

**JOB DESCRIPTION**

**TITLE OF POST:** TRIAGE NURSE

**LOCATION:** Dalriada Urgent Care site

**BASE:** Ballymena

**RESPONSIBLE TO:** Medical Director / Clinical Lead

**REPORTS TO:** Supervisor

**RATES OF PAY:** Standard weekday rate Daytime £21.56 per hour

 Standard weekday rate Weekend Evening £22.20 per hour

 Standard weekend rate £26.19 per hour

 Nightshift weekday £28.86 per hour

 Nightshift weekend £34.30 per hour

 Bank holiday rates Enhanced

**HOURS IN & OUT OF HOURS – 20 hours minimum -** As contracted per 6 month rotating rota – may include night shifts

**BASIC DUTIES:** **Job Summary**

1. Receive telephone enquiries from callers and with the aid of Computer Assisted Triage software, undertake assessment of their health and presenting complaint, giving advice as appropriate, in compliance with protocols and referring them to other providers, as appropriate.

 **Service Delivery**

1. Using the system provided, keep accurate and immediate

records of every enquiry, including assessment and advice

regarding their care.

1. Empower clients to carry out self-care, as appropriate, through effective communication of health care advice; this may include emergency care.
2. Undertake basic computer house-keeping / maintenance routines as required.
3. Assist in the education of clients in the correct use of primary care, emergency services and any other health related organisations.
4. Using the system provided, give advice and information on a wide range of health issues.

 **Quality**

1. Participate in evaluation of the Nursing service and implement changes as required and agreed with the management group.
2. Participate in the development and implementation of audit and evaluation techniques and processes, ensuring the high quality delivery of Primary Care services, in consultation with senior staff.
3. Pro-actively and continuously identify opportunities to improve the Primary Care Nursing Service.

**Personal Development**

1. Participate in activities that lead to personal and/or team growth.
2. Attend training and development programmes identified, as appropriate.
3. Participate in appraisal activities, as required.
4. Take the lead in identifying personal development requirements.

 5. Maintain personal professional profile as per NMC requirements.

**Confidentiality**

1. Maintain confidentiality in relation to personal data held for colleagues and patients, ensuring it is processed lawfully; for no purpose other than for which is was obtained; is relevant to that purpose; is retained for no longer than is necessary; is processed in accordance with the rights of the subject to access and accuracy; and is protected from accidental loss or damage in accordance with the requirements of the General Data Protection Regulations and records management guidance.
2. Maintain confidentiality of patient-identifiable personal data using a non-identifiable alternative, where practicable and limiting access on a strictly need to know basis.

**Health & Safety**

1. Act upon any significant hazards and risks identified during the normal course of duty and report any risks that he/she cannot adequately control.

**NOTE**:

* The post holder will be required to work with minimum supervision and may be expected to deal with other duties appropriate to the level and grade of the post.
* The duties and responsibilities outlined above are not intended to be definitive or restrictive and may be amended to meet the changing needs of the service.
* Applicants successful at the selection stage will be required to complete a three day training course in the use of clinical assessment software followed by six mentorship sessions and to reach the required standard at the end of the training period.
* Training will be at £650 after successful completion of 50 hours of training/mentorship.
* Shortlisting will be carried out on the basis of the essential criteria set out above, using the information given on the application form. You should therefore address the requirements when completing the application form, as failure to do so may result in you not being shortlisted.
* Appointments are subject to verification of appropriate qualifications.

**WAITING LIST**

It is our intention to draw up a waiting list for similar vacancies which may arise within the next 12 months.

We are committed to providing the highest possible quality of service to patients, clients and the community. We expect the staff we employ to provide a caring service at all times, and to treat those with which they come into contact in a courteous and respectful manner.

**THIS JOB DESCRIPTION WILL BE SUBJECT TO REVIEW IN THE LIGHT OF CHANGING CIRCUMSTANCES AND MAY INCLUDE ANY OTHER DUTIES AND RESPONSIBILITES AS MAY BE DETERMINED IN CONSULTATION WITH THE JOB HOLDER. IT IS NOT INTENDED TO BE RIGID AND INFLEXIBLE BUT SHOULD BE REGARDED AS PROVIDING GUIDELINES WITHIN WHICH THE INDIVIDUAL WORKS.**

**CANVASSING EITHER DIRECTLY OR INDIRECTLY WILL BE AN ABSOLUTE DISQUALIFICATION.**

* **ASSESSMENT INFORMATION**

Applicants **may** be asked to complete various aptitude tests to assess suitability for the position at an Assessment event. Should you have any special requirements to be able to undertake these tests, please make them known to us on your application form or contact the HR Department.

