



Job Description

Title:	Clinical Duty Manager
Band:	6
Location:	111 Sites
Reports to:	Clinical Operational Manager
Responsible for:	Professional Support for Clinical Advisors and Senior Clinical Advisors

Job Summary

The post holder will have responsibilities include the provision of clinical support and advice to patients and call handlers following the initial enquiries. The role includes the utilisation of professional clinical judgement, supported by a robust clinical support system and the additional responsibility of the clinical supervision, coaching, precepting and quality review of front line staff. They will support the team in achieving exceptional standards of patient experience and seek continuous improvement across all elements of the 111 service.

Key Responsibility Area

1. Clinical Leadership to Frontline Staff

- 1.1 Provide professional support to the Clinical Advisors and Senior Clinical Advisors Line manage dispatch staff (deployment, deployment support,) ensuring their job responsibilities are continuously carried out to a high level and using Trust policies and procedures for guidance.
- 1.2 To ensure the clinical effectiveness of service delivery through the mentoring and coaching of a dedicated team of frontline clinical and non clinical staff.
- 1.3 To ensure the clinical effectiveness of service delivery by working as an expert call reviewer and participating in organisational measures to monitor clinical effectiveness, including individual monthly assessments for a frontline staff, providing constructive, balanced and timely feedback to both the staff member concerned and their respective Front Line Manager.
- 1.4 To act as an expert clinical resource, role model and effective clinical leader for frontline staff, providing support and advice within a complex, comprehensive and developing clinical service.

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- 1.5 To ensure that every caller contact is focussed on the provision of an excellent, accurate, safe and empathetic service and to provide clear, safe, timely and accountable clinical decisions to frontline staff .
- 1.6 Support the Clinical Advisors and Senior Clinical Advisors, particularly during high demand periods and after highly emotive incidents, providing assistance with difficult incidents and monitoring the requirement for counselling provisions.
- 1.7 To provide proactive support to frontline clinical and non clinical staff by floor walking
- 1.8 To ensure clinical effectiveness of service delivery by active contribution and support of all best practice initiatives.
- 1.9 Make suggestions for improvements to systems and processes to the appropriate managers
- 1.10 Contribute to the testing and evaluation of new concept, policies, training, procedures and equipment that will enhance performance of teams, individuals and self.
- 1.11 Ensure all incidents are activated at the earliest opportunity and meet performance targets. Provide accurate and timely reports on all incidents that are outside standard.
- 1.12 Highlight, review and validate all incidents that are out of performance.
- 1.13 Provide emphasis on continuation of core service during any large/complicated/difficult or major incidents.
- 1.14 Assume tactical level command of the 111 service operational environment whilst on duty.
- 1.15 Provide direct support and advice to the NWS on call command structure as required.
- 1.16 Liaise directly with critical service provider organisations to ensure smooth running of the operation, and continuity of service
- 1.17 Take responsibility for the deployment of major incident and service interruption actions, and lead on the deployment of remedial measures in the event of a service failure
- 1.18 Using your own judgement alert the Operations Manager on a variety of complex issues such as the misuse of the 111 Service or complaints and consider steps to resolve the issues.
- 1.19 Where necessary assist and support in the provision of team and individual audit feedback, overseeing their completion and providing coaching when required.

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- 1.20 Use effective telephone techniques and tact to deal with complaints and conflicts with callers from outside and within the Trust.
- 1.21 Report all concerns regarding equipment/system efficiency to the relevant departments
- 1.22 Assist in the Communication of the shift briefing to all staff during each tour of duty ensuring that pertinent information and instructions are noted and understood by all those on duty, with any appropriate actions undertaken.
- 1.23 Share best practice with colleagues by way of discussions.
- 1.24 Be aware of and apply principles of patient confidentiality, all current data protection legislation and vulnerable persons procedures (child and adult) to all aspects of work.
- 1.25 To ensure clinical effectiveness of service delivery by proactive promotion of the benefits of Clinical Supervision and reflective practice. To support First Line Managers in ensuring the effective clinical performance management of a dedicated team of frontline staff in relation to the achievement of clinical Key Performance Indicators (KPIs) and the delivery of professional, safe and effective patient care. This will include supporting First Line Managers regarding setting and supporting the achievement of SMART Action Plans relating to clinical practice improvement.

