

Job Framework, Right Care Practitioner



Job Title	Nurse Advisor/ Clinical Triage	Salary	TBC
Location	MSI One Call, Bristol	No. of Direct Reports	0
Reporting to	Team Leader	Budget Responsibilities (Y/N)	No

The Function

Marie Stopes UK is a reproductive health charity, best known for its abortion services which help 70,000 women a year. Our network of welcoming clinics and local community services, together with a 24 hour confidential helpline, provide high quality, safe, accessible and compassionate advice, care and support for the women and men who need us. 95% of our services are commissioned by the NHS.

Our clinic network is growing as part of our strategy to be the charity of choice for the women and men who turn to us for help, and for our funders. Our influence is growing too, as we work to increase public and political understanding of the issues women and men face in making reproductive choices.

We're proud to be champions for reproductive choice, and we work hard every day to make a reality of women's rights to decide whether and when to have children.

One Call, the Marie Stopes UK Call Centre is at the centre of all client transactions. It is the first point of contact for our clients. Providing a non-judgemental service, One Call can book treatments, obtaining medical history, provide counselling and deliver post-operative care, 24 hours a day, 7 days a week.

Right Care Team

Right Care was launched on the 3rd September 2018 with an emphasis on ensuring the 'right care, at the right time in the right place.'

Right Care encompasses clinical referrals and safeguarding. Both teams aim to support the centers in providing pre-attendance support to ensure appropriate resources are in place. They also aim to manage post-treatment care of clients e.g. NHS referrals, social worker referral, follow up care, escalations and appointments.

The Right Care team is undergoing a period of change following the September 2018 launch. 2019 will see the Right Care team undergo restructuring to bring in increased clinical input in the form of specific Right Care nurses and a Right Care Clinical Team Lead. A relaunch of the service following restructuring will aim to increase the presence of Right Care and improve the awareness within centers of the service they provide.

The Role

The Right Care nurse role will be split between clinical triage nurse and nurse advisor. This is an exciting opportunity for the post holder to develop leading best practice within MSUK. The post will be structured with 2 weekly rotation between both roles.

The nurse advisor on duty will be responsible for assessing callers pre-and post treatment; advising patients on next steps and referring them on to further care when appropriate. For post-op calls these clients may have become anxious or are experiencing post-treatment problems.

The clinical triage nurse on duty will be responsible for triaging clinical referrals, these are clients with pre-existing conditions and other complexities. The nurse will be expected to make clinical decisions in the client's best interests and in line with MSUK policy. They will work closely with MSUK Doctors and with external agencies such as GP's and NHS treatment centres.

The post holder will demonstrate a commitment to a high-quality service, excellence in clinical practice and continuous professional development. The Right Care nurse will be forefront in leading the change of Right Care and ensuring clinical excellence and quality improvement of the service.

Key Responsibilities

Right Care Practitioner - Nurse midwife/ paramedic advisor

- Demonstrate competence in all areas of clinical advisor role; front ending of calls, clinical validation/assessment and provision of support and advice to other advisors.
- Receive telephone calls from clients, other health care professionals and undertake an assessment of the presenting concerns, giving advice using evidence based practice and MSUK policies and guidance. Use clinical knowledge and advanced communication skills to provide high quality assessment.
- Advise patients on self-care as appropriate though the effective communication of evidence-based health care advice.
- Facilitate the patient pathway where possible assisting patients in the correct use of primary care and emergency care services and other healthcare related organisations
- Use negotiation skills when necessary and establish concordance with patients on appropriate course of action to take for the level of care determined
- Manage all calls in a controlled and professional manner treating all patients with compassion, empathy and respect
- In the case of a medical emergency be able to manage a challenging situation safely
- Provide contraception and sexual health advice and information
- Assessing client's holistic presentation to ensure that they receive the most appropriate and effective care pathway prior to treatment

Clinical Triage Nurse

- Liaise closely with the clinical management team to escalate complex clients and broader issues
- Ensure clients not suitable for treatment at an MSUK Centre are referred to appropriate services efficiently
- Continuous follow up until clients are discharged to avoid drift
- Use the Pre-Existing Conditions (PEC) guidelines to structure care and to ensure relevant medical history is obtained from client, GP or hospital
- Receive health information pertaining to clients and undertake an assessment of the presenting concerns and making decisions using evidence based practice and MSUK policies and guidance.
- Use clinical knowledge and advanced communication skills to provide high quality assessment.
- Facilitate the patient pathway where possible assisting patients in the correct use of primary care and emergency care services and other healthcare related organisations
- Liaise with client throughout their journey to ensure they are kept informed and consenting to the processes
- Liaise with external agencies to ensure that clients not suitable for treatment at MSUK are referred for treatment elsewhere.
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General

- Maintain accurate patient care records as required.
- Work within the parameters of own skills and knowledge maintaining an awareness of service and practice developments
- Support the achievement of quality standards and performance levels relevant to MSUK. These will be monitored by KPI's.
- Demonstrate the 6 C's of caring at all times
- Mentor and role model high level nursing skills
- Excellent time management skills, able to work under pressure and meet deadlines
- Demonstrate ability to use all MSUK data systems (training provided)
- Maintain client confidentiality at all times in line with GDPR
- Undergo personal and professional development activities, including occasional nursing shifts in a Marie Stopes Centre
- Maintain client focused care at all times

Experience and skills

- Post registration experience- Registered nurse, registered midwife, Paramedic
- Recent experience in relevant areas applicable to role e.g clinical triage, Pre-assessment, Surgery, Acute Medicine, practicing Paramedic, Midwifery, Gynaecological, reproductive health. (This list is not exhaustive)
- Excellent clinical nursing skills and clinical judgement
- Strong attention to detail
- Intermediate PC skills – Information Management Systems; Microsoft Outlook; Microsoft Office Packages
- Ability to work as part of a team and liaise with people of all levels
- Excellent listening and communication skills
- Ability to put people at ease in an emotionally charged environment whilst maintaining professionalism
- Customer service skills
- Work well under pressure

Qualifications

- Full Registered Nurse or Midwife with in date PIN No. Paramedic registered with the Health and Care Professions Council
- Nursing Degree/Diploma

Personal Attributes

- Pro-choice on abortion
- Willingness to take responsibility and make decisions – being accountable
- Drive and enthusiasm
- Ability to remain calm in a pressurised environment
- Sensitivity to individual client needs, non-judgemental

- Confidentiality
- Confident, helpful and empathetic
- Keenness to develop personal learning
- Willingness to participate in the training and orientation of others
- Positive attitude to organisational change
- Flexible - available to cover **all** shifts when required