NHS 24

Clinical Supervisor October 2026

LIVING OUR VALUES

Care and compassion

Dignity and respect

Openness, honesty and responsibility

Quality and Teamwork

NHS 24 Powered by people

CARER POSITIVE Employer in Scotland ESTABLISHED

disability confident LEADER

ARMED FORCES COVENANT EMPLOYER RECOGNITION SCHEME SILVER AWARD

We're an Age-friendly Employer

We are a Living Wage Employer

scqf Inclusive Recruiter

Our Values

Care and Compassion

A commitment to creating a supportive and inclusive environment, where everyone is valued and treated with respect. Care and Compassion guide our interactions with colleagues, patients, and partners, and serve as a foundation for building meaningful relationships.

Dignity and Respect

Treating everyone with fairness, courtesy, and kindness, regardless of differences in background, belief, or opinion. Building trust and credibility in our interactions with others. Creating a positive work environment which is inclusive, respectful, and empowering.

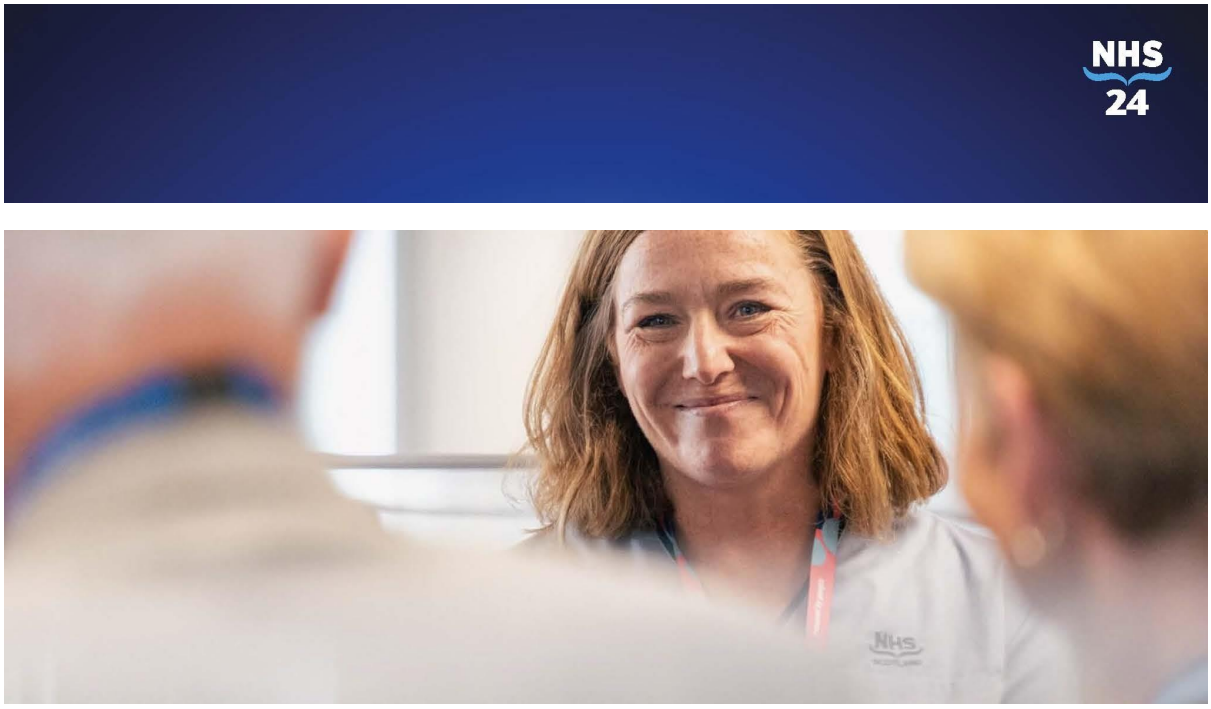
Openness, Honesty and Responsibility

Fostering clarity, trust, and accountability in all of our interactions, whether they be with colleagues, patients or partners. The value of openness, honesty, and responsibility is the commitment to be truthful, transparent, ethical, and accountable in work.

Quality and Teamwork

Striving for quality and excellence in all our endeavours and setting a high standard for ourselves and demonstrating our dedication to our patients across Scotland. This is coupled with working collaboratively to achieve our common goals, and leverage individual strengths and expertise, resulting in better outcomes and improved efficiency.

A Career with NHS 24



Our service touches the lives of people across Scotland when care and compassion is what matters most. Our people are our most important asset, and it is through them that we can deliver high quality, clinically safe services across Scotland.We want to reduce health inequalities, to work seamlessly across boundaries, to utilise technology to provide our patients with omni channel access to the latest and most effective digital healthcare. We employ around 2000 staff across five main contact centres in Scotland. Continual investment and growth of our workforce is vital to the delivery of services.

If you are resilient, committed to personal development and up for a challenging but rewarding career then you sound like our kind of person.

NHS 24 is the national provider of digital and telephone-based health and care services for Scotland. We provide people with access to information, care and advice through multiple channels including telephone, web and online. We work in collaboration with partners, the public and our people to co-design services using technology and a digital first approach to sustainable service development and delivery.

There's no such thing as a typical job at NHS 24. We employ a wide range of clinical and non-clinical staff. From call handlers and nurse practitioners to physiotherapists and pharmacists as well as all the usual support services, the diversity of our workforce reflects the constantly evolving needs of our patients. As an integral part of the NHS in Scotland, NHS 24 continues

to develop, provide, and facilitate an expanding range of multichannel, patient centred, safe and effective telehealth and tele-care services.

