

PERSON SPECIFICATION – Clinical Assessor

Category	Essential	Desirable	Assessment
Education	<p>Hold current professional registration with either the NMC or HCPC</p> <p>Evidence of continuous professional development.</p>		
Experience	<p>Evidence of undertaking regular update training and continuous personal/professional development as required by regulating body.</p> <p>Have the ability to assimilate large quantities of information quickly, accurately and communicate outcomes clearly.</p> <p>Knowledge of patient group directions and associated policy.</p> <p>Experience of quality initiatives such as QOF and KPI's</p>	<p>Knowledge of local health issues.</p> <p>Awareness of local and national health policy</p> <p>Experience in implementing protocols and clinical guidelines</p>	
Attitudes	<p>Be a supportive team member providing assistance to other team members.</p> <p>Self-motivated with the ability to support and enthuse others by demonstrating a commitment to the delivery of high-quality patient care.</p> <p>Committed to ongoing training and development including mandatory Updates.</p>		
Skills and Abilities	<p>Excellent clinical skills.</p> <p>Demonstrate an understanding of the data protection act and patient confidentiality, clinical and information governance and Caldicott requirements.</p> <p>IT skills including accurate data entry.</p> <p>Demonstrate appropriate professional and personal boundaries.</p> <p>Able to demonstrate commitment to high quality care and service</p>	<p>Experience of SystmOne.</p> <p>INR monitoring.</p> <p>Clinical Supervision training / or experience.</p>	

	provision. Respects the privacy, dignity, needs and beliefs of patients, carers and colleagues. Knowledge of health promotion strategies		
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JOB DESCRIPTION

Job Title: Clinical Assessor

Responsible to: Practice Manager

Place of Work: Brook Square Surgery

Job Summary

As an Advanced Clinical Practitioner, Advanced Nurse Practitioner or Paramedic, you'll champion quality care delivery, working closely with our Practice Support Team, applying your clinical knowledge and skills to ensure our patients receive the right level of care. You will make decisions with online and telephone triage, assessing patients presenting with symptoms, and provide appropriate selfcare advice and signposting to local services when appropriate to do so. Adhering to Care Quality Commission standards at all times.

Duties and Responsibilities

Clinical Practice

- To undertake safe and effective telephone clinical assessment, providing advice, and if necessary onward referral to the appropriate agency / professional, for people with a wide range of conditions accessing the service.
- Exercise a high degree of professional autonomy and clinical judgement by critically analysing complex information utilising our online consultation software.
- Possess strong clinical skills and sound judgement underpinned by experience and theoretical knowledge.
- Provide self-care advice to empower patients to manage their symptoms at home where appropriate.
- Demonstrate personal accountability in their everyday practice and an understanding of their responsibility for staff to which they delegate actions.
- Recognise and act on own personal and clinical development needs recognising the limits of own practice.
- Able to organise self and others workload in an effective and efficient way and support non-clinical staff members.

Communication

- Demonstrate sensitive communication styles, to ensure patients are fully informed and consent to treatment
- Communicate effectively with patients and carers, recognising the need for alternative methods of communication to overcome different levels of understanding, cultural background and preferred ways of communicating
- Utilise communication skills to support patients to adhere to prescribed treatment regimens
- Anticipate barriers to communication and take action to improve communication
- Act as an advocate when representing the patients' and colleagues' viewpoints to others

Delivering a quality service

- Recognise and work within own competence and professional code of conduct as regulated by the NMC or HCPC
- Produce accurate, contemporaneous and complete records of patient consultation, consistent with legislation, policies and procedures
- Prioritise, organise and manage own workload in a manner that maintains and promotes quality
- Deliver care according to the NSF and the National Institute for Clinical Excellence (NICE) guidelines and evidence-based care
- Participate in the maintenance of quality governance systems and processes across the organisation and its activities
- In partnership with other clinical teams, collaborate on improving the quality of health care, responding to local and national policies and initiatives as appropriate
- Support and participate in shared learning across the practice and wider organisation
- Participate in the performance monitoring review of the team, providing feedback as appropriate
- Understand and apply legal policy that supports the identification of vulnerable and abused children/ vulnerable adult health procedure and local guidance.
- Work within policies relating to domestic violence, vulnerable adults, substance abuse and addictive behaviour, and refer as appropriate safeguarding children
- Carrying out home visits

Learning and Development

- Disseminate learning and information gained to other team members in order to share good practice and inform others about current and future developments
- 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

Team Working

- Understand own role and scope in the organisation and identify how this may develop over time
- 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 of those taking on delegated duties
- Ensure clear referral mechanisms are in place within the practice
- Accept delegation from other nurses, prioritise own workload and ensure effective time-management strategies are embedded in own practice
- Work effectively with others to clearly define values, direction and policies impacting upon care delivery Participate in team activities that create opportunities to improve patient care

Management of risk

- Manage and assess risk within the areas of responsibility, ensuring adequate measures are in place to protect staff and patients
- Ensure safe storage, rotation and disposal of vaccines and drugs is undertaken. Where appropriate, oversee the monitoring, stock control
- Undertake mandatory and statutory training
- Apply infection control measures within the practice according to local and national guidelines
- Apply policies that reduce environmental health risks, are culturally sensitive and increase access to health care for all
- Participate in the local implementation strategies that are aligned to the values and culture of general practice

Managing Information

- Use technology as an aid to management in planning, implementation and monitoring, presenting and communicating information
- Review and process data using accurate Read codes about patients in order to ensure easy and accurate retrieval for monitoring.
- Manage information searches using the internet
- Understand own and other's responsibility to the individual organisation regarding the Freedom of Information Act
- Communicate essential financial restraints with the team and discuss with them ideas for effective and efficient working within the constraints.

Equality and Diversity

- Identify patterns of discrimination and take action to overcome this and promote diversity and equality of opportunity
- Enable others to promote equality and diversity in a non-discriminatory culture
- Support people who need assistance exercising their rights
- Monitor and evaluate adherence to local chaperoning policies
- Act as a role model in the observance of equality and diversity good practice
- Accept the rights of individuals to choose their care providers, participate in care and refuse care
- Assist patients from marginalised groups to access quality care

Competencies

Technical Competencies

- Competent at word, excel etc.

Management Competencies

1. Teamwork
2. Flexibility
3. Achievement Motivation
4. Risk Awareness
5. Health & Safety Awareness

Managing Tasks / Projects

- Ensuring tasks and duties are performed within clearly defined time quality standards

Managing Information / Data

- Compiling and processing, supplying information and data to both internal and external contacts whilst ensuring confidentiality is maintained where appropriate.

Communications

- High level of verbal and written communication skills
- Information sharing with other professionals

Health and Safety

- The post holder is required to take reasonable care for the health and safety of themselves and other persons who may be affected by their acts or omissions at work. The post holder is also required to co-operate with their employing body to ensure that statutory and departmental regulations are adhered to.

This job description is intended as a guide to the duties and responsibilities of the post and should not be regarded as a complete list of those requirements under the 'written statement of the main terms and conditions of employment'. The contents may be amended from time to time, subject to developing service needs.