



# NHS 111 Health Advisor Role Guidance and Information

Integrated Urgent Care  
Yorkshire Ambulance Service NHS Trust

# **NHS 111 Health Advisor - Role Guidance and Information**

Thank you for your interest in the NHS 111 Health Advisor position at Yorkshire Ambulance Service NHS Trust. To ensure you fully understand the role and its commitments prior to interview, please read this guide in full.

For any questions relating to the contents of this guide, please email:  
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## 1. NHS Pathways Training Commitments

In order to safely and effectively manage, triage and refer the varying types of calls that are received within IUC, all Health Advisors must obtain an NHS Pathways Licence. To obtain a licence, you must attend the NHS Pathways training course.

We offer training at two different locations, Yorkshire Ambulance Service HQ in Wakefield, and Callflex in Rotherham. As well as the two locations we also offer courses 08:00 – 16:00 (AM) and 16:00 – 00:00 (PM) suit most people's needs.

Training is 10 weeks in total, at interview you will be asked what your training preference is and the location, we will always aim to offer preferences but please be aware that you may be required to train at an alternative time or location depending on course availability.

Regardless of the course you are placed on, it is a requirement for 100% attendance. Failure to attend may result in your employment being terminated.

### Pre-course Learning – Digital Learning Solutions

There is some pre-coursework to be completed prior to starting the course. This will give you a foundation of knowledge in preparation for your first two weeks. The pre-work is estimated to take 6 hours and must be completed a minimum of 7 days in advance of the next training course, the 6 hours will be paid upon commencement of employment. You will be unable to attend your agreed start date unless the pre-coursework is completed. A link to DLS will be provided following successful pre-employment checks.

### Weeks 1 & 2 – Core Module 1

This is an intensive two-week course and there are three assessments that must be passed to be able to continue into the role. The first on week one day four, the second on week two day four and the third on week two day five. You will have two chances at each assessment. The modules are structured in a specific way which enables you to learn with a mixture of theory and practice, so you are fully prepared to use the live system. As per the Pathways licence we are not able to deviate from this.

**Your employment is subject to passing the course.**

### Weeks 3 & 4

Soft Skills – learn the telephone system/computer systems, induction training and mandatory training. This is not as intensive, but you will need to be signed off from this too to say that you are competent to fulfil the role.

**Once again you need to be signed off to continue with your employment.**

### Weeks 5 & 6

Additional support in the call centre – following the initial 4 weeks training in the classroom, there will be 2 weeks spent in the call centre taking live calls with the support of a trainer.

### Weeks 7 – 9

You will be working your selected rota pattern with support from trainers

### Return to Learn (this will take place between weeks 9 & 12)

You will be brought back into the training room to consolidate learning and take the Core Module 2 assessment which must be passed, you **must** be able to attend the full week.

## 2. Training Schedule

Week	Days	AM Course	PM Course
1 - 4	Monday - Friday	08:00 – 16:00	16:00 – 00:00
5	Tuesday - Saturday	08:00 – 16:00	16:00 – 00:00
6	Tuesday - Saturday	16:00 – 00:00	08:00 – 16:00
7 - 9	Own Rota Pattern	TBA	TBA
10*	TBA*	TBA*	TBA*

Please note the change to training times in week 6.

\*Return to Learn can take place anytime between week 9 and 12. You will be given notice in advance of when this is scheduled to take place

All elements of the 10-week training must be passed for employment to continue.

## 3. Rota Guidance

IUC is keen to attract and retain staff who decide that working as a Health Advisor for NHS 111 is their chosen career path. 111 is an Out of Hours service; 70% of our patient demand is during evenings, weekends, and public holidays when the GP surgery's / primary care services closed. Our rotas reflect this demand to ensure we deliver the best level of service to the patients of Yorkshire and Humber.

We offer a variety of different rotas ranging from weekend only to 37.5 hours, please see current rotas appendix 1.

These rotas range from;

- 15 hours all the way to 37.5 hours per week
- Varied combination of Early, Anytime, Late shifts
- Varied start times, when on early, anytime, or late shifts
- Dedicated rest days

### Rota Requirements

- 6 out of 8 Public Holidays\* - (if you work less than 18.75 hours per week you have the option to consolidate Public Holidays to work 3 instead of 6)
- 6 out of 8 Weekends (except for the weekend only rota pattern)
- 13 hours turnaround between shifts (can opt out and do 11-hour turnarounds)
- Minimum shift length of 5 hours
- Maximum 9-hour shift lengths
- 70% of the pattern needs to be in the Out of Hours period

Please note that both Wakefield and Rotherham call centres are open 24/7.

## 37.5 hours – Standard

Mixture of 8, 8.5 and 9 hour shifts	37.5 hours per week							Start times	E = 06:00 – 10:00, A = 06:00 – 22:00, L = 16:00 – 22:00
	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Finish Times	14:30 – 07:30
Week 1	8L	8L		9E	9E			Finish time before weekend off	Up to 00:00 finish
Week 2		8A	8A		8.5A	9E	8E	Finish times before rest days	00:00 latest
Week 3	9E		8A	8A		9L	9L	Weekend days worked (out of 8)	6
Week 4	8A	8A			8.5A	8.5A	8A	Full weekends off in a 4-week period	1