2. Real-Time Clinical Advice to Frontline Staff

- 2.1 To provide clear, safe, timely and accountable decisions to frontline clinical and non clinical staff
- 2.2. To support resolution of caller comments, compliments, complaints and Health Professional Feedback in line with national policy and underpinning statutory legislation.
- 2.3. To effectively manage, in real time, requests for access to patient information in line with national policy and underpinning statutory legislation.

3. Quality improvement

- 3.1 To ensure robust clinical governance and effective clinical risk management by understanding identified risks and assessing the associated clinical impact. To identify potential underlying causes and trends and to develop associated actions knowing how, when and to whom to escalate issues for onward action.
- 3.2. To ensure that lessons learnt from the investigation of complaints and incidents are embedded into day-to-day practice to ensure maximum patient safety within an open culture of lifelong learning.

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- 3.3. To be aware of the Trust's clinical performance and to monitor the quality of the service from both a local and national perspective.
- 3.4. To ensure that relevant documentary evidence is maintained as part of Care Quality Commission requirements.

4. Real Time Review of Clinical Workload

- 4.1 To effectively and proactively communicate with other Trust staff to minimise clinical risk and ensure maximum patient safety if any deviations from normal practice are identified.

5. Professional Competence/Credibility

- 5.1 To maintain continuous professional registration with the Nursing & Midwifery Council (NMC)/relevant professional body
- 5.2. To comply, at all times, with the NMC 'Code' of professional conduct./relevant professional code of conduct
- 5.3. To maintain Health Advisor and Nurse Advisor call taking competence by completing 200 calls per calendar month.
- 5.4. To provide skilled and effective assessment of patients presenting clinical need, through telephone consultation, with the support of the clinical assessment software, throughout which the nurse is required to be accountable for using professional judgement at all times.
- 5.5. To apply critical analysis to the synthesis of complex information during the care process to provide accurate advice and health information to patients in order to empower them to act upon advice given.
- 5.6. Liaises effectively between caller and third party in critical situations/areas of concern e.g. child abuse, where information is not consistent or may be disputed.
- 5.7. To keep immediate and accurate records of service user enquiries during the consultation.
- 5.8. Identify and use information sources to support and underpin clinical decision-making.
- 5.9. Use knowledge and experience to support other front line staff including Assistant Practitioners and Band 5 Clinical Advisors in making decisions relating to patient care leading to a safe service user outcome and is responsible for own decisions made when supporting others in the mentorship and preceptorship role

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- 5.10. Current awareness of policies and utilisation of acquired skills in mental health, child protection, medication enquiries and other aspects of general healthcare as required for the role; shares and utilises areas of agreed specialist practice with peers and colleagues to inform and enhance patient care
- 5.11. Participates in and proposes internal audits and research quality improvements to inform practice and improve service delivery, as negotiated through line managers.
- 5.12. To further contribute to service delivery by taking calls at times of high service demand.
- 5.13. To maintain a sound understanding of all organisational policies, procedures and guidelines.
- 5.14. To effectively contribute to ongoing service improvements and development.
- 5.15. To support change within the organisation including sharing and promoting best practice in relation to professional practice and safe and effective patient care.
- 5.16. To promote and maintain a healthy and safe working environment for all frontline staff in line with organisational policies and procedures.
- 5.17. To act independently within the constraints of professional and organisational policies and structures
- 5.18. To actively participate in clinical supervision to facilitate personal and professional development

6. Communication

- 6.1 To actively communicate with staff to assist service delivery
- 6.2. To actively communicate with other service providers about individual patient care management programmes where appropriate.
- 6.3. To be able to communicate effectively at all levels using all communication delivery methods, ie, presentation skills, letter writing, fax etc.
- 6.4. Reflect the diversity of needs in the local healthcare community by utilising all available resources to facilitate access to the service where there are barriers to communication and understanding.
- 6.5. To utilise advanced listening, probing and facilitative skills across a diverse range of calls, some of which are highly challenging due to emotive circumstances or caller aggression.