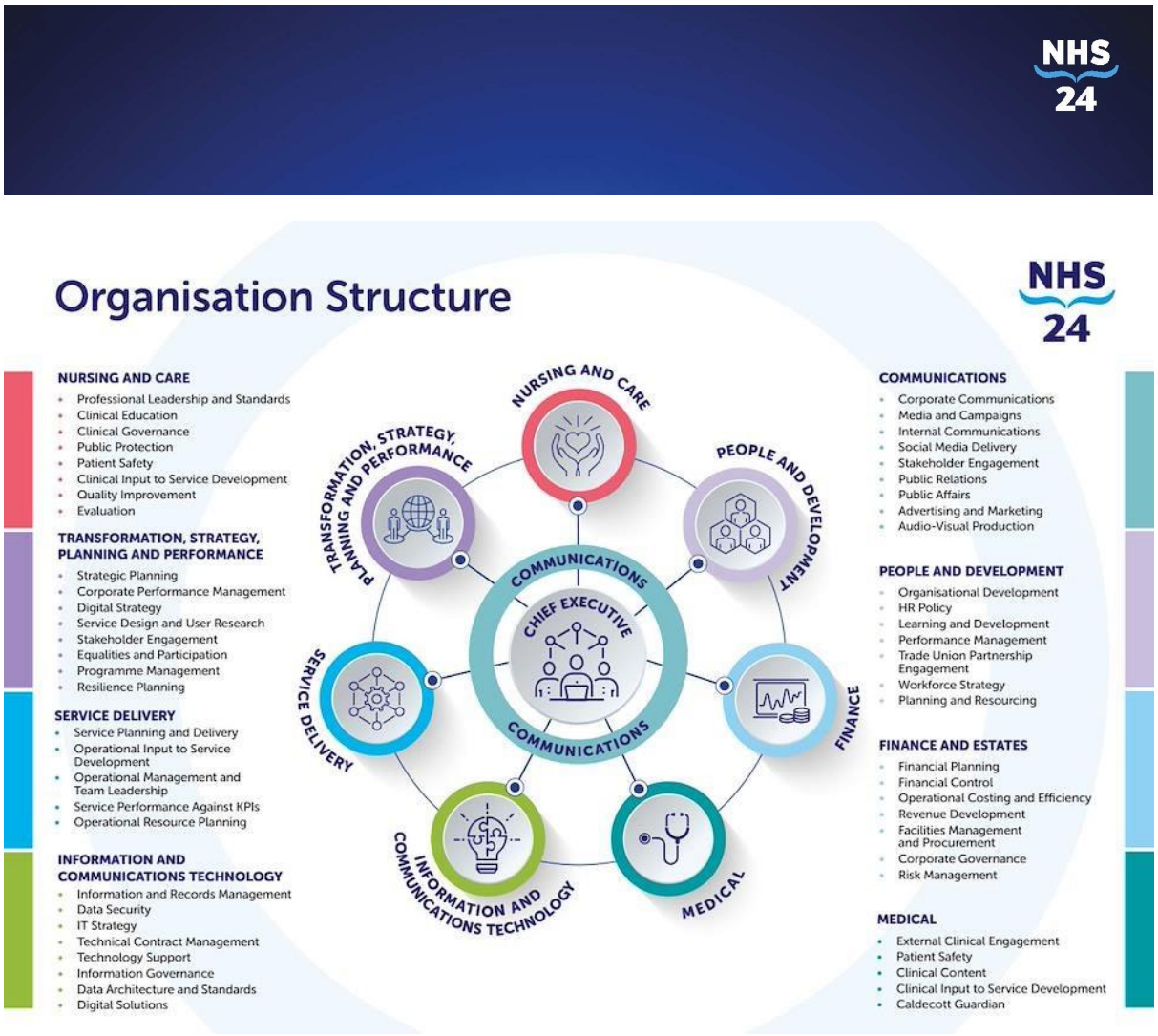
NHS 24 is an equal opportunities employer committed to advancing equality and particularly welcomes applications from groups of people currently underrepresented within the workforce. We are a committed participant in the Disability Confident Leader Scheme and guarantee to interview all disabled applicants who meet the minimum essential criteria for our vacancies.

You can find more information about NHS 24 at https://www.nhs24.scot/

Please visit our NHS 24 career website: https://www.nhs24.scot/careers/

Dignity and Respect	Openness, Honesty and Responsibility	Quality and Teamwork	Care and Compassion

Organisation Structure



Service Delivery

Service Delivery is the patient-facing directorate of NHS 24 that covers the full range of services offered to Scotland, such as NHS 24 Unscheduled Care Service, Scottish Emergency Dental Service, NHS 24 Health Information Services, Breathing Space and Living Life Services.

NHS 24 has been providing a national Unscheduled Care service since 2004. This service handles approximately 1.5 million calls per annum. During the out-of-hours period, patients who require urgent medical attention are triaged and directed to the most appropriate point of onward care within their own area.

In 2014 we successfully moved to the new free phone telephone number 111, hence why the service is also branded as the 111 Service.

We increasingly operate a multi-disciplinary team approach, involving a range of clinical and non-clinical skills to ensure the public get access to the best health care professional to manage their care efficiently and effectively.

