



The Opportunity - Clinical Care Coordinator – Nurse, Vhi Health & Wellbeing

Vhi Health & Wellbeing DAC is a new organisation that has been established to build and develop the health and wellbeing strategy for Vhi. Vhi SwiftCare & 360 Health Care are part of the Vhi Health & Wellbeing services, and are a central part of this strategy. They are the leading Minor Injuries and Illness (MIU) providers in Ireland.

Vhi have developed a Clinical Call Centre (CCC) to facilitate triage and navigation of client/patients throughout the Health & Wellbeing services. The Care Coordinator Nurse facilitates callers' by providing access to the appropriate level of care using telephonic interaction as the mode of communication, by assessing needs, offering a clinical option, i.e. appropriate referral pathway to healthcare providers and services.

We are currently recruiting for Clinical Care Coordinators in our Swiftcare Clinical Call Centre located in Naas Road.

The Role

Responsibilities:

- Oversee and support on a day to day basis the administration team operating within the Clinical Call Centre.
- To ensure telephone client/patient assessment is delivered to the highest clinical standards.
- To ensure patients are directed to the appropriate service to meet their clinical needs.
- Support education and training of administration staff, nursing staff and medical staff on how to use Medtech system and Finesse system.
- Collaborate with colleagues across the clinical team, and the broader SwiftCare / Health & Wellbeing structure, to deliver optimum performance levels and provide the ultimate goal of exceptional client/patient experience.
- To work within the QSR framework for H&W to achieve recognised Healthcare standards
- To adhere to the Vhi H&W Clinic guidelines policies, procedures and protocols in particular those relating to child protection, child safety and safe guarding issues.
- To participate with the Quality and Risk Manager in relation to the formulation, management and implementation of best practice policies and procedures for Vhi H&W services
- Have knowledge of and be able to prepare for Accreditation of the Service in conjunction with the Quality Safety & Risk manager

- Participate in conjunction with the Clinic Manager and MDT in the monitoring and management of complaints, support staff as appropriate and instigate corrective action. Ensure all relevant documentation is completed.
- Participate in the internal Clinical Audit Programme ensuring clinical standards are being achieved, whilst implementing improvements where required
- Work with the LMT (Local Management Team) & CAG (Clinical Advisory Group) team in relation to Internal Quality and operational improvements within the call centre.

The Person

Education & Knowledge:

- Must be registered on the appropriate division of the NMBI or be so intitled.
- Demonstrates ongoing evidence of Continuous Professional Development (CPD)
- Demonstrates an active participation in education and mandatory training.
- Maintains current knowledge base, including triage skills, and appropriate teaching principles for all age groups using the CCC.

Experience:

- Minimum 2 years' experience working in the acute hospital environment
- Emergency department or urgent care experience essential
- Experience of working within a Call/Contact centre desirable

Skills & Abilities

- Excellent customer service skills
- Excellent planning and organising skills
- Critical thinking skills
- Strong focus on accuracy and attention to detail
- Microsoft Office Proficiency
- Experience of working with Electronic Health Records (EHR)
- Problem solver and solution focused in the context of operating in an environment of achieving excellence in service delivery
- Possess significant influencing and negotiating skills and have the ability to engage, build and sustain relationships
- Honest & trustworthy
- Excellent team player with a positive outlook
- Demonstrates respect for individual, cultural and social differences

The Next Steps

Applications must be submitted by COB Wednesday 19th May 2021.

<https://www.talentpack.com/D/Ya0D>

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