

**Derby Jobs Live : With DHU 111**

# Introduction: Derby Jobs Team

- We aim to connect you to employers and vacancies
- We aim to help you move into employment through skills support

We have developed the **Derby Jobs Live** events to help us do this and help you hear about opportunities directly from the employer

We also have a **Derby Jobs Weekly** newsletter which promotes all our opportunities.

To subscribe go to [Derby City Council/ Jobs and Careers/ Derby Jobs Weekly](#)



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# What is Derby Jobs Live?

A virtual event that simplifies your access to employment opportunities

Employers with 30+ vacancies

Find out about the employer & types of jobs available

Learn about the skills and qualifications you need for the jobs

Hear about help with applying for vacancies

Simplified application process

Link to previous Derby Jobs Live events ; <https://www.derby.gov.uk/jobs-and-careers/derby-jobs-live/>

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*Inspiring - Integrating - Improving*

## Health Advisor Opportunities

# Who We Are

- Awarded the 111 contract in 2010.
- Operate 24/7, 365 days a year.
- We are a Not For Profit organisation supporting the NHS 111 contract.
- We signpost patients to healthcare services using NHS Pathways.
- DHU take approx. 2.2 million calls a year which is due to double with the addition of our West Midlands contract.
- We are a multi skilled service centre with Health Advisors, Clinical Advisors, Dental Advisors, and Pharmacists on site.
- We use the NHS national spine check to access patients records.
- 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 and Extended GP Access Hubs.

# Where We Operate

- We cover East and West Midlands, plus 10%-20% of NE and SE London.
- We were awarded the East Midlands 5 counties contract 1.10.2016
- We have just completed the set up of our West Midlands contract based in Oldbury, successfully transferring the West Midlands Ambulance staff over to DHU.
- We serve 4.9m population across six counties (8.7% of England)

## Our sites

- Derby Roundhouse – our Head Office
- Derby Orbis – Our main plan call centre.
- Chesterfield Ashgate – A smaller site with a walk in centre.
- Oldbury Birchfield – Our new site taking over the WMAS contract.

# Training

Our training programme is 6 weeks long.

- 3 weeks classroom based with a group of new starters. You will learn basic medical terms, how to navigate pathways, your Mitel phone and our systems. You will then sit an assessment in which you will need to pass to move onto the next stage.
- 3 weeks launchpad training is out in the call centre. You will shadow the calls of a coach and you will take live calls with plugged in listening support. You will then move on to independent calls in which you will audited. You will need to pass your audits to be signed off.

After being signed off you will be on launch pad 2 which allows you to be sat close to an experienced Health Advisor if you need that support as you are answering calls solo.

# Rota's & Benefits

We offer various rotas and shift patterns as a company. Our rotas will be shared to you at interview stage so you can review which suits your lifestyle.

We offer both full time and part time rotas, examples of some of our current rotas are:  
4 on 4 off shifts / Evenings / Nights / Mornings / Split shifts

The pay rate for day shifts is **£11.11**, with the following additional premiums:

Evenings – an additional **35%** from 6pm to 8am

Weekends – an additional **45%** from 6pm Friday to 8am Monday

You will also be entitled to:

- Blue Light Card – discount card
- NHS Pension scheme
- Westfield Health – private medical insurance
- Cycle to work scheme
- Free on site parking
- Referral schemes
- Progression routes
- Additional Training



# Application & Assessment Process

## **First Stage**

Please speak with Chris to gain your application form. Once completed please send across to [111hrrecruitmentteam@dhuhealthcare.nhs.uk](mailto:111hrrecruitmentteam@dhuhealthcare.nhs.uk).

## **Second Stage**

If shortlisted you will be invited for a team assessment. This will be an assessment completed remotely so we can assess your listening skills.

## **Third Stage**

If you have passed the 2<sup>nd</sup> stage assessment you will then be invited to a face to face interview. This interview will be done at your chosen site. You will sit a telephone test which is a role play exercise to assess your listening and IT skills. Following on you will then sit an interview with a panel of 2.

## **Offer stage**

If you are successful you will receive an offer email from ourselves. Your pack will be passed on to the onboarding team in which you will need to pass your DBS and have 2 references completed before being provided with a training date.

# In2wrk support with Derby Adult Learning Service

**Derby Adult Learning Service** have a 5-day programme to help you understand more about the role and whether it's right for you and prepare for a **guaranteed assessment and interview**. The training will also include:

- **Employability Skills** – application and interview skills
- **Basic First Aid training** – specialist, covers basic and CPR but not accredited
- **IT skills** - keyboard skills, listening and use of MS Word
- **Speak to DHU staff** - find out what it is like to be an adviser.
- **Visit to DHU site**

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# In2wrk support with Derby Adult learning

Training will be held at Kedleston Road Training Centre,  
Kedleston Rd, Derby, DE22 1GT

Monday 24<sup>th</sup> - Friday 28<sup>th</sup> April 9.30am -12.30pm

Monday 12<sup>th</sup> – Friday 16<sup>th</sup> June 9.30am -12.30pm

**Find out more and enrol via our website =**

[Course details - Derby Adult Learning Service \(adult-learning-derby.org.uk\)](http://adult-learning-derby.org.uk)

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# For more information please contact

**Phone : 01332 956565**

**[Course details - Derby Adult Learning Service \(adult-learning-derby.org.uk\)](http://adult-learning-derby.org.uk)**

**Web: [www.adult-learning-derby.org.uk](http://www.adult-learning-derby.org.uk)**

**Email: [DALSenquiries@derby.gov.uk](mailto:DALSenquiries@derby.gov.uk)**

**[Sign Language: www.derby.gov.uk/signing-service/](http://www.derby.gov.uk/signing-service/)**

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# Contact us for more information

If you require any further information, please email:  
[Employmentandskills@derby.gov.uk](mailto:Employmentandskills@derby.gov.uk)

Good luck with your application!

Look for our next Derby Jobs Live event: 17 May with:

# GXO

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