Whilst operating 24hrs a day 7 days a week, the 111 Service was initially a predominately Out of Hours Service, which meant that 90% of calls to the service were received between the hours of 6pm and 8am. However recent national changes to Urgent Care pathway now means demand from 111 service has increased across both the in and out of hours periods. Weekends continue to be our busiest time of the week.

A national service available to all in Scotland, the location, age, health concern and content of the calls are wide ranging and no two calls are the same. Working in collaboration with our partner Health Boards, all calls to service are assessed and where appropriate directed to the appropriate health care professional for treatment. This includes calls which are immediately life threatening and require to be transferred to the Scottish Ambulance Service.

Dignity and Respect	Openness, Honesty and Responsibility	Quality and Teamwork	Care and Compassion

Who are we looking for?

As NHS Scotland's unique provider of a national tele-health and tele-care service, we are responsible for the delivery of health advice and information by telephone and online services to the population of Scotland 24 hours a day, 365 days a year. NHS 24 is a patient-

focused service providing the people of Scotland with triage, advice, guidance, referral and information on health and healthcare services.

In addition to this NHS 24 supports the health improvement agenda across Scotland by working in partnership with local Boards to provide added value services where and, when required, utilising IT, telephony and infrastructure to benefit patients 24 hours a day.

Working in a tele-health and tele-care service will provide an opportunity to strengthen and enhance existing clinical knowledge and experience whilst supporting career progression.

As the service has evolved, we have been introducing new ways of working and there is now a unique opportunity for Clinical Supervisors to perform high quality telephone assessment and triage.

Who are we looking for?

Working autonomously, you will use your clinical knowledge and expertise in conjunction with listening, questioning and probing skills to triage patients in your care to ensure safe clinically appropriate outcomes.

Although clinical supervision will primarily be delivered online, there may be instances where different approaches are utilised to provide effective clinical supervision to non-clinical staff.

You will be registered as an Adult nurse on Part 1 of the NMC register and you will possess excellent clinical decision-making skills, with the ability to provide continuous clinical supervision and leadership.

Life as a Nurse at NHS 24

"I loved working as a nurse on the Neuro ward, but sadly I slipped a disk 11 years ago. I thought my nursing career might be over until I found NHS 24. I'd never really been interested in tele-health, but I have to say, I love my job. I've been here 11 years now and this job has given me a new career perspective and reignited my passion for nursing. It sounds cheesy, but I came here for a job and found a career. Now I help to coach and mentor less experienced nurses, and I even helped develop a support system for nurses to

take breaks and unload, helping with the stress/anxiety that often comes with the job title of 'nurse'. There's much more job variety here than people think."

"I previously worked in cardiac intensive care, but always as a part-time nurse because I also teach music. I really felt there was little career progression available to part-time nurses, which is why I joined NHS 24. I can still keep my part-time hours but there's more training and progression available to me here. When I joined I was a band 6 nurse, I then progressed to a coach and I'm now a clinical supervisor. The job is also more varied and challenging than I'd previously thought, there are never two days the same and it's less repetitive than working on a ward."

Dignity and Respect	Openness, Honesty and Responsibility	Quality and Teamwork	Care and Compassion

Our Centres

We have five regional centres Aberdeen, Cardonald, Clydebank, Dundee and South Queensferry. Vacancies may not be available in all centres therefore please check the current advert for further detail on availability.

North Regional Centre

Forest Grove House, Foresterhill Road,
Aberdeen, AB25 2ZP

West Regional Centre

Caledonia House, Fifty Pitches Road,
Cardonald Park, Glasgow G51 4EB

East Regional Centre

Norseman House, 2 Ferrymuir,
South Queensferry, EH30 9QZ

West Regional Centre

Aurora House, 3 Aurora Avenue, Clydebank,
Glasgow G81 1BF

Dundee Contact Centre

Kings Cross Hospital, Clepington Road,
Dundee, DD3 8EA

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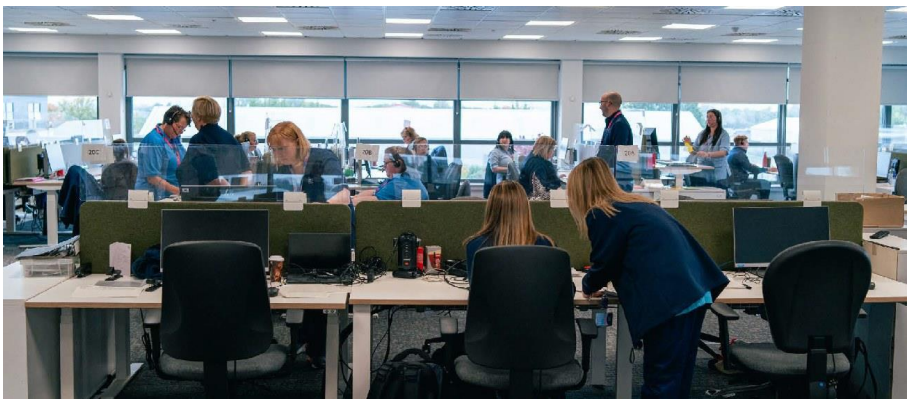
Shift Working at NHS 24

NHS 24



NHS 24 can be described as a predominately “Out of Hours” Service which means our busiest times of the day are from 6pm to 8am and our busiest days of the week are Saturday and Sunday, across the full weekend. As a result, all staff rotas are designed around these times which means anyone working for NHS 24 will find their working pattern is heavily weighted to working at these times.

National Public Holidays are the busiest times, when other services across the Health Service are reduced.

