



## **THE ROYAL COLLEGE OF NURSING OF THE UNITED KINGDOM**

### **JOB DESCRIPTION FORM**

**Job Title:** Adviser  
**Department:** Advice Contact Centre  
**Reports to:** Team Manager

**Key relationships:**  
Advice Contact Centre Colleagues  
RCN Members

**Grade:** G

**Location:** RCN Cardiff Gate Office

### **JOB PURPOSE**

Working as part of a team within the RCN's Advice Centre to provide RCN members with an information and advice service that reflects the RCN as a membership organisation, trade union and professional body.

### **KEY RESPONSIBILITIES**

#### **1. Specific Role Duties**

- 1.1 Provide an effective and confidential advice service to RCN members on a range of employment and professional issues
- 1.2 Diagnose members' situations using a range of communication skills to gain insight and clear understanding of the issues
- 1.3 Research from trusted electronic and manual data sources; filtering complex information to identify options appropriate to the member's situation
- 1.4 Interpret and explain information to members to support them to make decisions
- 1.5 Refer members to other departments for support as per agreed processes. Be able to justify the decision to refer on

- 1.6 Provide information and advice to members of the public and health care professionals where this is in line with the aims of the RCN
- 1.7 Work diligently to meet the Advice Centre's quality and productivity standards
- 1.8 Write up succinct and accurate records of advice given
- 1.9 Create and amend members' records
- 1.10 Keep up to date with the knowledge necessary to do the job
- 1.11 Work with colleagues to contribute idea for the ongoing improvement of internal information sources
- 1.12 Get involved in project work as directed by the Advice Centre Manager and Team Manager
- 1.13 Participate in the activities of the Advice Centre to raise the profile of the department

## **2. Control of HR and Health & Safety**

- 2.1 Every employee will co-operate in maintaining safe and healthy working environments by complying with RCN Health and Safety Policy and subsidiary policies and procedures relevant to their work activities

## **3. Any Other Duties**

- 3.1 Post-holders will work collaboratively with other appropriate parts of the RCN to provide a seamless service for RCN Members
- 3.2 Treat colleagues, members, customers and others with respect in line with our values and Our Respect Charter.
- 3.3 Champion equality, diversity, inclusion and human rights and be responsible for contributing to achieving the commitments set out in the RCN Group Equality, diversity and inclusion statement.
- 3.4 Comply with the RCN Data Protection Policy, Retention Schedule and department procedures to ensure personal data is protected at all times.
- 3.5 Maximise all opportunities available to encourage member recruitment and promote the benefits of joining the RCN. Promote the RCN as the organisation that represents nurses and nursing, and that promotes excellent in practice and shapes health policies.
- 3.6 Undertake any other duties as requested in line with the job role.