

Clinical Supervisor HCS 24

Department: Health and Community Services

DIVISION: Intermediate Care - HCS 24

Reports to: Clinical Service Manager

JE Reference: HCS1092

Grade: CS10

JE Date: 16/3/2022

Job purpose

HCS 24 provides a Single Point of Referral, Care Navigation through Teleguidance, Telecare and artificial intelligence support.

To support the Clinical Service Manager with the supervision and operational management of HCS24. Providing leadership to a team of Care Navigators (who work a 24 hour rotational rota), SPOR administration team liaising with the Triage Team and their Heads of Service.

Job specific outcomes

1. To deputise for the Clinical Service Manager for HCS24 and to support with the line management of Care Navigators and SPOR administrators. Liaising with the Triage Team of multi-professionals.
2. The post holder will develop and maintain relevant induction programme and provide guidance, support and supervision to junior staff members.
3. To write the roster ensuring service need is prioritised whilst working in accordance with local policies and procedures.
4. To be role model promoting good decision making, clinical practice, teaching and assessing whilst maintaining good communication skills.
5. To identify any potential safeguarding concerns and escalate this in accordance with local policy.
6. To participate in HCS24 audit cycle, supporting the Clinical Services Manager in data collection and reporting.
7. To support the Clinical Service Manager ensuring complaints are dealt with promptly and effectively, and that proper investigations are carried out and action taken to reduce incidence.
8. To liaise with primary, secondary and social care colleagues regarding service users' needs and future services. Ensuring a seamless service between services provider.

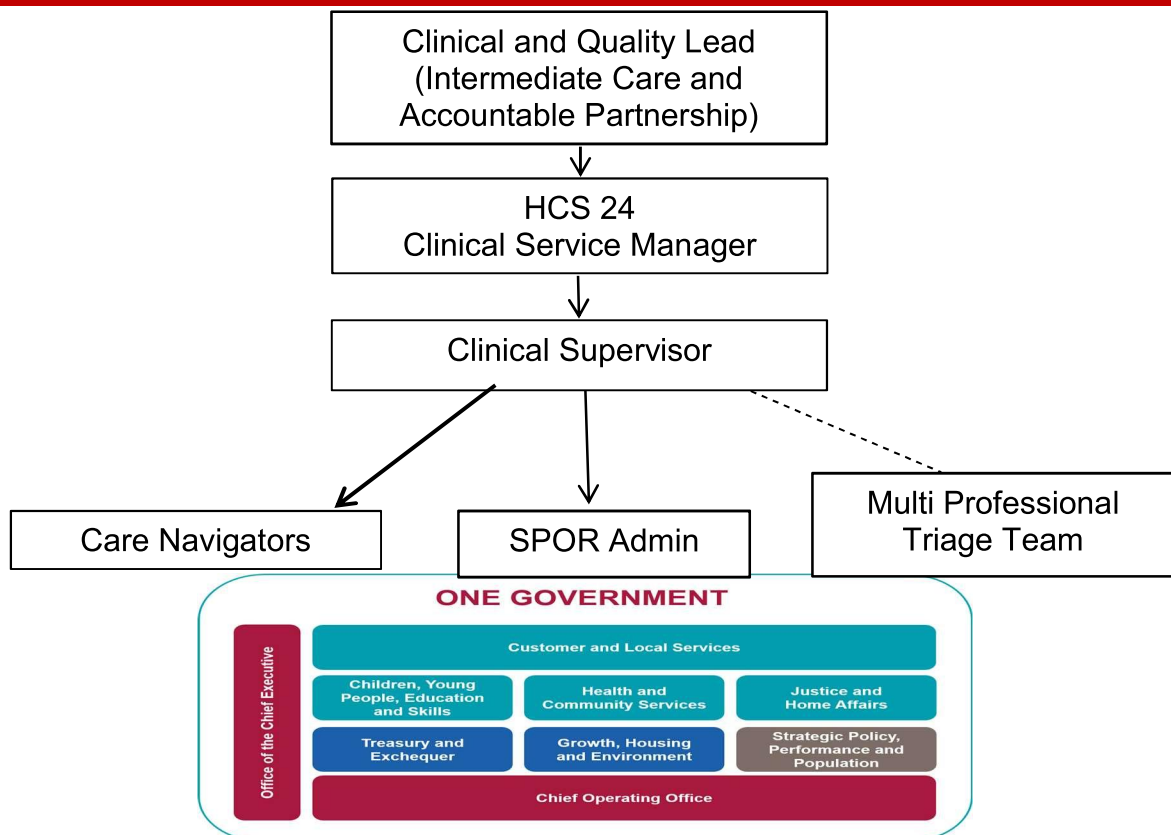
9. The post holder will build team commitment, coherence and spirit, and motivate individual and team performance. He/she will develop and maintain collaborative working relationships with other relevant professionals and disciplines, promoting multi-disciplinary team working in junior staff, leading multi-disciplinary team as required.
10. The post holder will be responsible for daily shift coordination. To deputise in the Clinical Services Manager’s Absence, or delegated to meetings and work streams.
11. To investigate incidents (Datix – Safety Incident reporting) under the direction of the Clinical Services Manager. Supporting and promoting a culture of openness, reporting and safety consciousness and will demonstrate evidence of implementing effective change and taking appropriate actions to reduce risk.

Statutory responsibilities

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election to the Government or as a Parish Constable, or publicly supporting someone who is standing for election or playing a public part in any political manner.

Job s Organisation chart



Person Specification

Specific to the role		
ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications	Registered health or Social Care professional. Recognised teaching/mentoring and assessing course	BSc level of education.
Knowledge	<p>To understand and demonstrate the complexities of multi professional working.</p> <p>Knowledge of artificial technology support to the public</p> <p>To be able to demonstrate safe practice in triaging referrals</p>	
Technical / Work-based Skills	<p>Ability to engage with people, motivate and support them to fulfil their full potential</p> <p>Excellent interpersonal /communication skills This includes the ability to communicate in difficult and challenging environments.</p> <p>Good IT Skills – able to use Microsoft Office and other relevant databases</p>	
General Skills/Attributes	<p>A strong team player who can professionally role model and support/induct new staff members joining the team.</p> <p>The ability to be flexible if required to support 24/7 working.</p> <p>Good verbal and written communication skills</p> <p>Experience of report writing</p>	
Experience	<p>Previous experience of supervising junior staff.</p> <p>Training, mentoring and assessment of junior staff.</p> <p>Able to work in an autonomous role or part of a team.</p> <p>To demonstrate the ability to escalate to Senior Managers identified areas of concern.</p>	

<p>Criteria relating to Safeguarding</p>	<p>Applied knowledge, training and experience of safeguarding. Can demonstrate a sound knowledge of safeguarding and guide the team with safeguarding related matters.</p>	
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Core Accountabilities, Attributes and Behaviour Indicators

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 4 core accountabilities attributes and behaviour indicators.