

JOB DESCRIPTION

JOB DETAILS	
Job Title	Clinical Heart Failure Lead Nurse
Reports to	Operations Manager - Cardiology
Band	Band 8a
Department/Directorate	Cardiology, Medicine

JOB PURPOSE

The postholder has responsibilities for providing an enhanced level of specialist care and leadership / operational management to the Heart Failure service.

The post holder will be responsible for delivering a comprehensive Heart Failure service that meets the needs of patients living with heart failure, in the North Devon area. You will be responsible for managing a team of heart failure nurse specialists, the provision of one-stop suspected heart failure clinics, follow-up clinics, home visits and in-reach to patients admitted acutely. You will monitor demand and capacity and be responsible for raising solutions to identified operational challenges, incorporating new evidence base, developments and technologies to ensure the service remains and day case procedures including ILR implantation and nurse-led cardioversion, monitoring demand and capacity. You will be responsible for raising solutions to identified operational challenges, incorporating new evidence base, developments and technologies to ensure the service remains fit for purpose. You will be a budget holder and expected to utilise resources responsibly.

The post holder will demonstrate an expert knowledge base, hold an independent non-medical prescribers' qualification and provide an enhanced level of specialist care, autonomously treating and referring patients to relevant specialities for appropriate inpatient or outpatient investigations. They will utilise advanced clinical assessment skills to ensure patients receive high standards of evidence-based care, intervention and support from referral to discharge, to promote a better quality of life and reduce morbidity and mortality. You will work with the wider cardiology and heart failure teams to provide a seamless pathway of care.

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

- Lead and develop the efficient delivery of a heart failure specialist nursing team; responding to changes in demand, being proactive in-service review, ensuring rotation and cover of each element of the specialist role, including in-patients, new and follow up clinics, telephone advice line, contribution to the national heart failure audit and patient education programs.
- The post holder will have a trust-wide responsibility to promote clinical excellence in the care of patients presenting to cardiology by providing clinical advice and support to nursing staff and other health care professionals. They will provide expert professional and independent clinical care, working alongside the wider Cardiology MDT supporting a multi professional seamless service for heart failure patients.
- The post holder will develop the Heart Failure Service as dictated by demand and changes in service delivery. Working as an advocate of the service, promoting aims and values to implement and develop local and national heart failure guidelines and protocols. The post holder will evaluate standards of care and make changes as required.
- The post holder will be an integral member of the clinical team in delivering care to these patients at varying stages of their treatment, autonomously managing their own caseload

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throughout. This will include referral triage, advice and guidance, one-stop diagnostic clinics, hospital admissions/discharges and outpatient processes incorporating enhanced clinical skills, non-medical prescribing, follow up and nurse-led discharge.

- Work in collaboration with multidisciplinary teams and colleagues in hospital and community settings, promoting strong links between primary and secondary care, ensuring collaborative working to improve patient care and outcomes.
- Provide expert professional advice and guidance to GP, Medical teams and other health care professionals caring for heart failure patients regarding medication adjustments, changes in condition or treatment plans.
- Liaise closely with relevant health care professionals to reduce unnecessary hospital admissions and outpatient appointments.
- To develop innovative pathways of care for North Devon and, in collaboration with colleagues at RDE site, the wider trust, collating an evidence base, building and presenting potential business case for funding opportunities.
- Understanding of both local and national NHS structures and processes, playing a lead role in service development within the cardiac support services, across the Trust and into primary care to inform service development at a local and national level and assist in the development of strategy for the speciality.
- Provide senior clinical nursing leadership to colleagues across the cardiology specialist nurse team, working collaboratively with the service lead for Cardiac Support Services, to ensure that quality, safety and good patient experience are key in the delivery of care.
- The post requires a 50% clinical component of direct enhanced patient care and a combination of professional consultancy, education and training, service development, research and audit.
- To be responsible for managing a budget, working with service management and finance colleagues.

