

Exciting Opportunities

Telephone 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 3 years Post Grad experience

Experience in at least one of the following disciplines is required

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

Required:

- Basic IT skills .
- Knowledge of Microsoft Office, desirable.
- Excellent Communication Skills inclusive of written and verbal communication.
- Proactive with good initiative.
- Friendly, courteous and professional manner.
- Professional Phone etiquette.
- Strong Organisational skills and efficient time management.
- Maintain the organisation's strict code of confidentiality in all dealings
- Ability to work as part of a team and or own initiative .

These positions offer:

- Excellent Pay & Conditions
- Flexible and short working week (part-time hours)
- 19-hour contracts available, working shift rotas: evenings, overnights, weekends and public Holidays.
- Weekend only contracts also available
- Permanent Contract (after completion of successful probationary period).
- Sick Pay Scheme
- Paid Maternity & Paternity leave
- Paid Lunch breaks while on duty
- Free parking
- Career progression opportunities

Extensive Induction and Support Programme will be provided

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