

Transferable Role Template

Career Framework Level 3

Telehealth Advisor

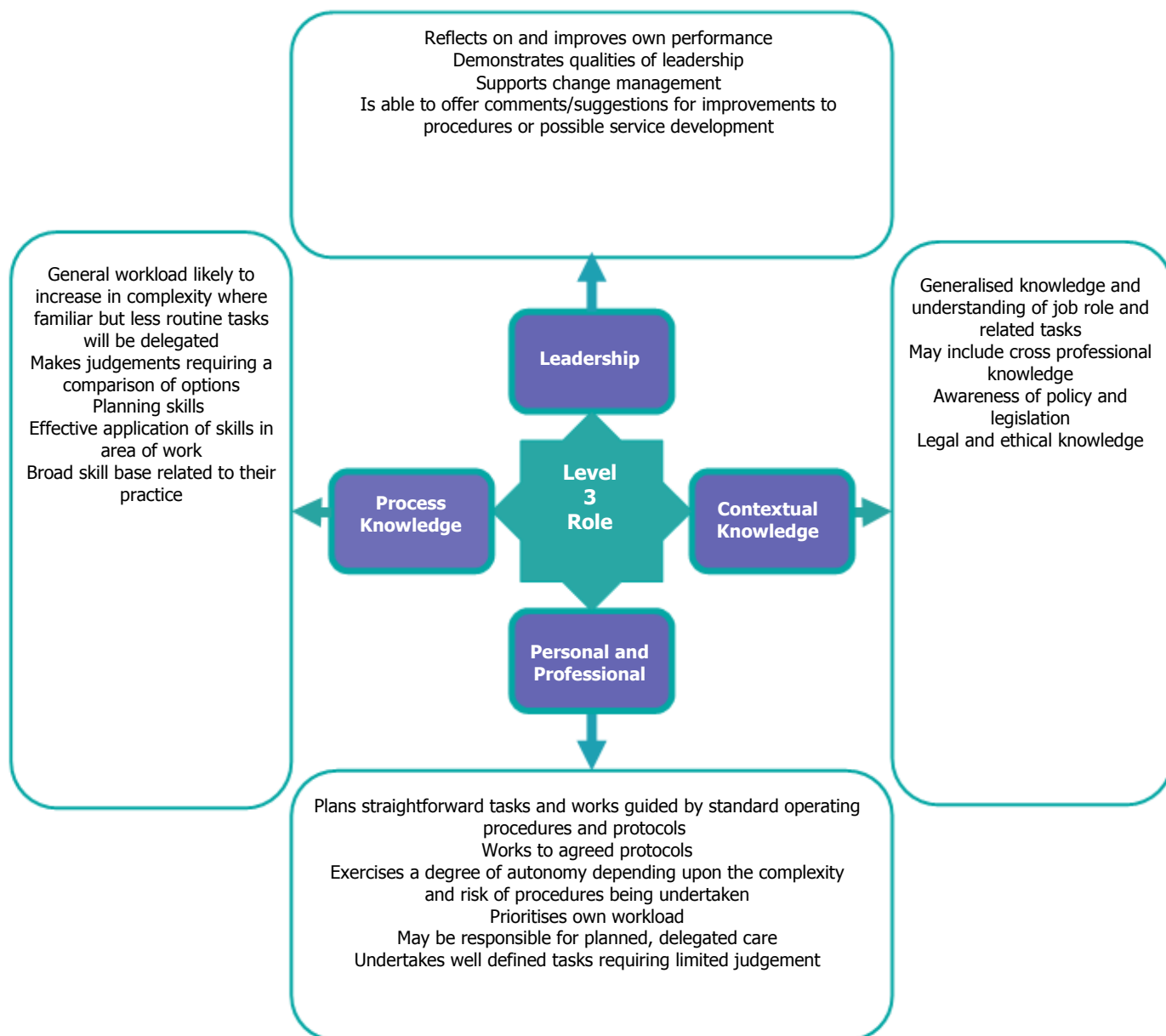
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Developers

Skills for Health and Local Care Direct

Level Descriptors

Key characteristics of a Level 3 Role



Definition of the Level 3 Role

People at level 3 require knowledge of facts, principles, processes and general concepts in a field of work. They may carry out a wider range of duties than the person working at level 2 and will have more responsibility with guidance and supervision available when needed. They will contribute to service development and are responsible for self-development.