Rota Information

- When joining the organisation successful candidates are issued with an 8-week rota, however these are subject to the following changes
- Rotas offered are fixed (and aligned to the call arrival patterns and volumes) therefore NHS 24 is unable to amend days off or shift start/end times
- If NHS 24 do require staff to alter their rota, NHS 24 will aim to provide 8 weeks' notice of any change to the rota

Over the busy Christmas and New Year period a 'festive rota' will be issued which will differ from the core rota, and may involve working different days, different shift times etc. during this period.

Dignity and Respect	Openness, Honesty and Responsibility	Quality and Teamwork	Care and Compassion

Example Rota

Below are examples of NHS 24 Clinical Supervisor rotas.

Rotas are subject to service demand, unexpected changes in call profiles or supervision requirement, these are regularly reviewed.

Successful candidates will be provided with their actual rota at the point of offer.

Rota Name	Contracted Hours
36-C2 (2026)	36:00

Week	Monday		Tuesday		Wednesday		Thursday		Friday		Saturday		Sunday	
	Start	End	Start	End	Start	End	Start	End	Start	End	Start	End	Start	End
1	16:00	00:00	16:00	00:00					16:00	01:00	15:00	00:00	15:00	00:00
2			07:30	16:00	07:30	16:00	07:30	16:00	07:30	16:00				
3	16:00	00:00	16:00	00:00	16:00	00:00					07:30	16:00	07:30	16:00
4	22:00	08:00	22:00	08:00	22:00	08:00	22:00	08:00						
5							22:00	08:00	22:00	08:00	22:00	08:00	22:00	08:00
6							07:30	16:00	07:30	16:00	07:30	16:00	07:30	16:00
7	07:30	16:00			16:00	00:00	16:00	00:00	16:00	00:00				
8	07:30	16:30	07:30	16:00	07:30	16:00					15:00	23:30	15:00	23:30

Rota Name	Contracted Hours
30-6.8 ELN	30:00

Week	Monday		Tuesday		Wednesday		Thursday		Friday		Saturday		Sunday	
	Start	End	Start	End	Start	End	Start	End	Start	End	Start	End	Start	End
1	07:30	16:30							15:30	23:30	15:00	00:00	15:00	00:00
2									07:30	16:00	07:30	16:00	07:30	16:00
3			07:30	16:30	07:30	16:30					07:30	16:00	07:30	16:00
4	23:30	08:00	23:30	08:00	23:30	08:00								
5							23:30	08:00	23:30	08:00	23:30	08:00	23:30	08:00
6					15:30	23:30	15:30	23:30			15:00	23:30	15:00	23:30
7	15:30	23:30	15:30	23:30							07:30	16:00	07:30	16:00
8	07:30	16:30	15:30	23:30			07:30	16:30	15:30	23:30				

Rota Name	Contracted Hours
30-N2-RUC_New	30:00

Week	Monday		Tuesday		Wednesday		Thursday		Friday		Saturday		Sunday	
	Start	End	Start	End	Start	End	Start	End	Start	End	Start	End	Start	End
1	16:00	00:30	16:00	00:30							07:30	16:00	07:30	16:00
2							16:00	00:30	16:00	00:30	15:30	00:00	15:30	00:00
3					16:00	00:30	16:00	00:30			15:30	00:00	15:30	00:00
4	16:00	00:30									07:30	16:00	07:30	16:00
5	16:00	00:30	16:00	00:30							07:30	16:00	07:30	16:00
6							16:00	00:30	16:00	00:30	15:30	00:00	15:30	00:00
7			16:00	00:30	16:00	00:30					07:30	16:00	15:30	00:00
8	16:00	00:30									07:30	16:00	07:30	16:00

Rota Name	Contracted Hours
30-A	30:00

Week	Monday		Tuesday		Wednesday		Thursday		Friday		Saturday		Sunday	
	Start	End	Start	End	Start	End	Start	End	Start	End	Start	End	Start	End
1	16:00	00:30	16:00	00:30	17:30	23:30			15:30	00:00				
2	17:30	23:30							07:45	16:15	07:30	16:00	07:30	16:00
3	07:45	16:15	07:45	16:15							15:30	00:00	15:30	00:00
4	23:30	08:00	23:30	08:00	23:30	08:00								
5							23:30	08:00	23:30	08:00	23:30	08:00	23:30	08:00
6					17:30	23:30	16:00	00:30			15:30	00:00	15:30	00:00
7	16:00	00:30	17:30	23:30			16:00	00:30	15:30	00:00				
8					07:45	16:15	07:45	16:15			07:30	16:00	07:30	16:00

Rota Name	Contracted Hours
24- ELN-CH	24:00

Week	Monday		Tuesday		Wednesday		Thursday		Friday		Saturday		Sunday	
	Start	End	Start	End	Start	End	Start	End	Start	End	Start	End	Start	End
1									07:30	16:00	07:00	15:30	07:00	15:30
2	07:45	16:15									07:00	15:30	07:00	15:30
3			15:30	21:30	15:30	21:30	15:30	21:30						
4	15:30	00:00									07:00	15:30	07:00	15:30
5	23:30	08:00	23:30	08:00	23:30	08:00								
6							23:30	08:00	23:30	08:00	23:30	08:00	23:30	08:00
7									15:30	21:30	15:00	23:30	15:00	23:30
8			07:45	16:15	07:45	16:15	07:45	16:15						

