



ROLE PROFILE

JOB DESCRIPTION	
Job title:	Pathways Advisor
Team/Department:	Care Co-ordination Centre
Location:	Main place of work as agreed
Hours of work:	As agreed and in accordance with the contract of employment
Job title the post holder will report to:	Team Manager
Job titles of the staff reporting to the post holder:	No staff report to the post holder
Date the role profile was revised:	September 2016
<p>JOB PURPOSE</p> <p>Work as part of a team providing a professional and courteous telephone response to patient requirements, including 111 calls using NHS Pathways, ensuring accuracy of patient information and adherence to company guidelines and procedures. Ensuring effective and timely distribution of calls to regional bases. Ensure high levels of visibility and understanding of available clinical resource during shifts and support the Dispatch Controller in maintaining service levels against KPI's.</p>	
<p>KEY RESPONSIBILITIES AND ACCOUNTABILITIES</p> <ul style="list-style-type: none"> • Deliver service excellence in a proactive and engaging way within the IC24 call flow guidelines. • Question effectively and document patient details with extreme levels of accuracy, adhering to policies and processes with the strictest of attention and working within the parameters set by the relevant Call Handling Protocols (ILTC, NHS Pathways, etc). • Work alongside your colleagues as a team and proactively seek to develop and maintain knowledge and skill sets by accepting constructive feedback and attending planned and ad hoc training / workshops and coaching sessions on request. • Utilise cross border agreements with other OOH organisations appropriately for dispatch of calls. • Maintain systems knowledge and understanding of bespoke Care Co-ordination Centre Services contracts in delivering call handling and administrative services to ad hoc requirements. • Offer an administrative service for a variety of activities within the Care Co-ordination Centres as required and on request of the CCC Management team. • Deliver a good standard of attendance and punctuality supporting resourcing requirements. • Deliver a high standard of performance proactively meeting the needs of the business in a changing environment 	

COMMUNICATION AND KEY WORKING RELATIONSHIPS

The post holder must be able to demonstrate excellent communication and interpersonal skills at all times, and build and maintain good working relationships with all stakeholders including the following:

- Pathways Advisors
- Telephone Advice Nurses/Paramedics (111 Clinician)
- Non Clinical Coach
- Clinical Coach
- Dispatchers
- Dispatch Controllers
- Clinical Supervisors
- Clinical Services Lead
- Team Managers
- Operational Service Manager
- Deputy Director of 111 Services

ENVIRONMENT

IC24 is a major not for profit Social Enterprise company currently providing innovative primary care services designed to deliver quality and affordability. IC24 is solutions-focused, providing a comprehensive portfolio of services aimed at improving access and reducing the demand on secondary care services by helping to avoid unnecessary admissions and facilitating early discharge.

Going forward, the company is committed to supporting and enabling better integration between health and social care and more effective alliances between partners from different sectors as essential to delivering seamless services. IC24 has considerable experience of working in complex, demographically-challenged environments and the Board is keen for the organisation to be proactive in improving standards of care and patient safety, while delivering value for money too in the health economies it which it operates. Critical to this is building strong professional relationships and alliances with third parties; working with them in a way that maximises the benefits of their involvement.

HEALTH AND SAFETY

The post holder will be required to comply with the duties placed on employees of Integrated Care 24 Ltd as set out in the Health and Safety at Work Policy and related Procedures. The post holder has a legal obligation to make positive efforts to maintain their own personal safety and that of others by taking reasonable care, carrying out requirements of the law and following recognised codes of practice.

EQUALITY AND DIVERSITY

Integrated Care 24 Ltd has an Equality and Diversity Policy to ensure that no job applicant or employee is discriminated against either directly or indirectly on the grounds of disability, marital status, sex, race, colour, nationality, ethnic or national origin, sexual orientation, age, religion or political opinion, whilst attracting talented recruits and retaining experienced employees.

Integrated Care 24 Ltd is committed to promoting equal opportunities and diversity and will keep under review its policies, procedures and practices to ensure that, in addition, all users of its services are treated according to their needs.

INFORMATION GOVERNANCE

Information is vitally important for the safe clinical management of patient care and the efficient administration of services and resources, including our workforce. Information Governance is a framework to enable Integrated Care 24 Ltd to handle personal and corporate information appropriately.

It is the responsibility of our entire workforce, regardless of employment status, to ensure they abide by the requirements of Information Governance as set out in the Employee Handbook and the Information Governance Policy.

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

IC24 is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All staff and volunteers are therefore expected to behave in such a way that supports this commitment. You will be responsible for safeguarding the interests of children and adults who you come into contact during your work. 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, to follow local and national policy relating to safeguarding practice and to report and act on concerns you may have appropriately.

DISCLOSURE AND BARRING SERVICE CHECKS

Integrated Care 24 Ltd will require a DBS check for appropriate roles which is a mandatory requirement and a condition of the employment offer.

All posts are assessed on their eligibility for the post holder to be required to undertake a DBS check. For posts that have been assessed as exempt from the provisions of the Rehabilitation of Offenders Act 1974, Integrated Care 24 Ltd will require the post holder to undertake an enhanced DBS check with barred list checks. For posts that have been assessed as being in a position of trust, Integrated Care 24 Ltd will require the post holder to undertake a basic DBS check.

This post has been assessed as requiring an enhanced DBS check with barred list checks.

REHABILITATION OF OFFENDERS ACT 1974

Some posts have been assessed as being exempt from the provisions of the Rehabilitation of Offenders Act 1974 and in these cases Integrated Care 24 Ltd will require the post holder to disclose all convictions, whether spent or unspent.

This post has been assessed as not being exempt from the provisions of the Rehabilitation of Offenders Act 1974; therefore the post holder is not required to disclose any spent convictions.

PERFORMANCE AND DEVELOPMENT REVIEW

This Job Description will be used as a basis for conducting an individual Performance and Development Review between the post holder and the manager.

VARIATIONS

This Job Description describes the main purpose and key responsibilities and accountabilities of the post. The post holder may be required to undertake any additional duties or responsibilities as may reasonably be required.

This Job Description is a guide to the nature and main duties of the post as they currently exist, but it is not intended as a wholly comprehensive or permanent schedule and it is not part of the contract of employment.

To reflect changing needs and priorities, some elements of this post may be subject to change and where required, any appropriate communication or consultation with the post holder will be undertaken prior to making any changes.

PERSON SPECIFICATION
Pathways Advisor

Criteria	Standard	(D)esirable or (E)ssential
Qualifications and Training	3 GCSE's (or equivalent academics) graded at A-E	E
	NHS Pathways trained	D
Knowledge, Skills and Abilities	Calm, confident telephone manner	E
	Good listening and Questioning and probing skills	E
	Ability to manage difficult situations with patients on the telephone	E
	Ability to work under pressure and to prioritize patient needs.	E
	Computer reiterate and adaptable in using different software solutions.	E
	Good understanding of clinical management systems.	D
	Excellent communication and interpersonal skills	E
	Ability to manage high volumes of work/calls under pressure.	E
	Proactive in seeking operational improvements and confident in decision making.	E
	Ability to successfully undertake NHS Pathways training.	E
Experience	Call Centre experience	D
	Experience of navigating through telephone triage systems	D
	Good keyboard skills	E
Personal Qualities	Displays a good nurturing approach and compassion (where identifiable)	D
	Demonstrates initiative in handling unforeseen events	D
	Team player	E