

Derby Jobs Live: With NHS 111
Thank you for your patience the session
will start at 10.05am



Derby Jobs Live



DHU

Healthcare



Inspiring - Integrating - Improving

NHS 111 was introduced as a telephone based single point of access for patients in 2010 by NHS England as a successor to NHS Direct.

NHS 111 signposts patients into other healthcare services using NHS Pathways, which is a clinical decision software solution hosted by the Adastra Patient Record Management system.

DHU 111 takes 2.2 million calls per annum approximately.

NHS 111 operates on a 24/7 basis, 365 days a year.

DHU 111 commenced provision of 111 services to Derbyshire in August 2010.

DHU 111 clinicians provide home management, health information, and clinical advice.

DHU 111 is a multi-skill contact centre based operation with non-clinical Service and Health Advisors supported by clinical advisors, dental nurses, paramedic advisors, and pharmacists

DHU 111 can electronically book appointments into GP practices, GP Out of Hours Services, Urgent Care Centres, Walk In Centres, Emergency Dental Services, Community Pharmacies, Minor Injuries Units, Extended GP Access Hubs

DHU 111 uses the directory of services to signpost to other services

DHU 111 uses the NHS national spine to check and match patient records

DHU 111 can automatically send ambulances via electronic links to ambulance providers across the country

Where do we operate

DHU111 operates as Community Interest Company which means that it is not for profit and all contract excesses are re-invested back into the business for systems and workforce, and our workforce constitutes over 75% of overall cost.

We cover East Midlands, Milton Keynes, Wiltshire, plus 10%-20% of NE and SE London.

We were awarded the East Midlands 5 counties contract 1.10.2016

We serve 4.9m population across six counties (8.7% of England) Derby – Orbis Building
Head Office is based at Pride Park in Derby

Open plan contact centre with plenty of free car parking

A five minute walk from the train station

We operate a cycle to work scheme

On- site bike shed, shower facilities

Chesterfield – Ashgate Manor

Sharing the building with a NHS practice and walk in centre

Parking near by

Has good bus routes and on-site bike shed

Service Advisor - Entry level role, willing to learn a new career

Health Advisor - 1-2 years customer service experience

Must have excellent IT skills, be able to remain calm under pressure and problem solve

There is a 3 stage interview process including a group comprehension task, literacy test and a formal interview

Offer will be made within 48 hours

There is a choice of fixed rota patterns covering days covering evenings, weekends, full-time and part-time

Once on board you will receive your rota 4 weeks in advance

There is a requirement to work weekends and Bank Holidays

Lots of overtime available giving you the flexibility to start on minimum hours and then increase your hours if you are able to

Service Advisor - 3 weeks full time training

- 2 weeks in a classroom setting

- 1 week on launch pad in the contact centre

Health Advisor - 6 weeks full time training

- 3 weeks in a classroom setting

- 3 weeks on launch pad in the contact centre

All positions will require you to complete a distance learning pack prior

You must pass an assessment after your training

Health Advisor

Training hourly rate - £9.84

Days - £10.19

Weekends - £11.49

Evenings - £12.69

Service Advisor

Training hourly rate - £9.50

Days - £9.50

Weekends - £10.68

Evenings - £11.76

Bank Holidays up to £17 - £17.52 per hour depending on the Bank Holiday date

Cash incentive:

From April 2022 to 30th September 2022 new joiners to DHU Health Care will be eligible for our DHU Welcome Award as part of our recruitment initiative.

This is worth ten percent (10%) of annualised basic salary and is paid in stages: 25% after three months on successful completion of training, 25% at the end of six months probationary and the balance of 50% paid at the end of the first year.

Terms and conditions apply and will be outlined in the interview process.

Other Benefits

Blue Light Card

NHS Pension scheme

Westfield Health

Cycle to work scheme

Progression

Additional Training

Contact us

- Email 111HRRecruitmentTeam@DHUHealthCare.nhs.uk
- Phone 03001 000 404

Contact us for more information

If you require any further information, please email:
Employmentandskills@derby.gov.uk

Good luck with your application!

Look for our July Derby Jobs Live event



Derby City Council

Derby Jobs Live