KEY WORKING RELATIONSHIPS

Areas of Responsibility: Operational Management and enhanced clinical specialist for heart failure.

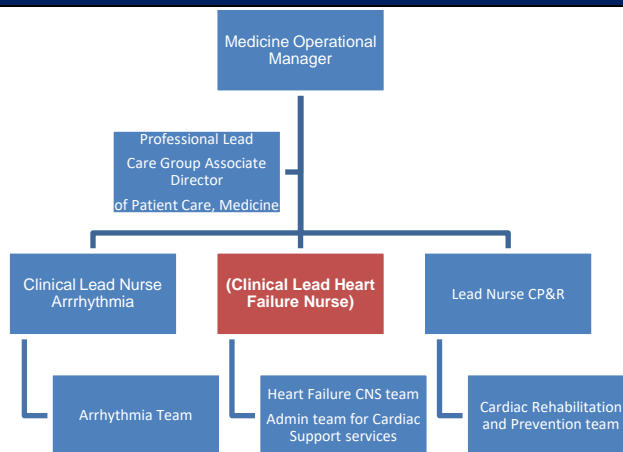
No. of Staff reporting to this role: 7.

The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter on a day to day basis. In addition, the post holder will deal with the wider healthcare community, external organisations and the public. This will include verbal, written and electronic media.

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
<ul style="list-style-type: none"> • Operational Manager Cardiology • Care Group Associate Director • Lead Clinical Heart Failure Nurse Eastern • Consultants • Arrhythmia nurses / HCP • Heart failure nurse team • Cardiac rehab team • Administrators, Cardiac Support Services • Cardiac Physiologists • Cardiology Ward • Outpatient / Day-care teams 	<ul style="list-style-type: none"> • General Practice Teams • Charitable organisations • Integrated Care Board • Cardiac Network

ORGANISATIONAL CHART



FREEDOM TO ACT

- To work autonomously as a non-medical prescriber, providing advanced management of heart failure conditions and expert professional advice to both patients and staff.
- To act on behalf of service to lead the heart failure service, managing workload of team and of self to ensure seamless service provision.
- To develop, review and update policies to reflect national / international guidance to support evidence-based management of heart failure within the team and local workforce.
- To co-ordinate and deliver nurse led 2-week referral suspected heart failure clinics, ensuring suitability of patients referred, appropriate onward referral and competencies of individuals supporting these clinics.
- To be responsible for developing future workforce / service planning and preparation of business case where funding opportunities arise.
- Carry out any other reasonable duties commensurate with role and delegated or requested by manager or supervisor as needs of the service require.
- Develop, establish and implement guidelines and enhanced nursing led initiatives especially where precedents do not exist.

COMMUNICATION/RELATIONSHIP SKILLS

- Demonstrates advanced communications skills, verbally and written, with a wide range of professionals, patients and carers on a daily basis.
- Provision of expert advice on patient care to other health, social, educational and voluntary sector services. This may involve challenging or requesting changes to treatment programmes/care plans set by other professionals.
- Communicating effectively with patients to inform of diagnosis, progress rehabilitation and treatment programmes. This will include patients who may have difficulties in understanding or communicating. For example, patients may be dysphasic, depressed, deaf, blind, have dementia or mental health problems, or who may be unable to accept diagnosis.
- Communicating sensitively with patients and staff e.g. when breaking bad news, managing conflict

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- Be able to motivate and persuade patients with a range of complex conditions/disabilities to work with treatment programmes and work towards treatment goals.
- Assessing patient understanding of treatment proposals, gain valid informed consent and have the capacity to work within a legal framework with patients who lack capacity to consent to treatment.
- Representing service and/or individual patients at multi-disciplinary team meetings, to ensure the delivery of a co-ordinated multidisciplinary service. This will include discussion of patient care, patient progress and involvement in discharge planning.
- Representing the organisation at local and national meetings, conferences and other fora, presenting on professional and operational issues, innovative developments and providing challenge as appropriate.
- Patients may have barriers to understanding e.g. cognitive problems and require advanced skills to gain co-operation for treatment. The post holder will use advanced clinical reasoning skills and manual assessment techniques to provide an accurate diagnosis of their condition.

