

Job Title: Nurse Advisor

Job Purpose: To provide support to the operational staff in making front line medical and policy decisions, development of existing operational and clinical processes, development of medical knowledge and tools across the business.

Accountabilities include:

- Customer contact via telephone / home visits.
- To work surgery hours to provide dedicated support for medical enquiries from key teams across the business.
- To provide medical advice to operational colleagues including claims department / underwriting, etc.
- Develop document processes to support business with medical decisions.
- Identify and provide tools to assist operational staff in delivering excellent service for medical based enquiries.
- Cross department and cross-site project involvement. Liaise with clinical staff across all business units.
- Research medical conditions and treatments – support provided by existing team of registered nurses
- To be aware of clinical research on new treatments in order to contribute to the development and ongoing refinement of standardised Clinical Criteria and company Clinical Policy.
- Adhere to the NMC Code of Professional Conduct, participate in Clinical Governance, adhere to Data Protection Act (1984) (1998).
- To ensure the correct interpretation of the Company's policy and rules, using the correct compatible combinations of codes for accurate processing of data, in accordance with our service standards and customer expectations.
- To proactively negotiate medical costs and/or medical treatment to achieve either reduced cost to the business or most appropriate treatment for member.
- To understand and record cost benefit savings accurately, in line with Care Management Working Practice
- To assist in data analysis to monitor customer feedback, establishing the root cause of complaints, to provide feedback and recommendation for business improvements and to monitor the effect of any recommendation.
- To comply with and abide by the requirements of the Financial Services Authority (FSA), Financial Ombudsman Service (FOS) and the General Insurance Standards Council (GISC) at all times.

Skills required:

- To maintain professional registration and fulfil Nursing and Midwifery Council (NMC).
- Post-registration education and practice (PREP) requirements desirable.
- Self confidence, objective, analytical, diplomatic and sympathetic.
- Good listener.
- Skilled in communication, able to liaise between doctors, hospitals, brokers, members and colleagues.
- Ability to work under pressure and on his/her own initiative.
- Experience of planning services which are sensitive and responsive to clients needs.
- Competent time management skills.
- Good influencing skills with confidence and ability to challenge appropriately on operational and medical grounds.
- Adaptable in their way of thinking so our members benefit from treatment pathways that are specific to their individual needs.
- A working knowledge of general medicine.
- PC literate.