives/staff
- Support to patients who are terminally ill, which can be highly emotional, sensitive or challenging in nature.
- Dealing with challenging behaviours.
- Supporting team members with personal and professional issues
- Accountable for and leading performance/investigatory/disciplinary procedures

Working Conditions

- Exposure to verbal aggression Abusive or aggressive calls
- Requirement to work flexibly in accordance with service demand.
- Requirement to occasionally travel between sites

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

- Maximise the workforce's contribution and establish / support a modern evidence-based Telehealth/Telecare patient centred flow
- Effective management and prioritisation of competing demands within an environment, which can be unpredictable
- Balancing the demands of all stakeholders to provide a safe, effective, efficient, patient-centred, timely and equitable service
- Complex role, which presents conflicting priorities e.g. responding and managing in a live and continually changing environment, balancing conflicting demands
- Required to appropriately prioritise challenging situations on a frequent basis
- Deals with calls escalated by front line staff, which is generally more demanding
- Required to support front line staff with their decision-making or take over the call
- Work autonomously with support from CSM as required
- Management of partner expectations, which may mean dealing with situations in a distressing and emotive atmosphere

11. QUALIFICATIONS AND/OR EXPERIENCE SPECIFIED FOR THE POST

- First level nursing qualification (appropriate part of NMC Register relevant to area) with first degree or evidence of continuing professional development equivalent to level nine of Scottish Credit and Qualifications Framework (SCQF) as a minimum
- Post registration qualification desirable
- Extensive post registration experience preferably within two health care settings, experience of unscheduled care would be an advantage
- Skills and competencies associated with post registration experience and/or demonstrate expert clinical and professional practice developed through experience and theoretical knowledge
- Knowledge of relevant NHS/Healthcare national and local standards / drivers / challenges impacting on area of work
- Ability to maintain professional and personal credibility across all staff groups
- Ability to lead teams, lead practice, inspire others and with evidence of continuous professional development drive through change and new ways of working
- Personal motivation and enthusiasm for the development of nursing, patient care and the enhancement of the patients' experience of care and journey
- Experience of analysing and interpreting data to plan resources effectively
- Evidence of leadership qualities and people management skills

- Evidence of effective communication and influencing skills
- Ability to demonstrate strategic awareness
- Computer and information literacy
- A level of English language competency and communication skills necessary to perform this role safely and effectively