

## HHP Wales Dr Advisor – Role Description

HHP Wales provides access via a Helpline to various support and therapies for those healthcare professionals working within the NHS frontline who have been affected the Covid19 outbreak. The service operates between 09:00 – 17:00 Monday to Friday. There is no Out-of-hours provision and we do not operate outside of the Helpline hours, on weekends or Bank Holidays.

It aims to offer support to doctors, nurses, therapists, dentists, paramedics and other NHS frontline health professionals and medical and healthcare students working on the frontline who may be experiencing personal or work-related mental health concerns. Following initial contact to the Helpline, callers have the choice of speaking in confidence to a ‘doctor advisor’ about their concerns.

As a Doctor Advisor, you will adopt a sensitive approach to establishing the underlying issues and where appropriate, signpost them to sources of support that we have available through HHP Wales.

You will provide at least one day of commitment (not half days) between the hours of 09:00 – 17:00 at an agreed remunerated rate. This preferably would be one day or more per week or at a minimum alternate weeks. The duties will include telephone support to; the callers, the Helpline and be able to communication with the HHP Wales administrative and senior management/Advisory teams where needed. There is no Out-of-hours provision and you will not be expected to be working outside of the Helpline hours, on weekends or Bank Holidays.

**The Service we provide is a sign-posting service and as such you will not be providing any medical diagnosis or treatment, legal advice or counselling, nor will you act as an advocate in any way for the caller.**

The work will be in response to need but we anticipate you will be able to offer at least one day every other week and deal with up to seven calls per day of commitment.

The initial contract will be for 6 months, but is likely to be ongoing dependant on need.

You will not be an employee or agent of the HHP Wales service however, you will have the benefit of crown indemnity, training, supervision and support from the HHP Wales senior team.

### Doctor Advisor - Key responsibilities

1. Work with the Administrative team who will provide the details for people contacting the Helpline.
2. Provide timely, confidential support to callers who contact the Helpline, including sign-posting to our services, provision of appropriate safety-netting and Out-of-hours advice.
3. Attend training sessions (virtual sessions for induction and training with a senior advisor – maximum of 2x one hour)
4. Contribute to confidential case discussion at supervision/training days.
5. Maintain individual client’s confidentiality.
6. Guarantee to destroy any paper records held about individuals once cases have been closed. When records held in your own home, guarantee to store these securely (lock away).
7. Ensure communication is made with colleagues on days/times that it has been promised.

8. Liaise with the central HHP Wales admin team if personal circumstances or details change, or if availability to provide support to colleagues changes.
9. Alert the Senior Advisor on call immediately if there are any serious concerns about any cases under your management. Direct the client to the emergency services as directed on the HHP website or to call 999 where appropriate

Requirements:

- Be able to provide evidence of previous / current professional practice
- No adverse fitness to practise history
- In-depth knowledge of the National Health Service
- Ability to adopt an empathetic approach whilst maintaining professional boundaries
- The ability to quickly analyse complex situations
- A constructive, thoughtful and empowering approach to problem solving
- Excellent communication skills
- Good time management and organisational skills
- The ability to maintain confidentiality and be aware of Caldicott principles of disclosure
- The ability to focus on detail and the 'bigger picture'

Desirable:

- Experience supporting colleagues in difficulty on a one-to-one basis
- Ability to speak Welsh
- Interest in physician and healthcare practitioner health and wellbeing issues
- Experience of appraising colleagues
- Experience of counselling and/or mentoring and/or coaching