**JOB DESCRIPTION**

**Job Title:** Team Leader  
**Reporting To:** Clinical Services Manager  
**Department(s)/Location:** Operations & Nursing  
**NHS Job ID:** Sco5/N/M/O/TL1

1. **JOB PURPOSE**

The Team Leader will as a senior clinician:

- Operationally manage an integrated team of Nurse Advisors (NA), Health Information Advisors (HIA) and Call Handlers (CH)
- Provide clinical and professional leadership to the team in order to ensure robust clinical governance.
- Ensure effective delivery against NHS 24 organisational performance indicators.

The Team Leader will also assume delegated responsibility for the management of the virtual NHS 24 service and the physical monitoring of the operational environment in the absence of a Clinical Services Manager (CSM), referring to the on-call CSM where required.

2. **ORGANISATIONAL POSITION**
3. **SCOPE AND RANGE**

The Team Leader will manage and provide direction to a team consisting of Nurse Advisors, Health Information Advisors and Call Handlers. The Team Leader has accountability for the effective implementation of individual performance management, mentorship, preceptorship, clinical supervision, coaching, coaching and personal development for their Team. The Team Leader will participate in the recruitment of front line staff.

A core element of the Team Leader role will be to act as a knowledgeable and effective clinical resource to front line staff.

On a rotational basis the Team Leader will be responsible for:

- The operational management of NHS 24 at a designated site
- The management of the national NHS 24 virtual resource, ensuring clinical safety is maintained at all times. Utilising resources appropriately, taking into account information derived from Partner Agencies and IT/telephony systems.

To participate in project work to enhance and develop the service, including assessment centres, performance and quality improvement initiatives and research & development linking into academic institutions as required.

The Team Leader will build and maintain relationships with colleagues to ensure effective communication across NHS 24 sites and externally with Partner Agencies (e.g. Out of Hours (OOH) Services, Ambulance Services, and Accident & Emergency (A&E) Units, GPs, Social Services).

4. **MAIN DUTIES/RESPONSIBILITIES**

**Clinical Responsibilities**

- Provide clinical support and professional leadership to NHS 24 Nurse Advisors, Call Handlers and Health Information Advisors (HIA), to ensure the ongoing development of the service and the individual practitioner.

- Provide first line management of comments, compliments and complaints from service users, Partner Agencies in line with NHS 24 policies and guidelines.

- Ensures clinical governance standards are maintained and NHS 24’s Key Performance Indicator’s (KPI) met. To implement clinical governance through the provision of professional advice and clinical guidance within their area of responsibility.

- To provide a clinical leadership role within the team and maintain own clinical competence to allow participation in telephone consultations.

- To plan, implement and monitor systems and processes through Symposium, including the First Advice Queue, ensuring clinical integrity, patient safety and efficient use of resources.

**Managerial Responsibilities**

**HR Responsibilities**

- To promote effective multi-disciplinary team working by creating the environment and resources which will enable the team to identify issues and create innovative solutions to problems and opportunities.
- To manage a team of NA’s, CH’s and HIA’s. Initiating and monitoring discipline, grievance, attendance management and annual leave processes.

- To support NA and CH when they are dealing with abusive or emotional calls and difficult situations.

- To ensure a healthy and safe working environment in which staff well-being is promoted and improved

### Performance Management

- To support the implementation of the organisation’s model of performance review and personal development planning in order to ensure continuous learning throughout all areas of responsibility, continually improving patient care and emphasising the value placed on the workforce.

- To undertake a minimum of two Consultation Review and a ‘one to one’ meeting for each team member to meet Team Leader KPIs. Plan, provide and evaluate individual development needs utilising appropriate coaching and mentoring skills.

- To identify, develop and deliver training on clinical issues to ensure that team members maintain their clinical competence working in conjunction with the Nursing Directorate.

### Resource Management

- On a shift basis, and when required, adjust rotas appropriately to optimise front line resource.

- To manage the Peak Volume Management Team (PVMT), consisting of NA’s, doctors and pharmacists. The team leader will identify and direct calls to the most appropriate professional for action. This requires clinical decision making by the Team Leader.

### Quality assurance

- To support Clinical Services Manager(s) in the maintenance of a quality assured service.

- To investigate written complaints and prepare a draft response for the Associate Director of Operations & Nursing (ADON).

- To investigate calls from Partner Organisations regarding quality issues and feedback decisions to Quality Leads in each Centre, informing them whether the decisions are upheld or not.

- To feedback learning points from complaints, compliments, comments, partner feedback and significant adverse events (SAE), to team member(s) to ensure continuous performance improvement.

### Building relationships

- To establish and maintain relationships with key Partners to develop and sustain high quality clinical services ensuring the needs of service users are met.

