



Integrated Clinical Hub (ICH) Paramedic NIAS



Working together



Excellence



Openness & Honesty



Compassion

JOB TITLE: Integrated Clinical Hub (ICH) Paramedic

BAND: 6

DIRECTORATE: Clinical

REPORTS TO: Clinical Hub Manager / Clinical Support Manager

ACCOUNTABLE TO: Chief Paramedic Officer

LOCATION: Base -NIAS Ambulance Control – Emergency Control.
Remote hub options available in line with approved SOP

JOB SUMMARY

The post holder is an experienced Paramedic who, acting within their scope of practice, will be responsible for ensuring that “hear and treat” services are provided through the integrated clinical hub in Ambulance Control and that services are delivered safely, consistently and to high standards. They will ensure the delivery of excellent patient care through the continuous achievement of clinical standards. The post holder will carry out by phone, an assessment of the health and clinical needs of patients utilising their professional judgement and supported by clinical decision making software, professional standards and agreed Trust procedures and where appropriate signposting the patient to the most appropriate care pathway. The post holder will also provide clinical advice to front line operational and Ambulance Control staff.

MAIN DUTIES AND RESPONSIBILITIES

The ICH Paramedic will be responsible for:

1. Utilising own in-depth clinical knowledge and experience to provide telephone assessment and to provide clinical advice or recommend treatment to a wide spectrum of patients, utilising relevant evidenced based practice, clinical guidelines, protocols and procedures.
2. Using professional judgement to accurately triage and prioritise patients with use of clinical decision-making software to elicit the history of an event/illness, including other relevant information and medical history.
3. Ensuring provision of appropriate care, based on patient need, improving the ability of NIAS to ensure that patients receive a timely and appropriate response to their needs.

4. Attending to the needs of patients either through clinical advice, signposting to an appropriate service and ensuring appropriate ambulance response.
5. Undertaking secondary triage of MPDS coded incidents with the assistance of clinical decision support software and supplemented by own in-depth clinical knowledge.
6. Delivering role-appropriate clinical support and advice to operational frontline personnel, including supporting Newly Qualified Paramedics (NQPs) with non-conveyance decisions. Responsibility for decision-making in this instance will remain with the NIAS staff attending the patient.
7. Undertake continuous personal development including ICH team development and education sessions and operational shifts as a paramedic as per pre-determined rota. This will be in accordance with the paramedic job description.
8. Referring patients to appropriate care settings/pathways following assessment and record outcomes onto appropriate IT Healthcare systems.
9. Determining most appropriate treatment for patients within scope of practice, including supporting patients to manage their own condition at home where clinically appropriate, advising patient regarding alternative services or destinations and determining whether ambulance conveyance is required to these destinations.
10. Contributing to clinical audit processes and producing performance reports to meet the agreed Key Performance Indicators and Ambulance Quality Indicators.
11. Maintaining accurate and systematic documentation of patient interactions, clinical advice provided, safeguarding issues or other notifiable matters.
12. Referring to Assistant Director of Operations, Control and Communications; EAC Duty Manager, Clinical Service Improvement Lead, Consultant Paramedic, Assistant Medical Director, peers or colleagues as necessary for required Operational or Clinical advice, but maintains accountability and responsibility for decisions made in relation to clinical calls.
13. Support the management of frequent callers and information markers.
14. Offer clinical advice / support to the Duty Control Manager and Emergency Ambulance Control colleagues in times of increased operational pressures.
15. Reporting of any adverse or untoward events in accordance with the NIAS policy and other situation appropriate Trust policies. This includes

safeguarding and medicines management policies.

16. Communicating effectively with healthcare professionals, colleagues and a range of other agencies. This includes liaison with the Police and other statutory or Government agencies where necessary.
17. The post holder will be required to maintain concentration for extended periods of time while undertaking remote clinical assessment and triage of patients.
18. Recognising and working within scope of practice.
19. Being a role model for excellent clinical practice.
20. Communicating with Healthcare Professionals, (GPs, Nurses, AHPs etc.) when required to discuss the clinical suitability and most appropriate method of transport for Health Care Professional calls.
21. To be able to use effectively the CAD System and ICCS Systems within Emergency Ambulance Control which includes Automated Vehicle Location Systems (AVLS) and Mobile Data tracking and provide clinical assistance to the Ambulance Control Officer regarding the prioritisation of ambulance responses particularly during periods of high call demand.
22. Working autonomously when required to access and utilise other sources of information (e.g. toxbase) and develop alternative management strategies for patients, service users and operational staff and co-ordinate referrals.
23. Contributing to the development of appropriate Care Pathways & Guidelines as appropriate. Where appropriate, participating in modernisation initiatives to ensure clinical quality remains the focus for all staff.

CLINICAL EDUCATION, MENTORSHIP AND SUPPORT

The ICH Paramedic will be responsible for:

24. Ensuring clinical standards are met at all times by operating within the agreed latest clinical guidelines and any local Trust clinical protocols and/or procedures.
25. Engaging in clinical reflection, skill maintenance days, role appropriate training, including higher education courses as deemed appropriate, and any local level research as required by the post.

26. Peer supporting and mentoring of new staff as required or appropriate. This can include support with on-the-job induction, local training for new team members, familiarisation with relevant policies & procedures within the working environment and on operational practices.
27. Maintaining their own CPD portfolio in accordance with the requirements of Health & Care Professions Council (HCPC) for a Registered Paramedic and contributing to their personal development by reviewing their learning needs with their line manager. This will include actively participating in agreed learning activities and evaluating effectiveness of learning in relation to role.
28. Fostering a fair and just culture, the ICH Paramedic must report both incidents & near misses and take opportunities to share learning.
29. Supporting the education of the public in preventative health issues and the health improvement programmes. Informing and communicating with the public via various patient forums where appropriate.

