



Hours of work:
37.5 hrs pw

Salary:
Approx £53600

Location:

Hybrid – Remote/Site as agreed. On site presence expected on a regular basis. Travel to other locations may be necessary.

Reporting to:

Operational Delivery Team Lead (clinical)

Education/Qualifications

- NHS Pathways Licensed Advisor (current or previous – able to complete Return to Practice)
- Current NMC/HCPC Professional Registration

Experience:

- Live resource management
- Clinical management
- Incident/BCP management
- Experience in managing real-time clinical service delivery in IUC/111
- Conducting audit
- Risk management

Skills

- Calm, considered and effective approach
- Agility to change
- Excellent communicator
- Flexible - able to work in dynamic environments with multi-disciplinary teams
- Ability to organise a large volume of work with frequently changing priorities
- Resilient – able to work under pressure at all times of day.
- Competent and considered clinical professional

IUC Duty Shift Manager (clinical)

The Clinical Duty Shift Manager is a key member of the IUC Operational Delivery Team and is responsible for the real-time management of the 111/CAS clinical queues with the support of the non-clinical Duty Shift Manager.

The Duty Shift Manager – clinical (CDSM) is responsible for:

- The overall operational real-time risk management of 111, including case risk assessment, the real-time management of resource and call-flows, and for enacting the combined OPEL escalation plan.
- The risk assessment of CAS clinical queues, working alongside CAS operational staff.
- A point of contact for operational / service delivery risks and issues.
- Providing the Clinical Advice Line service for 111 Health Advisors and Clinical Advisors.
- Ensuring that the Operational (Bronze level) response to adverse incidents is executed with precision and speed.

What you'll be doing:

- **Provide advice and guidance to 111 network contact centre sites** as a Pathways expert, providing support through running the Clinical Advice Line and providing patient consultations where required.
- **Risk assessment** of patient call backs in the 111 and CAS clinical queues, flagging concerns and reducing risk for patients.
- **Working closely with the Duty Shift Manager – non-clinical (DSM)** to maintain a safe and effective service for our patients in 111 and CAS clinical queues and for the 111 front-end.
- **Be a point of contact for all matters regarding the running of the network operation** and resource during live service delivery.
- **Be responsible for live, dynamic KPI monitoring** such as ASA, Abandonment Rate, Clinical Call Backs and Validation rates, and reacting as appropriate to maximise performance.
- **To maintain management reports and clinical documentation throughout the shift.**
- **Advise sites when escalation triggers have been met & provide** continuous real time information to regions and/or Commissioners as required.



IUC Duty Shift Manager (clinical)

- **Actively manage the real time adherence of staff** using workforce management tools to ensure efficiency in the Network.
- **Risk Assessment of the CAS and 111 Clinical Call-Back Queue** including navigation and streaming.
- **Responsible for dynamic resource management of all clinicians** on duty and their assignments. Contributing to maximum effectiveness in resource management which may include managing advice lines or providing patient consultations.
- **Responsible for the management of any resource** used to provide risk management functions such as dispatching/patient safety calling.
- **To maintain a stable communication link between all sites** to ensure all are aware of management plans and to facilitate meetings/conference calls when necessary
- **To ensure anticipated or current network issues are appropriately reported and addressed.**
- **React to sickness / absence / additional lost Advisor hours.**
- **Utilising agent availability within the network** to assist local sites with staff meetings /
1-2-1s, quality control audits and Statutory & Mandatory training in line with CQC & local KPIs.
- **Responsible for the smooth running of escalation and incident** processes in line with OPEL, to be practiced in incident drills and responsible for running contingency checklists when in BCP scenarios.