ANALYTICAL/JUDGEMENTAL SKILLS

- Regularly uses specialist knowledge, physical assessment, history taking and clinical decision-making skills to identify most appropriate treatment plan. Clinical judgement and patient preference will be taken into account when formulating a plan of care.
- Consider often complex health, social and psychological needs of the patient in an effort to develop an individualised, yet evidence based, management plan that also takes into account the patient's other co-morbidities.
- Assess patient's response to treatment, review prognosis and consider supportive measures at each clinical encounter.
- Use clinical knowledge and judgement to identify appropriate timing to undertake sensitive conversation with an individual about their care and preferences, recognising any changes in condition and offering compassion and support to the patient and those important to them.
- Critically evaluate specialist clinical resources and make recommendations for service requirements.
- Manage clinical risk within own patient caseload.
- Non-Medical Prescribing is essential in this role therefore there is a requirement for high level skills in assessment and interpretation.
- Able to manage conflicting opinions and reconcile interprofessional differences of opinion.
- Able to critically appraise scientific data and understand emerging areas of practice within the heart failure field.
- Read, decipher and interpret complex patient information.
- Read and decipher lengthy documents, summarising for other staff as appropriate.

PLANNING/ORGANISATIONAL SKILLS

- Participate in MDT Trust and Directorate Governance agenda ensuring clinical risk management is integrated into systems of patient care.
- Provide visionary leadership for the multi-disciplinary service promoting collaborative thinking to influence change.
- Lead and develop extended clinical roles within the speciality.
- Provide clinical leadership and expert nursing to the speciality.
- Assess environment to ensure most appropriate venue for patient and that the environment is safe for clinical intervention.
- Be responsible for the appropriate delivery and management of the caseload, making adjustments at short notice depending on patient and organisational demand.
- Liaising with colleagues to help ensure service requirements and clinical demand are met.
- Follow lone working policy and remain in contact with team and update colleagues of any changes to diary / working schedule, when remote from office base.

- To be aware of the current legislation and prescribing developments that may impact on the delivery of services to service users.
- Have a good knowledge, and apply current Trust Medicine, Controlled Drug and Non-Medical prescribing Policies and associated Standard Operating Procedures.
- Be responsible for ensuring the effective selection and use of all treatment resources (both human and equipment) available in the service.
- Provide an expert lead for the strategic planning of the specialist service. This will include the development of professional practice both in the Trust and across its partners involved in the delivery of health and social care locally and nationally.
- Manage competing demands of providing services on a daily basis and developing a clinical area.

PATIENT/CLIENT CARE

- Undertake comprehensive expert assessment and treatment of patients with diverse or complex presentations/multi pathologies in the acute and outpatient setting.
- Provide support and education for patients and their carers enabling them to make informed decisions about the treatment, management and monitoring of their condition; with the aim of optimising their quality of life whenever possible.
- Patients may have barriers to understanding (e.g. cognitive problems) and require advanced skills to gain co-operation for treatment. The post holder will use advanced clinical reasoning skills and manual assessment techniques to provide an accurate diagnosis of their condition.
- Working single-handedly to formulate and deliver an individual, often complex, treatment programme based on a sound knowledge of evidence-based practice and treatment options using clinical assessment, reasoning skills and knowledge of treatment skills.
- Evaluate patient progress, reassess and alter treatment programmes as required.
- Refer directly with the local cardiologist MDT team, in line with NICE recommendations e.g. patients who may be suitable for DC cardioversion, cardiac resynchronisation device therapy.
- Refer directly with local cardiologist MDT input, patients who may need assessment and treatment in a specialist facility such as the advanced heart failure tertiary centre, Harefield Hospital, or the National Amyloidosis Centre at The Royal Free.
- Formulate and communicate well considered and evidenced based longer-term treatment plans to community and primary care teams.
- Assess suitability of service-users for prescribing interventions and to initiate these as an independent non-medical prescriber (as appropriate to ensure adherence with current legislation).
- Comply with the Nursing and Midwifery Council Professional Code of Conduct, relevant legislation, procedures and policies. To attend and contribute effectively to relevant professional forums.
- To review and make changes to prescribed medication, in collaboration with the service-user wherever possible.
- To prescribe and change medications as clinically appropriate, within the scope of the independent practitioners clinical expertise and / or CMP.

