

Job Framework

Job Title	Clinical Practitioner	Cost Centre	21002
Location	MSI One Call, Bristol	No. of Direct Reports	n/a
Reporting to	Clinical Services Manager	Budget Responsibilities (Y/N)	No

The Function

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.

The Role

The Clinical Practitioner will support our clients with our 24-hour advice line service and will be responsible for assessing clients pre-and post-treatment; advising clients on next steps and referring them on to further care when appropriate.

Our clients can present as anxious or emotionally distressed when they access our advice lines and the Clinical Practitioner will provide an empathetic and reassuring service in line with all clinical responsibilities.

All colleagues at Marie Stopes UK are committed to delivering a high-quality service.

Key Responsibilities

- Establish the nature of the clients concern and use positive, directed questioning to elicit sufficient details (e.g. blood loss, pain level etc.) to determine an appropriate course of action.
- Provide a reassuring and empathetic clinical service to our clients.
- Access the client database to assess the client's medical history and details of the procedures scheduled or undertaken.
- Advise the client regarding pain relief and/or other appropriate action.
- Advise clients on self-care as appropriate through the effective communication of evidence-based health care advice.
- Where indicated, arrange post treatment follow up at the nearest available/convenient centre for the client, liaising with the centre's nursing/medical team members if necessary and provide comprehensive information to both client and team members
- In the case of an immediate medical emergency, direct the client to the nearest Accident & Emergency department, liaising with the Gynaecologist on call if necessary.
- Give appropriate contraceptive and sexual health advice.
- Make comprehensive records of each call dealt with and record on the relevant recording system.
- Maintain client confidentiality at all times, particularly if the caller is a third party, in line with Marie Stopes procedures and GDPR.

Clinical Practitioner



- Liaise with the Right Care team and other One Call departments to provide clinical advice.
- Produce routine and ad hoc reports as requested by the Director of One Call/Clinical Team Manager
- Monitor the service and suggest improvements where necessary
- Between calls undertake administrative and other tasks as requested by the Clinical Services Manager.
- Undergo personal and professional development activities, including occasional nursing shifts in a Marie Stopes Centre, in order to keep knowledge of procedures and good practice up to date
- Support the achievement of quality standards and performance levels relevant to Marie Stopes UK adhering and achieving Key Performance Indicators.
- Always demonstrates the 6 C's of nursing.
- Any other duties as requested by the Director of One Call / Nurse Team Manager

Experience and skills (essential/desirable)

- Post registration experience- Registered nurse & registered midwife
- Recent experience in relevant areas applicable to role e.g. clinical triage, Pre-assessment, Surgery, Midwifery, Gynaecological, reproductive health. (This list is not exhaustive)
- Excellent clinical 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 and Training (essential/desirable)

- Full Registered Nurse or Midwife with current NMC PIN No.
- 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

MSI Behaviours and Values

Team Member Behaviours

Work as One MSI

- You contribute, use, and share accurate data and evidence to improve understanding, insight and decision-making across MSI, enabling us to maximise our ability to influence others.
- You share relevant knowledge, expertise and resources to strengthen teamwork and prevent duplication of effort.
- You actively work as part of a team, providing support and flexibility to colleagues, demonstrating fairness, understanding and respect for all people and cultures.

Show courage, authenticity and integrity

- You hold yourself accountable for the decisions you make and the behaviours you demonstrate.
- You are courageous in challenging others and taking appropriate managed risks.

Develop and grow

- You seek feedback to enable greater self-awareness and provide the same to others in a way which inspires them to be even more effective.
- You manage your career development including keeping your knowledge and skills up to date.

Deliver excellence, always

- You strive to consistently meet and exceed expectations, putting clients at the centre of everything, and implement smarter, more efficient ways of performing your role.
- You build and maintain effective long-term working relationships with all stakeholders, and are a true MSI ambassador.

Leadership (For Leaders only)

- You inspire individuals and teams, through situational leadership, providing clear direction.
- You seek and provide opportunities which motivate team members, helping to develop skills and potential whilst strengthening our talent and succession pipeline.
- You are aware of emerging developments in our sector, demonstrating strategic insight about our clients and business and encourage this in your team.
- You articulate a vision of the future which inspires and excites others.

MSI Values

- **Mission driven:** With unwavering commitment, we exist to empower women and men to have children by choice not chance
- **Client centred:** We are passionate about our clients and dedicate our efforts to delivering agreed objectives to the highest possible quality
- **Accountable:** We are accountable for our actions and take responsibility for everything we do to ensure long term sustainability and increased impact.
- **Courageous:** We recruit and nurture talented, passionate and brave people who have the courage to push boundaries, make tough decisions and challenge others in line with our mission