Upon completion of Assessment, only selected candidates who meet the required score will be invited to attend for interview.

Successful applicant/s will be required to undertake a three day training course (during day time hours) in the use of clinical assessment software and telephone triage. Follow-up mentorship training and assessment is also a requirement.



**Additional Information**

Dalriada Urgent Care is an out of hours’ medical service in the Northern Trust area. Our hours of operation are weekdays, evenings, weekends, night times and bank holidays. We are expanding our operations and require suitably qualified nurses to acquire and use skills in computer assisted patient telephone triage. In future, the role may progress to involve assessment/treatment of patients’ with minor illnesses.

Applications are invited from suitably qualified candidates for the following post(s):-

* **NURSE/S Ref No. TN/06/21/**

Part-Time, min 20 hours per month / In Hours and Out of Hours

**Hourly Rates:-** Standard weekday rate Daytime £21.56 per hour

 Standard weekday rate Weekend Evening £22.20 per hour

 Standard weekend rate £26.19 per hour

 Nightshift weekday £28.86 per hour Nightshift weekend £34.30 per hour

 Bank holiday rates Enhanced

* **Location**: Dalriada Base: Ballymena

**Essential Criteria**

Applicants must be Registered General Nurses with at least 3 years’ experience within the last 5 years at Band 5 or above and currently employed in a role involving direct patient care in one of the following Primary Care / Hospital settings:-

* District Nursing
* Practice Nursing
* Treatment Room
* Health Visiting
* Acute Medicine
* Acute Surgery
* Emergency Department

**OR**

* Hospital experience working within an acute hospital in a role involving direct patient care.

**Bank staff will be required to provide evidence of an average of 20 hours per week worked over the past year in addition to 3 years relevant experience within the last 5.**

AccessNI Enhanced Disclosure check.

**Skills**

Excellent communication skills

Good judgement and critical thinking skills

Concise, clear documentation skills

Excellent listening skills

Computer literate

**Attributes**

Works well independently

Functions well in a stressful environment and under time pressure

June 2021

**Dear Applicant**

Thank you for your interest in employment with Dalriada Urgent Care. Please find enclosed an information pack which includes an application form, job description and person specification.

I would like to take this opportunity to draw your attention particularly to the person specification which details the qualifications, competencies and other personal requirements necessary to successfully undertake the duties of the post. The criteria for short-listing will be derived from the personal specification and the information provided in your application form will be assessed against this criteria. It is therefore essential that you clearly demonstrate how you match each requirement of the personnel specification, paying particular attention to the essential criteria.

Please note that all sections of the application form must be completed in full as CVs will NOT be accepted. It is essential that the Equal Opportunities Monitoring Form attached is also completed. Failure to comply with these requirements will result in your application being rejected. Candidates should also note that any attempt to influence the panel’s decision either directly or indirectly will result in disqualification.

The selection process for this post may include an assessment centre, which will involve the use of psychological tests and group exercises. The interview will also assess the competencies required for the post as set out in the personnel specification.

The closing date and time for receipt of completed application forms is stated on the website. It is your responsibility to make sure that your completed application form is delivered to the HR Officer by the specified date and time. Applications posted by the Royal Mail which arrive late will only be accepted if the postmark shows they were posted in time and with the correct postage. It is our recent experience that a first class stamp may not be enough to ensure the application form arrives on time.

Should you wish receipt of your application form to be acknowledged, it will be necessary for you to enclose a stamped addressed envelope or request this by email. When short-listing and subsequently interviewing has been completed, you will be advised of the outcome of your application at each stage of the process.

May I take this opportunity on behalf of Dalriada Urgent Care to thank you for your interest you have expressed on this occasion. Should you have any queries relating to the documentation enclosed, please do not hesitate to contact the HR Department.

Yours faithfully

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**HR Dept.**