POLICY/SERVICE DEVELOPMENT

- Develop, establish and implement guidelines and enhanced nursing /AHP led initiatives, especially where precedents do not exist.
- Lead on developments and innovations in speciality practice and throughout the Trust.
- Contribute to policy decisions and strategic directions at local and national level.
- Create, develop and implement guidelines and protocols of care in partnership with local / national / international agencies.
- Identify appropriate outcome measures and service impact measures, which evaluate accurately patient response and service development needs.
- Comply with service and organisational policies and ensure that staff implement policy and service development changes e.g. complaints policy, managing attendance policy etc.

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- Ensure compliance with mandatory reporting to the National Heart Failure Audit (NHFA).
- Critically analyse the local data received from the NHFA, utilising the information to identify areas for service improvement.
- Use advanced theoretical and practical knowledge to work with colleagues within cardiology medicine and the divisional operations manager in developing the strategic and operational delivery and management of the cardiology service.
- Develop innovative models of service, challenging organisational and professional boundaries, ensuring equity and access to services.
- Be responsible for any clinical risk management and competency-based training requirement that arises from such role development.
- Critically evaluate specialist clinical resources and make recommendations for service requirements.
- Contribute to business planning process in service, initiating bids for resources where appropriate.
- Ensure implementation of change and developments in the patient pathway are within agreed targets and timescales.

FINANCIAL/PHYSICAL RESOURCES

- Budget holder for the heart failure service and the cardiac support administration service with responsibility for budget management.
- Contribute to the effective financial management of the services, ensuring effective use of manpower and non-pay resources and ensuring that expenditure is kept within budget targets.
- Support the Operations Manager and Finance Manager in developing a financially viable service and contribute to the annual budget setting discussions.
- Ensure implementation of change and developments in the patient pathway are within agreed targets and timescales.
- To contribute to financial governance through knowledge and appropriate resource management of allocated prescribing budget for the service.

HUMAN RESOURCES

- Act as line manager for the heart failure and cardiac support administration teams, taking responsibility for planning appraisal, work performance, work allocation and recruitment.
- Have a key responsibility for clinical teaching and staff development of peers, other health professionals within the clinical area, across the trust and outside the organisation.
- Lead and contribute to the development of clinical competencies on a local and national level.
- Participate in the development of training programmes (undergraduate and postgraduate), and education of nursing, medical and AHP staff within the Trust, Primary cares, local universities and professional associations.
- Provide learning opportunities for health care professionals via mentorship and supervision. This includes providing inter-professional support for staff of all disciplines.
- Be a source of clinical expertise and advice for nurses / therapists in the team.
- Be responsible for maintaining own competency to practice through CPD activities, and maintain a portfolio which reflects personal development.
- Participate in the staff appraisal scheme as an appraisee and be responsible for complying with your agreed personal development programmes to meet set knowledge and competencies.
- Be an active member of the in-service training programme by attendance at, and participation in, in-service training programmes. Deliver teaching to GP trainee, medical students and Petroc nursing programmes, tutorials, individual training sessions, and external courses.
- Support staff when indicated in the management of challenging situations.
- Develop effective recruitment and retention strategies that support team and service development.
- Identify opportunities to enhance career potential of all staff.
- Develop a culture of empowerment for staff to become accountable for their practice through professional education.
- To develop strategies for continued professional development as Non-Medical Prescriber.