Example of Role at Level 3

Senior Healthcare Assistant:

Senior healthcare assistants or technicians support the work of practitioners at all levels and may work as part of a team. They demonstrate an ability to carry out tasks, solving straightforward problems and making some judgements, with guidance and supervision available. They have skills in specific focussed aspects of service delivery.

These characteristics have been developed by Skills for Health working with employers and other stakeholders.

Basic Information:

| | |
|------------------------|---|
| Named Role | Telehealth Advisor |
| Area of work | Community NHS Or Local Authority Or Independent, Long Term Conditions |
| Role Family | Admin & Clerical, Hybrid (Needs Explanation), Wider Healthcare Team |
| Experience required | Yes |
| Career Framework Level | 3 |

Summary of Role

The telehealth advisor is a key role in the contact centre team, reporting to the senior nurse - telehealth.

Scope of the Role

The telehealth advisor is a key role in the contact centre team, reporting to the senior nurse - telehealth. The telehealth advisor will work as part of a multidisciplinary team using local procedures and protocols to deliver a home monitoring service for people with long term conditions. They will have the opportunity to contribute to a range of services including full function home monitoring and lighter touch approaches such as telecoaching.

Remote monitoring will be within predefined parameters, and the assessment of alerts will be guided by protocols. If an alert is clinical in nature this will be passed on to a clinical member of the telehealth team.

All level 3 roles will have the following common/core competences.

All competences are national occupational standards (NOS)

Specific competences to the role have then been identified. Any additional competences specific to the locality should then be identified locally using the competence tools and the health functional map and added to the template using the same format.

Level 3 Core Competences / National Occupational Standards:

| Underpinning Principle | Reference Function | | Competence |
|---|--------------------|---|---|
| 1. COMMUNICATION | 1.2 | Communicate effectively | GEN97 Communicate effectively in a healthcare environment http://tools.skillsforhealth.org.uk/competence/show/html/id/3001 |
| 2. PERSONAL & PEOPLE DEVELOPMENT | 2.1.1 | Develop your own practice | SCDHSC0023 Develop your own knowledge and practice http://tools.skillsforhealth.org.uk/competence/show/html/id/3517 |
| | 2.1.2 | Reflect on your own practice | GEN23 Monitor your own work practices http://tools.skillsforhealth.org.uk/competence/show/html/id/2051 |
| 3. HEALTH SAFETY & SECURITY | 3.5.1 | Ensure your own actions reduce risks to health and safety | IPC2.2012 Perform hand hygiene to prevent the spread of infection http://tools.skillsforhealth.org.uk/competence/show/html/id/3309 |
| | | | PROHSS1 Make sure your own actions reduce risks to health and safety http://tools.skillsforhealth.org.uk/competence/show/html/id/3327 |
| | | | PMWRV1 Make sure your actions contribute to a positive and safe working culture http://tools.skillsforhealth.org.uk/competence/show/html/id/4027 |
| | 3.5.2 | Protect individuals from abuse | SCDHSC0024 Support the safeguarding of individuals http://tools.skillsforhealth.org.uk/competence/show/html/id/3518 |
| 5. QUALITY | 5.1.1 | Act within the limits of your competence and authority | GEN63 Act within the limits of your competence and authority http://tools.skillsforhealth.org.uk/competence/show/html/id/85 |
| | 5.1.2 | Manage and organise your own time and activities | HT4 Manage and organise your own time and activities http://tools.skillsforhealth.org.uk/competence/show/html/id/2501 |
| 6. EQUALITY & DIVERSITY | 6.1 | Ensure your own actions support equality of opportunity and diversity | SCDHSC0234 Uphold the rights of individuals http://tools.skillsforhealth.org.uk/competence/show/html/id/3506 |
| B. HEALTH INTERVENTION | B2.1 | Obtain information from individuals about their health status and needs | CHS169 Comply with legal requirements for maintaining confidentiality in healthcare http://tools.skillsforhealth.org.uk/competence/show/html/id/2820 |
| D. INFORMATION MANAGEMENT / INFORMATION AND COMMUNICATION TECHNOLOGY | D2.4 | Maintain information / record systems | CFA_BAD332 Store and retrieve information using a filing system http://tools.skillsforhealth.org.uk/competence/show/html/id/4104 |

