

Dr Advisor

Role Description

About Canopi

Canopi provides access to mental health and wellbeing support for NHS and social care staff working in Wales.

The service operates between 9am and 5pm, Monday to Friday. There is no out-of-hours provision and we do not operate outside of the service hours, on weekends or Bank Holidays.

We aim to offer support to doctors, nurses, therapists, dentists, paramedics and other NHS frontline health professionals, and social care workers on the frontline who may be experiencing personal or work-related mental health concerns.

About the role

Following initial contact to the service via our website form, individuals 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 Canopi.

You will provide at least one day of commitment (not half days) between the hours of 9am-5pm 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 service and be able to communicate with the Canopi 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, such as on weekends or Bank Holidays.

This 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 that 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 six months but is likely to be ongoing dependant on need.

You will not be an employee or agent of the Canopi service. However, you will have the benefit of crown indemnity, training, supervision and support from the Canopi Senior Team.

Doctor Advisor - Key Responsibilities

1. Work with the Administrative team who will provide the details for people contacting the service.
2. Provide timely, confidential support to callers who contact the Helpline, including signposting 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 2 x 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.
7. Ensure communication is made with colleagues on days/times that it has been promised.

8. Liaise with the central Canopi 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 Canopi 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