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INFORMATION RESOURCES

- Preserve confidentiality and be aware of the Data Protection Act, Access to Health Records and Consent for Treatment Guidelines.
- Be actively involved in the collection and interpretation of appropriate data and statistics for the use of the service. To use this data to raise standards across the service.
- Maintain accurate patient records in line with professional standards.
- Ensure accurate records of FP10 prescription use maintained in accordance with Trust Medicines Policy.
- Be responsible for maintaining accurate and comprehensive patient treatment records.
- Produce professional reports, using appropriate computer software packages, for all levels within the organisation. For example, to inform successes and barriers to achieving implementation of policy documents (i.e. the NHS Plan, GIRFT and/or NICE guidance) and offer potential resolution or compromise.

RESEARCH AND DEVELOPMENT

- Participate in the audit process and professional and managerial projects as / when required.
- Promote and support innovative and research-based practice ensuring the development of accountability in all areas of practice.
- Participate in research work applicable to the service, as required.
- Occasional participation in research work, working with research department, and which may include acting as PI.
- Keep up to date with published research relating to heart failure and where possible to facilitate the use of research findings in practice.
- Represent the nursing perspective in relation to heart failure at appropriate meetings and events at a local and national level.

PHYSICAL SKILLS

- High level of dexterity and accuracy required to deliver the DC cardioversion and ILR procedures.

PHYSICAL EFFORT

- Daily work involves frequent sitting/standing and walking, moving equipment, frequent manual handling and treatment of patients in restricted positions.
- Working hours negotiated according to service need.
- Frequent use of IT equipment (including mobile phones, laptops, tablets etc). Basic keyboard skills required.

MENTAL EFFORT

- Manage competing demands of providing services on a daily basis and developing a clinical area.
- Read, decipher and interpret complex patient information.
- Read, decipher lengthy documents, summarising for other staff, as appropriate.
- Being able to concentrate on intense work plans, with a busy demanding workload, with frequent interruptions.
- Frequent mental effort in assessment and treatment programmes.
- Long periods of concentration, particularly when using a VDU.
- Identify strategies to motivate patients to comply with their treatment plan.
- Continually having to prioritise and accommodate work plans to meet the need of the service.

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EMOTIONAL EFFORT

- Ability to work autonomously, making complex and important decisions on daily basis.
- Work with patients/service users and carers who have a poor/life limiting prognosis, including the communication of distressing news.
- Work with patients and relatives in the aftermath of bad news.
- Frequent exposure to mentally and emotionally challenging situations.

WORKING CONDITIONS

- Work across a large area of Devon which involves driving as an essential part of the post.
- Work in a variety of settings according to patient needs which can often involve hot/cold temperatures, cluttered, noisy environments.
- Occasional exposure to aggressive behaviour.
- Occasional exposure to unhygienic contaminated environments where there is a risk of infection.

OTHER RESPONSIBILITIES

Take part in regular performance appraisal.

Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling.

Contribute to and work within a safe working environment.

You are expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection.

As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust's disciplinary policy) up to and including dismissal.

You must also take responsibility for your workplace health and wellbeing:

- When required, gain support from Occupational Health, Human Resources or other sources.
- Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health.
- Follow the Trust's health and wellbeing vision of healthy body, healthy mind, healthy you.
- Undertake a Display Screen Equipment assessment (DSE) if appropriate to role.

APPLICABLE TO MANAGERS ONLY

Leading the team effectively and supporting their wellbeing by:

- Championing health and wellbeing.
- Encouraging and support staff engagement in delivery of the service.
- Encouraging staff to comment on development and delivery of the service.
- Ensuring during 1:1's / supervision with employees you always check how they are.

