OnePrimaryCare
Improving Lives

NHS

JOB DESCRIPTION

Job Title	Clinical Practitioner (ECP)
Location	As outlined in Contract of Employment
Reports To	Clinical Service Manager
Hours	As outlined in Contact of Employment (Additional hours may also be required to cover holidays, sickness and busy periods).

JOB SUMMARY

In addition to clinical duties, the Emergency Care Practitioner / Paramedic Practitioner (ECP) role is accountable, in conjunction with the Clinical Service Manager, for the clinical governance of and clinical management of patients presenting with an urgent care need, ensuring the service is safe and effective.

The post holder will support OnePrimaryCare to achieve our vision and values:

- Putting people first
- Working together
- A better future

KEY WORKING RELATIONSHIPS SUMMARY

Clinical Service Manager: The post reports directly to the Clinical Support Manager for professional leadership

Service Coordinator: The post will report operationally to the Service Coordinator, particularly in relation to the authorisation of any operational requests

JOB RESPONSIBILITES

Overall

- To provide the full range of clinical duties based on patient needs and centre service offerings with a specific focus on minor illness and injuries
- To participate in providing a range of services in line with local and national enhanced services and generation of private income
- To escalate any clinical issues to the person in charge
- To support the implementation of the Clinical Strategy for OnePrimaryCare
- To support and contribute to a robust clinical governance programme

Clinical Leadership

- Promote and deliver the OnePrimaryCare business model via the clinical strategy
- Ensure effective communication
- Develop, appraise and performance management of clinical staff
- Committed to innovation and continual improvement

Contract Adherence

- Ensure the relevant clinical procedures and systems are in place to enable all clinical KPIs to be met
- Partake in mandatory training (clinical and systems)

Communication

The post-holder should recognise the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members and external suppliers
- Recognise people's needs for alternative methods of communication and respond accordingly

Infection Prevention and Control

The job holder must comply at all times with OnePrimaryCare Infection Control policies. Hand hygiene must be performed before and after contact with patients and their environment.

Personal/Professional Development

The post-holder will have the opportunity to participate in various training programmes implemented by the company, and will have access to the E- Learning Academy. In addition to this there is an annual performance management cycle including:

- Annual appraisal and performance review, with 6 monthly interim reviews
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work, with the opportunity to train and mentor colleagues and peers

Equality and Diversity

The post-holder will support the equality, diversity and rights of patients, carers and colleagues to include:

- Acting in a way that recognises the importance of people's rights, interpreting them in a way that is consistent with OnePrimaryCare procedures and policies and current legislation.
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues.
- Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings, priorities and rights.

Quality

The post-holder will strive to improve and maintain quality, and will:

- Alert other team members to issues of quality and risk

- Assess own performance and take accountability for own actions, either directly or under supervision
- Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team's performance
- Work effectively with individuals in other agencies to meet patients' needs
- Effectively manage own time, workload and resources

Health & Safety

The post-holder will assist in promoting and maintaining their own and others' health, safety and security as defined in the Practice Health & Safety Policy, to include:-

- Using security systems within the workplace according to guidelines
- Identifying the risks involved in work activities and understanding such activities in a way that manages those risks
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards
- Reporting potential risks identified

Contribution to the Implementation of Services The post holder will:

- Apply company policies, standards and guidance
- Discuss with other members of the team how the policies, standards and guidelines will affect own work
- Participate in audit where appropriate

Confidentiality

- In the performance of the duties outlined in this Job Description, the post-holder may have access to confidential information relating to patients and their carers, OnePrimaryCare staff and other healthcare workers. They may also have access to information relating to the business. All such information from any source is to be regarded as strictly confidential.
- The post holder will be required to adhere to their confidentiality agreement at all times.

Note

This job description is not intended to form part of the contract of employment or to be a complete list of duties and responsibilities, but it is a guide, for information, to the job. It will be periodically reviewed in the light of developing work requirements in the role. The post holder will participate in the review.

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PERSON SPECIFICATION

Emergency Care Practitioner / Paramedic Practitioner

Criteria		Essential	Desirable
Qualifications & Training	▪ Registered with relevant professional body (NMC, HCPC, GPhC)	X	
	▪ Degree-level registration qualification or equivalent post-registration modules	X	
	▪ Autonomous practice experience supported with a level 6/7 Minor Illness or Injury qualification	X	
	▪ Life Support qualifications (or		X
	▪ alternative profession specific clinically determined qualifications)	X	
	Relevant teaching qualification		
	Up to date clinical practice		
Knowledge and experience	▪ Substantial experience, post registration, in an acute/urgent care setting	X	
	▪ Experience treating minor injury & illness in an acute/urgent care setting	X	
	▪ Experience of prioritising needs and informed decision making in care and delivery	X	
	▪ Evidence of continuous professional development and the practical application of new skills to the work place.	X	
	▪ Direct supervision of junior staff, in all professional groups.		X
	▪ Evidence of lead for or contribution to audit programmes within practice	X	
	▪ Experience of developing services which are based on assessed needs of patient groups	X	
	▪ Knowledge relating to current urgent care organisational policy and national legislation	X	

Skills & capabilities	▪ Documented evidence of clinical skills competencies ▪ Ability to motivate individuals and teams. ▪ Advanced oral and written communication skills and confidence to discuss patient management with other members of the MDT. ▪ High level of capability using outcome measures and audit. ▪ Confidence and ability to accurately assess and manage complex patient presentations to a high professional standard. Ability to ▪ critique own practice to an advanced level ▪ In-depth knowledge in their specialist clinical field.	X X X X X X X	

	▪ Ability to manage time and workload effectively and to work in a high pressure environment. ▪ Excellent liaison and negotiation skills. ▪ Commitment to Staff Development and Training. ▪ Self-motivated and able to work independently and autonomously ▪ Evidence of managing complex patients in stressful and emotional situations where life-changing events are being communicated and clinically managed.	X X X X X	

Behaviours	▪ Inspirational, with ability to motivate a team. ▪ Flexible, positive, problem solving approach to issues. ▪ Ability to work autonomously and within a team. ▪ Professional and patient focused, with a strong commitment to providing high quality care. ▪ Able to remain calm and polite under pressure ▪ Flexible and adaptable, able to work all shifts ▪ Capable of lateral thinking with ▪ welldeveloped assertiveness skills, able to successfully initiate, manage and sustain change. ▪ Demonstrate a personal commitment to optimising a high standard of patient care ▪ Approachable ▪ To strive for excellence and effectiveness at ▪ all times. Highly motivated ▪ Resilience ▪ Able to work under pressure ▪ Open and honest ▪ Ability to work across professional and ▪ organisational boundaries ▪	X X X X X X X X X X X X X X	
Communication Skills	▪ Ability to utilise a range of communication methods ▪ The ability to build relationships at all levels ▪ Excellent interpersonal skills ▪ Excellent verbal and written skills. Able ▪ to handle conflict respecting others values and opinions	X X X X X	
Equality, diversion and inclusion	▪ Understanding of and commitment to quality of opportunity and good working relationships	X	

Other Requirements	▪ Ability to maintain confidentiality and trust ▪ An awareness of information governance and data protection ▪ Commitment to continuing professional development ▪ Eligible to live and work in the UK.	X X X X	