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|---|--------|--|---|
| H. MANAGEMENT & ADMINISTRATION | H1.3.1 | Contribute to the effectiveness of teams | SCDHSC0241 Contribute to the effectiveness of teams http://tools.skillsforhealth.org.uk/competence/show/html/id/3509 |
| | H2.6 | Receive and pass on messages and information | ESKITU020 Use digital communications http://tools.skillsforhealth.org.uk/competence/show/html/id/4150 |

Role Specific Competences / National Occupational Standards:

| Underpinning Principle | Reference Function | | Competence |
|---|--|--|---|
| 1. COMMUNICATION | 1.2 | Communicate effectively | GEN62 Collate and communicate health information to individuals http://tools.skillsforhealth.org.uk/competence/show/html/id/2317 |
| | | | GEN21.2012 Interact with individuals using telecommunications http://tools.skillsforhealth.org.uk/competence/show/html/id/3380 |
| | 1.4 | Develop relationships with individuals | CHS100 Develop relationships with individuals with long term conditions http://tools.skillsforhealth.org.uk/competence/show/html/id/2263 |
| | | | 1.5 |
| | 3. HEALTH SAFETY & SECURITY | 3.5.1 | Ensure your own actions reduce risks to health and safety |
| A. ASSESSMENT | A2.8 | Prioritise treatment and care for individuals according to their health status and needs | CHS121 Prioritise treatment and care for individuals according to their health status and needs http://tools.skillsforhealth.org.uk/competence/show/html/id/423 |
| B. HEALTH INTERVENTION | B3.4.1 | Receive and direct requests for health care assistance using protocols and guidelines | CHS59 Respond to referrals of individuals with health conditions http://tools.skillsforhealth.org.uk/competence/show/html/id/2235 |
| C. HEALTH PROMOTION & PROTECTION | C2.2 | Provide information to individuals, groups and communities about promoting health | LSILARIMS07 Help users to access information http://tools.skillsforhealth.org.uk/competence/show/html/id/3337 |

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| | C2.6 | Act on behalf of an individual, family or community (advocacy) | SCDHSC0410 Advocate with and on behalf of individuals http://tools.skillsforhealth.org.uk/competence/show/html/id/3484 |
| D. INFORMATION MANAGEMENT / INFORMATION AND COMMUNICATION TECHNOLOGY | D2.1 | Collect and validate data and information for processing | HP5 Gather specific information from individuals to contribute to assessing risks to health and wellbeing http://tools.skillsforhealth.org.uk/competence/show/html/id/2641 |
| H. MANAGEMENT & ADMINISTRATION | H1.3.1 | Contribute to the effectiveness of teams | GEN39 Contribute to effective multidisciplinary team working http://tools.skillsforhealth.org.uk/competence/show/html/id/2212 |

Facets of Role (National Occupational Standards):

| Underpinning Principle | Reference Function | | Competence |
|------------------------|--------------------|---------------|------------|
| | | None Assigned | |

Locality Specific Competences / National Occupational Standards:

| Underpinning Principle | Reference Function | | Competence |
|------------------------|--------------------|---------------|------------|
| | | None Assigned | |

Indicative Learning and Development

| Transferable role | Telehealth Advisor |
|--|---------------------------|
| Formal endorsed learning | |
| Informal learning | |
| Summary of learning and development including aims and objectives | |
| Duration | |
| National Occupational Standards used | |
| Credits (including framework used) | |
| Accreditation | |
| APEL and progression | |
| Programme structure | |
| Continuous Professional Development | Not specified |
| Resources required, e.g. placement learning, preceptors, accredited assessors etc | |
| Quality Assurance | |
| Policies included in learning programme documentation | |
| Funding | |
| Leading to registration or membership with: | |

References & Further Information:

2008 NHS Education for Scotland, A Guide to Health Care Support Worker Education and Role Development Consultation Document

2010 Skills for Health Summary of Attributes and Definitions for Career Framework Levels