## 30 hours – Standard

6-hour weekdays 8-hour weekends	30 hours per week							Start times	<b>Weekdays</b> E = 06:00 – 10:00, A = 06:00 – 22:00, L = 16:00 – 22:00  <b>Weekends</b> E = 06:00 – 10:00, A = 06:00 – 19:30, L = 16:00 – 19:30
	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Finish Times	12:00 – 04:00
Week 1			A	A	A	E	E	Finish time before weekend off	Up to 00:00 finish
Week 2	A	A			A	L	L	Finish times before rest days	00:00 latest
Week 3	A	A	A			A	A	Weekend days worked (out of 8)	6
Week 4	L	L	A					Full weekends off in a 4-week period	1

## 24 hours – Standard

6-hour days	24 hours per week							Start times	<b>Weekdays</b> E = 06:00 – 10:00, A = 06:00 – 22:00, L = 16:00 – 22:00
	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Finish Times	12:00 – 04:00
Week 1				A	A	A	A	Finish time before weekend off	Up to 00:00 finish
Week 2	E				E	E	E	Finish times before rest days	00:00 latest
Week 3	A	A				L	L	Weekend days worked (out of 8)	6
Week 4		L	L	L	L			Full weekends off in a 4-week period	1

## 20 hours – Standard

5-hour days	20 hours per week							Start times	Weekdays 17:00 – 19:00  Weekends 14:00 – 17:00
	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Finish Times	12:00 – 04:00
Week 1				L	L	L	L	Finish time before weekend off	Up to 00:00 finish
Week 2	L					L	L	Finish times before rest days	00:00 latest
Week 3	L	L	L			L	L	Weekend days worked (out of 8)	6
Week 4		L	L	L	L			Full weekends off in a 4-week period	1

## 15 – 18 hours – Weekend Only

7.5, 8 or 9 hour days	15, 16 or 18 hours per week							Start times	A = 06:00 - 16:00
	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Finish Times	14:00 – 00:00
Week 1						A	A	Finish time before weekend off	N/A
Week 2						A	A	Finish times before rest days	00:00 latest
Week 3						A	A	Weekend days worked (out of 8)	8
Week 4						A	A	Full weekends off in a 4-week period	0

## 15 – 18 hours – Weekend Only + One Weekday Shift

7.5, 8 or 9 hour days	15, 16 or 18 hours per week							Start times	A = 06:00 - 18:00
	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Finish Times	11:00 – 00:00
Week 1	A	A	A	A	A	A	A	Finish time before weekend off	N/A
Week 2	A	A	A	A	A	A	A	Finish times before rest days	00:00 latest
Week 3	A	A	A	A	A	A	A	Weekend days worked (out of 8)	8
Week 4	A	A	A	A	A	A	A	Full weekends off in a 4-week period	0

E	Early shift	L	Late shift	A	Anytime shift
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You will have the opportunity to further discuss rota patterns at interview and confirm your choice from the above.

## 4. AfC Section 2 Pay

The NHS 111 Health Advisor role is a Band 3 position within the NHS. Please see the below information relating to Section 2 Agenda for Change pay.

For any additional information please visit: [nhsemployers.org](http://nhsemployers.org)

The pay date for Yorkshire Ambulance Service is the 27<sup>th</sup> of each month or the last working day prior.

The below information is based on a contract of 37.5 hours per week. Salary figures will need to be pro-rated to reflect your chosen contracted hours.

Pay Band	Entry Point	Years until eligible for pay progression	Top Step Point
Band 3	£20,330	2	£21,777

Base Hourly Rate		
Pay Band	Entry Point	Top Step Point
Band 3	£10.40	£11.14

### Unsocial Enhancements

Unsocial hours payments are additions to basic pay. These apply for staff whose work in standard hours, within the normal 37.5 hour working week is undertaken at the times, and on the days, specified in the national agreement and shown in the table below.

Pay Band	All time on Saturday (midnight to midnight) and any week day after 20:00 and before 06:00	All time on Sundays and Public Holidays (midnight to midnight)
Band 3	Time plus 35%	Time plus 69%

\* Figures correct as of 24 March 2022

## 5. FAQ's

- **How long is training?**
  - o Training is 10 weeks in total
- **What if I need a day off during training?**
  - o Due to the intensity of NHS Pathways training, you must ensure you are able to commit to the full 10 weeks without a day off. Your employment may be terminated if you fail to attend.
- **What if I am ill during training?**
  - o As NHS Pathways is an intense training course this limits us on being able to 'catch people up', if you fall ill we may look at recoursing you to a course later on in the year, however this cannot be guaranteed depending on places available. If this is not possible we may have to terminate your employment.
- **What is the Pre-course Learning?**
  - o The Pre-course learning (DLS) is an online platform that will provide you with a foundation of knowledge ready for when you start with us. This information will be used for your first assessment. This must be completed 7 days prior to starting with us. Failure to complete will result in your start date being delayed or the offer of employment being withdrawn.
- **What happens if I fail the exams?**
  - o You will be given 2 attempts at each exam, one of those being a resit – if you fail both the 1<sup>st</sup> and 2<sup>nd</sup> attempt, unfortunately your employment will be terminated. (We have a fantastic group of trainers who will be supporting you throughout the process!)
- **What if I fail the Audits during the Training Period?**
  - o At the end of week 4 you will be required to have calls audited to ensure you are safe to triage patients, if you are not signed off and deemed unsafe, unfortunately your employment will be terminated. (again, we have a fantastic group of trainers/coaches who will be supporting you throughout the process!)
- **Where are the call centres?**

Rotherham (Dearne Valley)	Wakefield
Unit 4 Callflex Business Park Wath-upon-Dearne Rotherham S63 7EF	Springhill 1 Brindley Way Wakefield WF2 0XQ