Rota Name	Contracted Hours
24-6.8v2 CH	24:00

Week	Monday		Tuesday		Wednesday		Thursday		Friday		Saturday		Sunday	
	Start	End	Start	End	Start	End	Start	End	Start	End	Start	End	Start	End
1									17:30	23:30	15:30	00:00	15:30	00:00
2	17:00	01:30									07:30	16:00	07:30	16:00
3			17:30	23:30	17:30	23:30					07:30	16:00	07:30	16:00
4	23:30	08:00	23:30	08:00	23:30	08:00								
5							17:30	23:30	23:30	08:00	23:30	08:00	23:30	08:00
6											07:30	16:00	07:30	16:00
7	17:00	01:30									07:30	16:00	07:30	16:00
8			17:30	23:30	17:30	23:30	17:30	23:30	17:30	23:30				

Rota Name	Contracted Hours
24-A	24:00

Week	Monday		Tuesday		Wednesday		Thursday		Friday		Saturday		Sunday	
	Start	End	Start	End	Start	End	Start	End	Start	End	Start	End	Start	End
1									07:30	16:00	07:00	15:30	07:00	15:30
2	07:45	16:15									15:00	23:30	15:00	23:30
3			16:00	00:30	16:00	00:30	16:00	00:30						
4	16:00	00:30									07:00	15:30	07:00	15:30
5	23:30	08:00	23:30	08:00	23:30	08:00								
6									23:30	08:00	23:30	08:00	23:30	08:00
7									16:00	00:30	15:00	23:30	15:00	23:30
8			07:45	16:15	07:45	16:15	07:45	16:15						

Rota Name	Contracted Hours
24-A2	24:00

Week	Monday		Tuesday		Wednesday		Thursday		Friday		Saturday		Sunday	
	Start	End	Start	End	Start	End	Start	End	Start	End	Start	End	Start	End
1									07:30	16:00	07:00	15:30	07:00	15:30
2	07:45	16:15									15:00	23:30	15:00	23:30
3			16:00	00:30	16:00	00:30	16:00	00:30						
4	16:00	00:30									07:00	15:30	07:00	15:30
5	23:30	08:00	23:30	08:00										
6							23:30	08:00	23:30	08:00	23:30	08:00	23:30	08:00
7									16:00	00:30	15:00	23:30	15:00	23:30
8			07:45	16:15	07:45	16:15	07:45	16:15						

Rota Name	Contracted Hours
16-E	16:00

Week	Monday		Tuesday		Wednesday		Thursday		Friday		Saturday		Sunday	
	Start	End	Start	End	Start	End	Start	End	Start	End	Start	End	Start	End
1											09:00	17:30	09:00	17:30
2											13:30	22:00	13:30	22:00
3											13:30	22:00	13:30	22:00
4											09:00	17:30	09:00	17:30
5											09:00	17:30	09:00	17:30
6											13:30	22:00	13:30	22:00
7											09:00	17:30	09:00	17:30
8											09:00	17:30	09:00	17:30

Dignity and Respect

Openness, Honesty and Responsibility

Quality and Teamwork

Care and Compassion

Training

NHS 24

NHS 24 provides a comprehensive Core Training programme to all successful applicants to support the transition into your new role.

Your training programme will consist of 36 hours a week for the first two weeks.

An example Core Training Programme schedule is as below:

- Week 1: Mon-Thurs 0800-1600, Fri 0800-1400
- Week 2: Mon-Weds 1400-2200, Thurs 1200-2000, Fri 0800-1400

Week 3 & 4 – Working your contracted hours shadowing an existing Clinical Supervisor

Following completion of your training, your ongoing rota will include 3 hours scheduled CPD time every 8 weeks.

What to expect at training

You will be working closely with a team of experienced Clinical Practice Educators and Training Advisors to help you change the way you look at triage and “flick the switch” that will allow you to use your transferable skills to carry out safe, effective, person-centred telephone triage.

The programme itself is a fast-paced, dynamic 2-week programme with a mix of theory and practice tailored to your learning needs. It involves a mix of sessions, e-learning and practical role-playing scenarios on the training system to test, challenge and support your outcomes.

Once you are signed off on Practice Calls, you will then progress to Live calls with the 1-2-1 support of the Clinical Practice Educator who will plug in with you for your initial 10 calls and then will support to gradually allow you to take solo calls with support.

At the end of the 2-week programme you will be competent to take calls, understand when to ask for help and will progress to a 2-week Protected Pod supported by the Training Team.

During Protected Pod you will have time to reflect on calls, shadow experienced Clinical Supervisors, and listen to your own calls. The Protected Pod allows you to build resilience and gain autonomy whilst you are well supported by the Clinical Practice Educators and CS Coaches, providing a transition into your role as a Clinical Supervisor with our service.

How your progress is measured

Each call is measured against our Organisational Standards and a Clinical Call Review matrix is completed to offer feedback/feedforward to help you improve your telephone triage skills.

Throughout training and into Protected Pod we have sign off documents, formative assessments, summative assessments, and quizzes that will help you to understand your role and monitor your own progress.

What happens next?

After Protected Pod you will start working within your own centre and will be buddied up with an experienced Clinical Supervisor for the first 2 weeks to allow you to acclimatise to your new role and find your way in your own centre.

You will have 4 planned CPD sessions throughout your first year with us where you will have the opportunity to reconnect with your training group to discuss calls, take part in sessions and talk about your role as a Clinical Supervisor in a safe space.

All in all it's a pretty comprehensive Training Programme devised to equip you with the skills needed to progress in your role as a Clinical Supervisor.