- To maintain close contact with other Team Leaders within all centres to ensure effective communication across the national NHS 24 service.

- Attend and chair meetings relating to team, service matters and areas of clinical expertise.
Personal Development

- To maintain clinical standards and ensure that necessary Continuing Professional Development is maintained.

- The Team Leader will be expected to maintain and develop their professional and clinical knowledge, skills and competencies in line with the requirements of the post and in line with the Nursing & Midwifery Council Code of Professional Conduct.

5. SYSTEMS AND EQUIPMENT

Managerial

Following induction and in-house training, knowledge of the following software packages is required.

- Ciphr – for monitoring of staff information
- QMax – for staff rostering
- Corvu – performance management system
- SSTS – payroll management system

Clinical

- EyerTel (call recording & retrieval)
- PRM System – front line caller system for triage
- Adastra / MoTher – monitors progress of patient call
- Symposium – decisions whether to amend resources allocation

6. DECISIONS AND JUDGEMENTS

Clinically analyse calls referred upwards, providing advice and support, decisions taking over responsibility for the call if requested or required.

Analyse management information to identify appropriate deployment of resources and escalating where appropriate. Analyse patient call-back list making clinical decisions, based on minimal information, to set prioritisation to deal with call.

On a rotational basis be responsible for:

- The Lead Team Leader role, supervising other Team Leaders in all 3 sites.
- Providing real time management for the Team providing support to front line staff.
- Undertake project work as required for quality assurance purposes such as Model Office, (on average 15% of time worked may be spent on this)

Team leaders will manage business continuity on failure of some or all electronic systems, escalating to the CSM if required. The Team Leader will liaise with BT during the recovery of systems function.

On receipt of telephone complaints or comments received from service users or partner agencies, the Team Leader will decide appropriate action, escalating as required.

Team Leaders are expected to work with little supervision, using initiative to ensure the appropriate service is available for patients. The work of Team Leaders is managed rather than supervised, with advice from Clinical Service Managers available, either on-site or by telephone.
7. COMMUNICATIONS AND RELATIONSHIPS

Internal
The establishment of a positive and effective working relationship with members of own team and other front line staff.

Other key relationships include Clinical Services Manager(s), Associate Directors of Operations and Nursing, Contact Centre Managers, Medical and Nursing Directorates, Human Resources and Training Team, IT Department. Central Resource Team and Service Support.

The professional link is through the CSM and ADON to the Director of Nursing.

Communication with other Team Leaders is essential. There may be occasion when the Team Leader is designated the Lead for NHS 24 and they will have to supervise colleagues of the same grade.

External

Externally the Team Leader will assist in building and maintaining good relationships with the NHS community, general public and Partner agencies.

The Team Leader will participate in the Adverse Incident Reporting system, taking reports from front line staff, containing the incident and preparing Incident Reports for Service Support or CSM.

BT for IT helpdesk support, deciding when a problem requires escalation.

8. PHYSICAL DEMANDS OF THE JOB

Frequently intense concentration is required when dealing with call from patients which may include complex and sensitive information. Occasionally these cases may involve child abuse cases, death of the patient.

Critical thinking is required to make clinical decisions from telephone consultations which often offer scant information.

The Team Leader will be restricted in their movements when having to sit at a PC when dealing with patient calls, complaints, national virtual service and performance reviews. When ‘floor walking’ for the team, the Team Leader will frequently be required to be standing for the whole of the shift. The nature of the role is such that Team leaders can expect to be interrupted continually during their shift.

The Team Leader will receive calls from an abusive or aggressing caller on nearly all shifts worked.

The Team Leader requires standard keyboard skills but is required to be multi skilled when dealing with patient calls, listening to what the patient is saying, recording the detail and coming to a clinical decision.
9. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

The Team Leader has a complex role which presents conflicting priorities e.g. responding and managing in a live and continually changing environment, balancing conflicting demands.

Team Leaders are required to appropriately prioritise challenging situations on a frequent basis.

The Team Leader deals with calls passed by front line staff which are generally more demanding. The Team Leader is required to support the front line staff with their decision making or to take over the call.

The post holder is expected to work autonomously with support from CSM being available.

Management of Partner expectations, which may mean dealing with situations in a distressing and emotive atmosphere.

10. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

- Registered Nurse
- Post registration qualification desirable.
- Educated to degree level or equivalent.
- Minimum of 5 years post registration experience preferably within two health care settings. Experience of unscheduled care would be an advantage.
- Experience of analysing and interpreting data to plan resources effectively.
- Evidence of leadership qualities and people management skills.
- Evidence of effective communication and influencing skills.
- Ability to demonstrate strategic awareness.

11. JOB DESCRIPTION AGREEMENT

Job Holder’s Signature:  Date:
Head of Department Signature:  Date: