

Job Description: Clinical Practitioner

| General role information | |
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| Job Title: | Clinical Practitioner |
| Reporting to: | Clinical Matron |
| Salary Band: | F |
| Notice period: | 4 weeks |
| Budget Responsibility? | No |
| Contract type? | Permanent |
| Direct Reports? | N/A |
| Client facing role? | No |
| Key stakeholders – internal? | No |
| Key stakeholders – external? | No |
| About MSI Reproductive Choices | |
| <p>Only when choice is a reality for each of us, can we create a better, more equal world for everyone. Here at MSI Reproductive Choices UK (MSI UK) we are proud to be a social enterprise that is changing the world for the better, we reinvest and donate our profits towards creating a positive social change across 37 countries globally.</p> <p>As one of the world's leading providers of sexual and reproductive healthcare our aim is simple: to empower clients to make the reproductive choices that are right for them. That is what we mean by client-centred care.</p> <p>At MSI Reproductive Choices UK our client-centred care philosophy means respecting our clients as active partners in their own service, caring about who our clients are, their experiences, and how they feel before, during and after they access care with us.</p> <p>MSI Reproductive Choices is committed to safeguarding: promoting the welfare and safety of everyone involved in the delivery or receipt of sexual and reproductive health services, especially children, young people and vulnerable adults. We are committed to ensuring diversity, and equality for all within our organisation and encourage applicants from diverse backgrounds to apply. We expect all staff and post holders to share our values and commitments.</p> | |

All MSI Reproductive Choices job descriptions are subject to a language neutrality test prior to approval and we're always looking for new ways to make our recruitment process as fair and unbiased as we can. If you'd like to provide feedback on MSI Reproductive Choices UK recruitment process, please do so via email to

Resourcinguk@MSIChoices.org

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The department / team

We are looking for a passionate and committed Clinical Practitioner to join our team within our national contact centre based in Bristol. We operate a hybrid working model that provides our colleagues with the flexibility to work both at home and within our offices

The role

The Clinical Practitioner will support our clients with our 24-hour advice line service and will be responsible for assessing clients pre-and post-treatment, advising clients on next steps and referring them on to further care when appropriate.

Our clients can present as anxious or emotionally distressed when they access our advice lines and the Clinical Practitioner will provide an empathetic and reassuring service in line with all clinical responsibilities.

All colleagues at MSI UK are committed to delivering a high-quality service.

Key responsibilities

- Establish the nature of the clients concern and use positive, directed questioning to elicit sufficient details (e.g. blood loss, pain level etc.) to determine an appropriate course of action.
- Provide a reassuring and empathetic clinical service to our clients.
- Access the client database to assess the client's medical history and details of the procedures scheduled or undertaken.
- Advise the client regarding pain relief and/or other appropriate action.
- Advise clients on self-care as appropriate through the effective communication of evidence-based health care advice.
- Where indicated, arrange post treatment follow up at the nearest available/convenient centre for the client, liaising with the centre's nursing/medical team members if necessary and provide comprehensive information to both client and team members
- In the case of an immediate medical emergency, direct the client to the nearest Accident & Emergency department, liaising with the Gynaecologist on call if necessary.
- Give appropriate contraceptive and sexual health advice.
- Make comprehensive records of each call dealt with and record on the relevant recording system.
- Maintain client confidentiality at all times, particularly if the caller is a third party, in line with MSI UK procedures and
- GDPR.
- Liaise with the Right Care team and other One Call departments to provide clinical advice.
- Produce routine and ad hoc reports as requested by the Director of One Call/Clinical Team Leader
- Monitor the service and suggest improvements where necessary
- Between calls undertake administrative and other tasks as requested by the Clinical Services Matron.

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- Undergo personal and professional development activities, including occasional observation shifts in a MSI Centre, in order to keep knowledge of procedures and good practice up to date
- Support the achievement of quality standards and performance levels relevant to MSI UK adhering and achieving Key Performance Indicators.
- Always demonstrates the 6 C's of nursing.
- Any other duties as requested by the Director of One Call / Clinical Team Leader
- This role offers hybrid working once passed training
- Any other duties as requested by the Director of One Call / Clinical Matron

Key Skills and Experience

To perform this role, it is **essential** that you have the following skills:

- Post registration experience- Registered nurse & registered midwife
- Recent experience in relevant areas applicable to role e.g. clinical triage, Pre-assessment, Surgery, Midwifery,
- Gynaecological, reproductive health. (This list is not exhaustive)
- Excellent clinical skills and clinical judgement
- Strong attention to detail
- Intermediate PC skills – Information Management Systems; Microsoft Outlook; Microsoft Office Packages
- Ability to work as part of a team and liaise with people of all levels
- Excellent listening and communication skills
- Ability to put people at ease in an emotionally charged environment whilst maintaining professionalism
- Customer service skills
- Work well under pressure

To perform this role, it is **essential** that you have the following experience:

- We are looking for a fully qualified Nurse or Midwife for the role of Clinical Practitioner who will support our clients with our 24-hour advice line service and will be responsible for assessing clients pre-and post-treatment; advising clients on next steps and referring them on to further care when appropriate.
- Our clients can present as anxious or emotionally distressed when they access our advice lines and the Clinical Practitioner will provide an empathetic and reassuring service in line with all clinical responsibilities.
- All colleagues at MSI UK are committed to delivering a high-quality service.

Formal Education/qualification

- Full Registered Nurse or Midwife with current NMC PIN No.
- Nursing Degree/Diploma.

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Personal Attributes

We recruit talented, dynamic people with diverse backgrounds and experiences, all united by a belief in our mission and a focus on delivering measurable results. We're proud to be an equal opportunities employer and are committed to creating a fully inclusive workplace, where everyone feels able to participate and contribute meaningfully. You must be open-minded, curious, resilient, and solutions-oriented, and be committed to promoting equality, and safeguarding the welfare of team members and clients alike.

For this role, we're looking for an individual who is:

- Pro-choice, support and adhere to MSI vision and goals.
- Dynamic, creative individual with the ability to show initiative.
- Team player, providing support and encouragement.
- Organised and process oriented, with an attention to detail and able to prioritise workload.
- Customer focused, responsive to changing priorities and demands.
- Strong communication skills and a team player.
- Ability to analyse complex problems in a structured manner whilst working under pressure.
- Focused on delivery with a 'can do' approach.
- Demonstrates MSI team member behaviours and professional self-development.

Please note that you may also be required to carry out reasonable additional ad-hoc duties, at the request of your line manager.

Signature

By signing below, you indicate that you have read and agree to this job description.

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| Full name: | |
| Signature: | |
| Date: | |