Benefits

NHS 24 offers a complete benefits package, with a permanent contract on Band 6 £43,231 - £52,679 (pro rata for part-time hours).

Current unsocial hours payment details can also be seen below.

Unsocial Hours Payments		
Column 1	Column 2	Column 3
Pay band	**All time on Saturday (midnight to midnight) and any week day after 8 pm and before 6 am**	**All time on Sundays and Public Holidays (midnight to midnight)**
1	Time plus 50%	Double Time
2	Time plus 44%	Time plus 88%
3	Time plus 37%	Time plus 74%
4 – 9	Time plus 30%	Time plus 60%

We also offer you many supportive policies to enhance your employee journey and have a comprehensive Employee Assistance Programme Provider, Cycle to Work Scheme, bursary scheme and a range of learning and development. As an NHS Scotland employee you will be entitled to:

• 35 days annual leave (rising to 41) pro-rata if applicable

• Development opportunities including study bursaries, e-learning and classroom based courses

• Where applicable, enhanced payments may be payable for work undertaken on public holidays in line with Agenda for Change terms and conditions

• Enrolment into the Scottish Public Pensions Agency (SPPA) pension scheme

• NHS discounts on goods and services

• HELP, employee support and assistance

Where you choose to combine working with NHS 24 and another employer, please note that NHS 24 complies with the Working Time Directive regulations of staff working no more than 48 hours per week on average across all employments with appropriate rest breaks between shifts.

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Recruitment Process

NHS Scotland vacancies will close at midnight on the closing date. You will not be able to apply for a vacancy after the closing date has passed.

- Applications must be submitted using our recruitment system – Jobtrain. Candidates submitted via Recruitment Agencies will not be considered for this post. Please refer to the advert for support with completing your application.
- **Application Shortlisting –** applications forms received are reviewed and those meeting the role requirements will be invited to a competency-based interview.
- **Telephone Discussion** - Following the shortlisting process successful candidates will be contacted via telephone to have a short discussion with the Recruitment Team, this will be an opportunity to ask any questions and for us to provide more detail on the role.
- **Online Values Based Assessments** - 2 stage online assessment process including Situational Judgement Questionnaire and Behavioural Assessment
- **Interview / Assessment** – Our competency-based interviews have a focus on NHS 24 values and the candidate's technical expertise. The interview may also include a role specific test or a presentation topic. Interviews will be held online via Microsoft teams.

*Start dates will be dependent on all pre-employment checks being completed and availability on our induction training programme.

For more information on the recruitment process and for support and guidance with your application please visit our Recruitment site at Our recruitment process | NHS 24

To work in the United Kingdom, there is a legal requirement for an individual to demonstrate that they have the relevant permission to work in the country. This permission is, without exception, granted by the UK Visa and Immigrations Service.

As part of the pre-employment checks for a preferred candidate, NHS Scotland Boards **will** check your entitlement to work in the UK. It can be evidenced through a number of routes including specific types of visa as well as EU settled and pre-settled status. To find out more about these routes of permission, please refer to the GOV.UK website **here**.

Please note that NHS 24 is NOT licensed to issue certificates of sponsorship under current UK Visas and Immigration (UKVI) regulations. Applicants must have the right to work in the UK without requiring sponsorship to work with us.

It is ESSENTIAL that you have checked that you have an appropriate right to work in the UK BEFORE submitting your application form.

Job Description

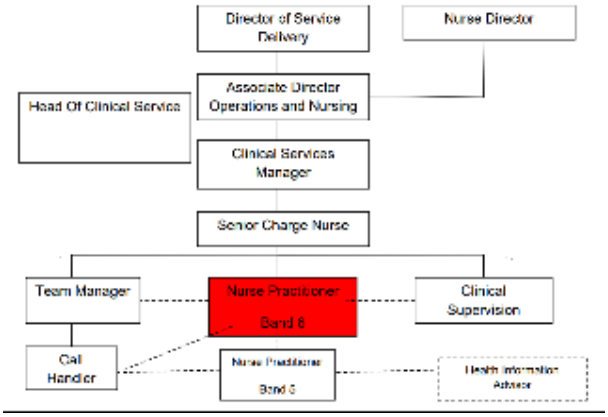
Job Title: Clinical Supervisor/Nurse Practitioner Band 6

Reporting To: Senior Charge Nurse

Department(s)/Location: Service Delivery

Job Purpose

- To act as an autonomous practitioner providing a comprehensive telephone triage and clinical assessment service to patients and/or their carers/relatives resulting in a safe and appropriate clinical decision
- To provide real time clinical support to NHS24 frontline staff resulting in safe, appropriate and person centred outcomes
- To facilitate the provision of accurate healthcare information, self-care/health improvement advice or, where applicable, referral to the appropriate level and location of care, in order to meet the holistic and therapeutic requirements of the patient/carer.



Scope and Range

- Will work autonomously within a multi-disciplinary health care team consisting of Clinical Service Managers, Senior Charge Nurse, Nurse Practitioners, as well as Team Managers Call Handlers and Health Information Advisors (HIAs). In addition to Dental, Pharmacy and Mental Health Practitioners. The composition of this team will vary from shift to shift and Nurse Practitioners must be able to communicate effectively and professionally with all staff members

- As part of a national service, will deal with calls of a very diverse nature covering all clinical aspects and issues, from an infinite variety of callers, whose cultural, social and emotional diversities require to be acknowledged and taken into consideration during the triage
- Provide support and clinical supervision as and when required to assist fellow colleagues and practitioners to reach safe, effective, appropriate and person centred clinical outcomes
- Will be required to use a multi skilled approach. Whilst using the available technology, the NP will use effective listening and communication skills in order to make clinical decisions, create records and refer to clinical reference literature as and when required
- Must be able to retrieve and use information regarding healthcare provision in the patient's locality, allowing appropriate care to be accessed where necessary.