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- 6.6. Utilises complex communication skills to negotiate (utilising translation services in situations where language barriers are present), and provide support to callers who may be non-compliant with recommended outcomes, emotive, hostile and or antagonistic.

7. Education and Training

- 7.1 (Lead on) Identifies own personal development requirements to meet individual education and developmental needs in line with service requirements.
- 7.2. Encourage a learning environment in which quality, performance and development can flourish and to contribute on nursing development issues.
- 7.3. On an annual basis participate in a development review (PDP), using the NHS's Knowledge and Skills Framework as required and with the line manager identify areas of need for professional development in order to meet service and personal objectives.
- 7.4. To regularly coach staff and supervise/mentor students in relation to nursing practice generally as well as within their own specialism to maintain an up to date knowledge of current practice.
- 7.5. To facilitate (perform) clinical supervision for staff on completion of appropriate accredited training.

General duties and Responsibilities

- Enhance own performance through continuously developing own knowledge, skills and behaviours to meet the current and future requirements of the job and respond to the learning needs of the Trust.
- Act within acceptable parameters as an employee/ Manager for the trust, having regard to the applicable 'Code of Conduct for your role and ensuring own practice is in accordance with Trust policies.
- Maintain own CPD and contribute to own personal development by participating in annual appraisal with line manager, developing a PDP, and actively participating in agreed learning activities and evaluating effectiveness of learning in relation to role.
- Regularly review own practices and makes changes in accordance with current and/or best practice, makes suggestions for improved practice and identifies where other activities affect own practice
- To achieve and demonstrate agreed standards of personal and professional development within agreed timescales.

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- To contribute positively to the effectiveness and efficiency of the teams in which he/she works.
- To contribute to a healthy, safe and secure working environment by adhering to health and safety regulations, Trust policies, procedures and guidance. Take necessary action in relation to risks in the workplace including supporting others to manage risks and reporting incidents as necessary.
- To act in ways that support equality and diversity and the rights of individuals, ensuring own practice is in accordance with Trust policies. Identify and take action when own or others' action undermines equality and diversity.
- To raise concerns around risk, malpractice or wrongdoing at work, which may affect patients, staff or the organisation, at the earliest reasonable opportunity.
- To abide by the NHS values and the NHS Constitution, all staff must maintain the highest standards of care and service, treating every individual with compassion, dignity and respect, taking responsibility not only for the care you personally provide, but also for your wider contribution to the aims of your team and the NHS as a whole;
- The post holder will be required to adapt to and undertake different or new duties in line with professional and service developments This Job Description is intended as a general guidance to the duties and responsibilities of the post and is not, therefore, exhaustive. It will be subject to review, in light of changing circumstances and in consultation with the post-holder.

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Person Specification

Clinical Supervisors 111 (Clinical Quality Improvement)	Assessed by	
	Essential	Desirable
Values & Behaviours		
Commitment to providing service that meets the changing needs of external and/or internal customers	A/I	
Ability to work effectively in a team, providing support and leadership as appropriate, to achieve shared goals	A/I	
Focus on constructive evaluation and challenge of own and team performance	A/I	
Proactive in identifying opportunities for improvement and innovation	A/I	
Education/Knowledge		
First level registered nurse/equivalent clinical qualification with post registration experience	A	
Evidence of commitment to ongoing continual professional and personal development	A/I	
Skills and experience - deliverables for the role		
Experience of training others	A/I	
Able to manage and develop staff performance	A/I	
Experience of coaching staff	A/I	
Computer literate	I	
Effective decision making capabilities	I	
Effective communication, listening and interpersonal skills	I	
Ability to work to deadlines	I	
Ability to prioritise own workload	I&T	
Ability to negotiate with staff of all levels and disciplines	I	
Experience of working within a contact centre environment		A/I
Experience of virtual team working		I
Personal Behaviours & knowledge		
Knowledge of the benefits of Clinical Supervision and reflective practice	I/T/P	
Knowledge of the Trust's contribution and position within the health economy	I	
Knowledge of tele-health consultation and an understanding of associated clinical risk	I/T/P	