

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 |