

## Exciting Opportunities

### Triage Nurses

#### Clinical:

- To be the first line of support to patients and callers and ensure that all service users are treated with respect and dignity in a professional manner.
- Provide Nurse Telephone Triage and nurse consultation in accordance with the Tele Triage nurse protocols, policies and guidelines validated by the employer. Ensuring all calls are prioritized and triaged appropriately.
- An ability to handle emergency calls, patients and callers.
- Maintain accurate notes of all your client consultations, furthermore, ensure they are inputted on the computerized systems utilized by the employer to record notes accurately.
- Ensure abbreviations used are those only from the employers recommended list.
- Liaise with the multi-disciplinary team in the operation of the co-operative.
- Liaise with other medical and emergency services when on duty as necessary.
- Assist in the development of the clinical standards of service for telephone triage and aim to keep updated on all developments associated with the post.
- Participate in the development of the tele triage function and generic standards of service within the Co-operative.
- Be available to attend courses for professional development.

#### Administrative:

- Participate in the administrative and professional responsibilities of the co-operative.
- Assist in the initial responses and processing of patient complaints.
- Deal with issues arising from the liaison with Doctor's on duty.
- Deal with issues arising from the liaison with treatment centre staff

#### Job Requirements:

**Registered General Nurse (RGN) with 5 years Post Grad experience**

Experience in at least one of the following disciplines is required

- Accident and Emergency
- Paediatrics
- Practice Nursing
- Obstetrics
- General Medicine

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*Extensive Induction and Support Programme will be provided*

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Please forward your CV and covering letter of application detailing your experience by email for the attention of the HR Manager at [info@shannondoc.ie](mailto:info@shannondoc.ie)