Main Duties/Responsibilities

- In compliance with the nursing regulatory body (Nursing Midwifery Council – NMC) Codes of Conduct and Practice, and within ethical, legislative and organisational frameworks, the NP will work as an autonomous nurse practitioner, ensuring the privacy of the patient's interests and wellbeing at all times including patient confidentiality.
- The NP is the first clinical point of contact to access health care in the out of hours (OOH) periods for all of Scotland. The NP will identify and respond timeously to callers' needs which are Immediately Life Threatening (ILT) and arrange appropriate and safe SAS/SAS and GP attendance (Dual Response) if required.
- Patient triage and assessment is mainly conducted by telephone, this being the only source of patient contact, and with all information regarding the patient being gathered in this way. NP's are required to use their clinical knowledge and expertise in conjunction with listening, questioning and probing skills in order to interpret the information obtained.
- During telephone triage the Nurse Practitioner will synthesise and analyse all relevant information to come to a differential diagnosis and/or negotiated clinically safe decision with specialist health improvement advice and appropriate referral to both internal and external resources following agreed processes.
- Following the completion of the call the NP must document the call on the Patient Contact Record within the integrated software application giving an accurate and concise clinical summary that outlines reasons for call, decisions reached, relevant patient history and onward transmission with timescale given to patient.

- The NP, having decided that the level of healthcare required is home care will negotiate and empower the caller with appropriate and relevant advice, advising caller to contact NHS 24 again should condition deteriorate.
- Where referral on to local healthcare services is necessary the NP will make arrangements for the appropriate service e.g. Out of Hours Centre, home visit (by appropriate professional), ambulance, or referral to local A&E Department, by transferring the information received to the relevant service via the appropriate transfer system
- The NP will be expected to maintain collaborative, inter-professional links with colleagues, external healthcare professionals and other agencies.
- The NP will be required to provide real-time Clinical Supervision to appropriate skillsets which can be via a remote telephony route or face to face within the Contact Centres.
- Reflect on and contribute to feedback from Partner organisations, and, using this as a research and development indicator, identify areas for Continual Professional / Personal Development (CPD).
- The NP's involvement in lifelong learning will be integral to maintaining and developing practice, utilising CPD, self directed learning, reflective practice, coaching, clinical supervision, performance management in the interests and needs of self and the service.
- The NP will share specialist clinical knowledge with colleagues and be involved in the delivery of ongoing training, education and support of colleagues, e.g. as preceptor or coach.
- Participate in quality improvement through ongoing involvement in Clinical Audit and Call Review.
- Assess patient information and provide advice on a wide range of clinical issues which can be highly complex and sensitive in nature.

Systems and Equipment

The Nurse Practitioner must be able to:

- Maintain accurate computerised consultation records using Integrated software applications
- Use complex telephony systems to handle calls and must be able to operate these systems skilfully to ensure the 'patient journey' is smooth.
- Access clinical referencing sources to obtain information for a patient.

- Use the above systems simultaneously during the triage with the patient and must have the ability to operate the systems while assessing the patient needs.
- Implement knowledge of the systems failure procedures when required.
- Actively participate in identifying Health and Safety risk issues.
- Access and make effective use of the language systems required for people with language or communication barriers e.g. Language Line or Text Talk.

Decisions and Judgements

The Nurse Practitioner (NP)

- Is required to work autonomously, reaching clinically appropriate decisions based on information received and the use of their knowledge and experience. Support and assistance is available and may be requested entirely at the discretion of the Nurse Practitioner if deemed necessary.
- Is ultimately responsible, and therefore accountable, for their decisions made relating directly to patient care requirements, following telephone triage/clinical consultation and assessment and whilst providing Clinical Supervision.
- Will identify and respond timeously to callers needs which are Immediately Life Threatening (ILT) and arrange appropriate SAS response, based on availability, location and timeframes.
- Will, from the information received from the patient, assess patient needs using their analytical and clinical skills, and reach a safe and effective decision regarding the appropriate level of care required. In some cases, this information will be restricted and the decision must be based on minimal information from the caller.
- Must, where the caller is stressed and or distressed state which the Nurse Practitioner believes to be crucial to the patient's health/wellbeing, be aware of current procedures/responsibilities relating to his/her Duty of Care.
- Will make a clinical decision using evidence based practice, then decide on the appropriate level of care and obtain the agreement of the patient to act on healthcare advice given or to access appropriate level of care.
- Will make all arrangements for the patient to be further examined/treated by the particular care provider, should onward referral be required. For example they will contact OOH services giving all relevant details using computerised information links and/or verbally, by telephone.
- Will act as the patient advocate during the triage process, identifying potential risk factors for patients, their carers and others e.g. potential challenging situations, child

protection issues or mental welfare issues. Identified risk factors will be referred to the appropriate service through agreed NHS 24 procedures.

- In the provision of real time clinical support will ensure the rational for decision made/ advice given is recorded
- Will be expected to support achievement of organisational key performance indicators in the application of good clinical knowledge
- In the course of providing real time clinical supervision, will make clinical judgements from caller information provided and will assess the alternative options available and determine the most suitable course of action for the patient.