DISCLOSURE AND BARRING SERVICE CHECKS

This post has been identified as involving access to vulnerable adults and/or children and in line with Trust policy successful applicants will be required to undertake a Disclosure & Barring Service Disclosure Check.

GENERAL

This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.

Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.

At the Royal Devon, we are committed to reducing our carbon emissions and minimising the impact of healthcare on the environment, as outlined in our Green Plan available on our website. We actively promote sustainable practices and encourage colleagues to explore and implement greener ways of working within their roles.

PERSON SPECIFICATION

Job Title	Clinical Heart Failure Lead Nurse
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Requirements	Essential	Desirable
<p>QUALIFICATION/ SPECIAL TRAINING</p> <ul style="list-style-type: none"> • First Level Registered Nurse in Adult Nursing • Masters degree or study at equivalent level • Post graduate heart failure care module • Non-medical prescribing qualification and registration • Post graduate module in physical assessment and history taking or willing to work towards • Accredited Intermediate or Advanced Life Support provider • Leadership qualification or equivalent 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>D</p>
<p>KNOWLEDGE/SKILLS</p> <ul style="list-style-type: none"> • Specialist knowledge of caring for patients with known or suspected heart failure • In depth understanding of the evidence base and national guidelines relating to heart failure care • Ability to critically appraise scientific evidence and translate into practice • Excellent written and verbal communications skills • IT literate with sound knowledge of both clinical and administrative IT systems and functions • Maintains expert knowledge through regular engagement with CPD activities 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	
<p>EXPERIENCE</p> <ul style="list-style-type: none"> • Experience of leading clinical teams • Experience of autonomous clinical decision making • Ability to work independently 	<p>E</p> <p>E</p> <p>E</p>	

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<ul style="list-style-type: none"> • Demonstrate experience of leadership and role modelling in practice • Experience of working collaboratively with multi-disciplinary professionals • Experience of clinical audit • Experience of clinical research studies 	E E E E	
<p>PERSONAL ATTRIBUTES</p> <ul style="list-style-type: none"> • Prioritisation and coordination skills • Efficient time management skills • Ability to work under pressure, with repeated interruptions, to meet deadlines and the needs of patients / service • Ability to maintain a professional approach and manner at all times even under extreme pressure or when dealing with a contentious and complex situation. • Flexible approach to work • Ability to respond to the changing demands of the patient group • Complex problem solving and assessment skills • Highly developed interpersonal skills • Demonstrate negotiating and influencing skills • Able to work independently and within a team • Able to present and receive complex information to a multi-professional team • Assertiveness skills and the ability to deal with interpersonal conflict • Commitment to patient centred compassionate care • Commitment to openness, honesty and integrity 	E E E E E E E E E E E E E E E	
<p>OTHER REQUIREMENTS</p> <ul style="list-style-type: none"> • Demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust. • Ability to travel to other locations as required • Hold a valid UK drivers licence 	E E E	

		FREQUENCY			
		(Rare/ Occasional/ Moderate/ Frequent)			
WORKING CONDITIONS/HAZARDS		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	Y		Y		
Contact with patients	Y				Y
Exposure Prone Procedures	Y	Y			
Blood/body fluids	Y		Y		
Hazard/Risks requiring Respiratory Health Surveillance					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	N				
Respiratory sensitisers (e.g isocyanates)	N				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	Y				
Animals	N				
Cytotoxic drugs	N				
Risks requiring Other Health Surveillance					
Radiation (>6mSv)	N				
Laser (Class 3R, 3B, 4)	N				
Dusty environment (>4mg/m3)	N				
Noise (over 80dBA)	N				
Hand held vibration tools (=>2.5 m/s2)	N				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	Y				Y
Heavy manual handling (>10kg)	Y		Y		
Driving	Y		Y		
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	Y	Y			
Mental Effort	Y				Y
Emotional Effort	Y				Y
Working in isolation	Y				Y
Challenging behaviour	Y		Y		

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