

NATIONAL PROFILES FOR NHS DIRECT NURSES

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Profile label:

Nurse, Specialist (NHS Direct)

Job Statement:

1. Takes history, makes triage assessment, provides advice to telephone callers
2. Provides health education, drug information and education to callers
3. Writes up notes on all calls; undertakes personal and team audits
4. Carries out literature searches, undertakes research for ad hoc projects
5. May provide supervision to other nurse advisers, students

Factor	Relevant Job Information	JE Level
1.Communication & Relationship Skills	Provide and receive highly complex, sensitive information requiring empathy, reassurance; barriers to understanding Communicates very sensitive condition related information to patients & relatives: deals with highly distressed callers, some of whom may be suicidal	5(a)
2.Knowledge, Training & Experience	Specialist knowledge across range of procedures underpinned by theory Professional knowledge acquired through degree supplemented by diploma level training, experience, short courses	6
3.Analytical & Judgemental Skills	Complex facts or situations requiring analysis, interpretation, comparison of a range of options Makes clinical judgements from caller information, evaluates alternative courses of action	4
4.Planning & Organisational Skills	Organise own day to day work tasks or activities/ plan and organise straightforward activities, some ongoing Responds to telephone calls/draws up staff rotas, organises education sessions	1-2
5.Physical Skills	Physical skills obtained through practice Use of keyboard integral to work	2
6.Responsibility for Patient/Client Care	Provide specialised advice in relation to care Assesses patient information, provides tailored advice on a range of clinical issues	5(c)
7.Responsibility for Policy/Service Development	Follow policies in own role, may be required to comment/ implement policies and propose changes to practices, procedures for own area Follows policies, protocols, may comment/proposes changes to protocols, working procedures.	1-2
8.Responsibility for Financial & Physical Resources	Personal duty of care in relation to equipment, resources/ authorised signatory small payments Careful use of computer workstation, reports faults/ authorises staff expenses and overtime payments	1-2(d)
9.Responsibility for Human Resources	Professional/ clinical supervision Supervises student(s), new nurse advisers	2(b)
10.Responsibility for Information Resources	Records personally generated information Compiles computerised patient records	1
11.Responsibility for Research & Development	Undertake surveys or audits, as necessary to own work/ regularly undertake R & D activity Conducts surveys & audits/ complex surveys, audits	1-2(a)
12.Freedom to Act	Clearly defined occupational policies, work is managed rather than supervised Works to NHS Direct occupational policies, protocols; manager available for advice	3
13.Physical Effort	Frequent sitting in restricted position Keyboard use for substantial proportion of shift	2(a)
14.Mental Effort	Frequent prolonged concentration Prolonged concentration for complex calls	4(a)
15.Emotional Effort	Frequent distressing or emotional circumstances Deals with distressed callers	3(a)
16.Working Conditions	Use VDU equipment more or less continuously VDU use	2 (e)
JE Score/Band	JE Score: 396-426	Band 6

Profile label:

Nurse Team Manager (NHS Direct)

Job Statement:

1. Takes history, makes triage assessment, provides advice to telephone callers
2. Provides health education, drug information and education to callers
3. Manages and co-ordinates a 24-hour nurse-led clinical telephone advisory service
4. Provides strategic direction and contributes to the development of the NHS Direct service

Factor	Relevant Job Information	JE Level
1.Communication & Relationship Skills	Provide and receive highly complex, sensitive or contentious information; barriers to understanding; agreement or co-operation required Communicates very sensitive condition related information to patients & relatives: deals with highly distressed callers, some of whom may be suicidal	5(a)
2.Knowledge, Training & Experience	Specialist knowledge across range of procedures underpinned by theory Professional knowledge acquired through degree supplemented by diploma level specialist training, experience, short courses	6
3.Analytical & Judgemental Skills	Complex facts or situations requiring analysis, interpretation, comparison of a range of options Makes clinical judgements from caller information, evaluates alternative courses of action	4
4.Planning & Organisational Skills	Plan & organise straightforward activities, some ongoing Plans staffing of service, staff training	2
5.Physical Skills	Physical skills obtained through practice Keyboard skills	2
6.Responsibility for Patient/Client Care	Accountable for direct delivery of sub-division of a clinical, clinical technical or social care service Accountable for delivery of NHS Direct service for a geographical area	6 (d)
7.Responsibility for Policy/Service Development	Propose policy or service changes, impact beyond own area Implements changes to protocols, working procedures which have an impact on other services	3
8.Responsibility for Financial & Physical Resources	Budget holder for department/service Budget holder for regional NHS Direct service	4(a)
9.Responsibility for Human Resources	Line manager for single function or department Manages regional NHS Direct service	4(a)
10.Responsibility for Information Resources	Records personally generated information Compiles computerised patient records	1
11.Responsibility for Research & Development	Regularly undertake R&D activity Regularly undertakes complex audits & surveys of callers	2(a)
12.Freedom to Act	Broad occupational policies Works to broad NHS Direct occupational policies; works independently, manages service	4
13.Physical Effort	Combination of sitting, standing, walking Light physical effort	1
14.Mental Effort	Frequent concentration, work pattern unpredictable Concentration for calls, interruptions from staff	3(a)
15.Emotional Effort	Occasional exposure to distressing or emotional circumstances Deals with distressed callers	2(a)
16.Working Conditions	Exposure to unpleasant conditions is rare Office conditions	1
JE Score/Band	JE Score: 474	Band 7