Communication and Relationships

In order to successfully achieve a smooth patient journey, with the safe and desired outcome the Nurse Practitioner will:

- Communicate with patients making clinical decisions from information given, obtaining agreement from the patient on the level of care.
- Facilitate and ensure patient understanding of advice/disposition prior to conclusion of telephone consultation.
- When providing Clinical Supervision and relaying important information tailor communication and language to ensure the recipient fully understands the advice being given and can easily follow the instructions.
- Identify requirement for additional resources to supplement home care advice which will be required by the patient .e.g. referral to health information services for written information.
- Share specialist clinical knowledge with colleagues and be involved in the delivery of ongoing training, education and support of colleagues e.g. as preceptor or coach.
- Deal professionally and sensitively with highly personal, delicate, confidential and sometimes complex issues such as Bereavement, Child protection issues, and mental health calls.
- Control and de-escalate situations which might prevent a safe and effective triage/consultation such as the aggressive patient.
- Complete clear written and comprehensive appropriate clinical summaries to support outcome of the assessment or the requirement for further onward referral
- Recognise when to adapt their communication appropriately to ensure the understanding of staff members (both clinical and non clinical) in relation to implementation of advice given.

- Appropriately manage other barriers to effective communication such as sensory impairment.
- Facilitate the triage/consultation process utilising a high level of expertise, using appropriate inter-personal skills demonstrating empathy and understanding
- Will participate in regular, formal and informal communications with team members and other members service e.g.

1. - Internal – Medical, Nursing and Service Delivery Directorates
2. - External - Emergency and Out of Hours Services
3. - Internal – Medical, Nursing and Operations Directorates/ Call handers & Call Operators
4. - External - Emergency and Out of Hours Services

Physical demands of the job

- The Nurse Practitioner is required to use a VDU and wear a telephone headset for a proportion of their shift and is restricted to their personal workspace for on occasion a large part of the shift.
- Intense concentration is required for the majority of the shift while undertaking patient triage and consultations. The diversity of calls means that the Nurse Practitioner may have no prior knowledge of the nature of the call before it arrives.
- Given the diversity and complexity of patient needs, sustained analytical and critical thinking skills are required during all stages of the telephone triage/consultation period.
- The Nurse Practitioner regularly has to manage abusive and aggressive callers

Emotional Effort

- Communicating with distressed/anxious/worried patients/relatives/staff
- Support to patients who are terminally ill which can be highly emotional, sensitive or challenging in nature.

Working Conditions

- The Nurse Practitioner regularly has to deal with abusive and aggressive callers.
- The post holder will be required to spend the majority of their shift continuously using a VDU

Most challenging/difficult parts of the job

The Nurse Practitioner is required to:

- Work as an autonomous practitioner, with the freedom to make clinical decisions based wholly on the nurse's experience, knowledge and analytical skills used during the telephone triage process with any patient.
- Handle very high call volumes varying in clinical diversity, which will require high levels of concentration for long periods of time with at times no prior knowledge of the nature of the call.
- Due to the high call volumes at times, the Nurse Practitioner may feel isolated, when all colleagues are occupied, and interaction with others is limited.
- Work predominantly in the out of hours period unsocial shift patterns and public holidays.
- Deal with calls escalated by frontline staff, which is generally more demanding
- Required to support frontline staff with their decision-making or take over the call
- Deal with a variety of complex requests for support where the post holder will be required to analyse a range of options when reaching an outcome

Knowledge, training and experience required to do the job

- RGN Part 1 qualified.
- Extensive post registration experience, preferably within an acute or primary care setting, with a broad range of knowledge across a number of specialties.
- Evidence of well developed critical decision making skills.
- Evidence of excellent communication and interpersonal skills.
- Experience of unscheduled care would be an advantage.
- Educated to degree level or equivalent preferable.
- IT skills must be acquired/developed during the in-house training period to allow a clear understanding and skilled use of the functionality of the specialised software systems.
- Successful completion of Core induction training programme and attainment of specified competencies is essential.

Person Specification Form

Job Title: Clinical Supervisor

Directorate: Service Delivery

Level of Disclosure check required: Protection of Vulnerable Groups (PVG Adults & Children)

Dignity and Respect | Openness, Honesty and Responsibility | Quality and Teamwork | Care and Compassion

Qualifications:	Essential	Desirable
RGN Part 1 qualified	Y	
You will be educated to SCQF Level 9 or equivalent in adult nursing	Y	

Experience:	Essential	Desirable
Previous or current post registration experience, preferably within an acute or primary care setting, with a broad range of knowledge across several specialties	Y	
Previous or current practice that can be aligned to the role being applied for	Y	
Experience of unscheduled care		Y

Behavioural Competencies:	Essential	Desirable
Excellent communication and interpersonal skills (written and verbal)	Y	
Well-developed critical decision-making skills	Y	
Ability to work as an autonomous practitioner	Y	
Ability to work under pressure	Y	
A pro-active approach to maintaining and/or developing clinical skills/knowledge	Y	

Other:	Essential	Desirable
Knowledge of NHS 24 and the services supported with an understanding of telephone triage		Y
Good basic keyboard skill (ability to listen/type at the same time)	Y	

Contact information

For further information please contact the NHS 24 Recruitment team:

Email: recruitment24@nhs24.scot.nhs.uk

Please Note: If you experience difficulties with accessing or using JobTrain, please contact:

nhsscotland@helpmeapply.co.uk