GENERAL DUTIES AND RESPONSIBILITIES

30. Ensuring that statutory regulations and Trust policies and procedures are implemented and adhered to at all times.
31. Taking part in staff development programmes and annual development reviews, undertaking further training if and when required.
32. Acting at all times in a manner consistent with legislation, policy and procedures in respect of Equality, Diversity and Good Relations.
33. Working to the mission and values of the Trust and display high standards of integrity and professionalism towards patients, clients and colleagues.
34. Continuously developing and updating own knowledge and skills within the job role and contribute to setting own work objectives.
35. Undertaking any other duties relevant to the post as may be assigned from time to time which are consistent with the responsibilities of the Band.

The post holder will be required to adapt to and undertake different or new duties in line with professional and service developments. The duties outlined in this job description serve as a guide to the current and major responsibilities of the post.

The duties and obligations associated with the job will inevitably vary and develop and the job description will be reviewed on a regular basis. Changes will be subject to consultation with the job-holder.

PERSONNEL SPECIFICATION

JOB TITLE: Integrated Clinical Hub (ICH) Paramedic

BAND: 6

DIRECTORATE: Clinical Directorate

REPORTS TO: Clinical Hub Manager

ACCOUNTABLE TO: Chief Paramedic Officer

LOCATION: NIAS HQ, EAC

Notes to applicants:

- 1. You must clearly demonstrate on your application form under each question, how you meet the required criteria as failure to do so may result in you not being shortlisted. You should clearly demonstrate this for both the essential and desirable criteria.*
- 2. Shortlisting will be carried out on the basis of the essential criteria set out in Section 1 below, using the information provided by you on your application form. Please note the Trust reserves the right to use any desirable criteria outlined in Section 3 at shortlisting. You must clearly demonstrate on your application form how you meet the desirable criteria.*
- 3. Proof of qualifications and/or professional registration will be required if an offer of employment is made – if you are unable to provide this, the offer may be withdrawn.*

ESSENTIAL CRITERIA

SECTION 1: The following are **ESSENTIAL** criteria which will initially be measured at shortlisting stage although may also be further explored during the interview/selection stage. You should therefore make it clear on your application form whether or not you meet these criteria. Failure to do so may result in you not being shortlisted. The stage in the process when the criteria will be measured is stated below.

Factor	Criteria	Method of Assessment
Registration	Health Care Professions Council (HCPC) Registered Paramedic. Provide registration number.	Shortlisting by Application Form
Experience	2 years post registration experience in clinical practice, and successfully completed a recognised NQP program, if applicable.	Shortlisting by Application Form
Shifts	We operate a 24/7 function and you must have the ability to undertake these duties 24/7, 365 days a year.	Shortlisting by Application Form
Other	<p>Hold a current full driving licence, which is valid for use in the UK, and have access to a car on appointment. This criteria will be waived in the case of applicants whose disability prohibits driving but who have access to a form of transport approved by the Organisation, which will permit them to carry out the duties of the post.</p> <p>Category B driving licence held (if appropriate to the role). Must have licence category C1. (if appropriate to the role).</p>	Shortlisting by Application Form

SECTION 2: The following are **ESSENTIAL** criteria which will be measured during the interview/ selection stage:

Other	Demonstrate a comprehensive knowledge and adherence to HCPC standards of proficiency for paramedics and code of conduct, performance and ethics.	Clinical Assessment Paper /Interview
Other	Provide evidence of Continuing Professional Development and adherence to best-practice.	Clinical Assessment Paper /Interview
Knowledge	Demonstrate comprehensive understanding and experience of Patient Care Pathways e.g. Referrals and discharges and the benefits to patient.	Interview
Skills/Abilities	Demonstrate ability to creatively problem solve and use planning and organisational skills to work effectively and autonomously and to prioritise own workload within tight timescales.	OSCE /Interview
Skills/Abilities	Demonstrate excellent computer literacy skills and the ability to effectively process clinical information over the telephone.	OSCE
Skills/Abilities	Demonstrate the ability to communicate clearly and effectively in a pressurised work environment with an ability to work collaboratively with other health professionals across a variety of settings and environments.	Interview
Skills/Abilities	Demonstrate excellent communication and interpersonal skills in order to work effectively with patients, clients and colleagues at all levels, internally and externally.	Interview

DESIRABLE CRITERIA

SECTION 3: these will **ONLY** be used where it is necessary to introduce additional job related criteria to ensure files are manageable. You should therefore make it clear on your application form how you meet these criteria. Failure to do so may result in you not being shortlisted.

Factor	Criteria	Method of Assessment
Qualifications	A relevant Degree.	Shortlisting by Application Form

APPLICANTS WITH EDUCATIONAL QUALIFICATIONS WHICH ARE EQUIVALENT TO THOSE ABOVE MAY APPLY. THE ADMISSIBILITY OF THE QUALIFICATION WILL BE DETERMINED AT SHORTLISTING. THE TRUST RESERVES THE RIGHT TO DECIDE ON EQUIVALENCY

If this post is being sought on secondment, then the individual MUST have the permission of their line manager IN ADVANCE of making application.

As part of the Recruitment & Selection process it may be necessary for the Trust to carry out an Enhanced Disclosure Check through Access NI before any appointment to this post can be confirmed.

THE TRUST IS AN EQUAL OPPORTUNITIES EMPLOYER

Successful applicants may be required to attend for a Health Assessment

All staff are required to comply with the Trust's Smoke Free Policy