**JOB DESCRIPTION**

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| **JOB DETAILS** |  |
| **Job Title** | Catheter Care and Review Practitioner |
| **Reports to** | Community Education Assurance Team Manager |
| **Band** | 4 |
| **Department/Directorate** | Community Care Group |

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| **JOB PURPOSE** |
| The **Catheter Care and Review Practitioner** will be working in close partnership with the catheter group, Care Services, Voluntary Services and Community Teams to;     * Deliver proactive catheter education, management and review across community teams, care homes and external organisations. * Be involved in Catheter Care projects within the Community Services and Care Services. * Develop and build effective working relationships with key agencies. * To provide advice to other colleagues on Catheter care and removal following Trust policy. * Support Community colleagues with reviewing Catheters on caseloads, and promoting removal at the earliest moment. |
| **KEY RESULT AREAS** |
| * Ensure effective communication takes place at all times, taking a team approach to patient care and service needs. * Be proactive in giving talks/demonstrations regarding your work to colleagues and others. * Provide recommendations for Catheter care and issues preventing early removal to key stakeholders * Provide education and training to a variety of professionals and external services * Read and interpret a range of patient medical, medication, social history and social care plans. |
| **KEY WORKING RELATIONSHIPS** |
| Areas of Responsibility:    The **Catheter Care and Review Practitioner** will be based in the community and;   * Is required to deal effectively with staff of all levels throughout the Trust as and when they encounter on a day to day basis – seeking help and guidance from the Community Education Assurance Team Manager and Clinical Matron as required. * Lone working * Remote working without immediate supervision * Supervision, coaching, education, teaching and involvement of the development of team members, carers and clients. * In addition, the post holder will deal with the wider healthcare community, external organisations and the public. * This will include communication via verbal, written and electronic media. * Provide clinical cover as required     Of particular importance are working relationships with:   |  |  | | --- | --- | | **Internal to the Trust** | **External to the Trust** | | * Trust / STP Advanced Clinical Practitioners * Falls Prevention Clinical Practitioner * Service Leads * Team Leads * Community Rehabilitation Team * Urgent Care Response Team * Community Nursing Team * Admin & Clerical Staff   \*Please note, this list is not definitive | * CCG/ICB * PCNs * Care Homes * Voluntary Services * Patients / Residents * Relatives * Carers | |
| **ORGANISATIONAL CHART** |
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| **FREEDOM TO ACT** |
| * Refers to guidance and principles within the catheter care pathway and continence management * Is able to assimilate risk / benefits and rationalises decision making based on knowledge skills and experience, recognising and acting on potential gaps in knowledge with support from the Community Education Assurance Team Manager or Clinical Matron as required. * Support is available at all times during the working day. The post holder will work within defined policies and SOPs, and even though they will work on their own, will be able to access support throughout their working day. |
| **COMMUNICATION/RELATIONSHIP SKILLS** |
| * Provides and receives sensitive information, provides advice and knowledge to team members and carers/care-givers. * Communicates sensitive information in an appropriate manner and depth for the individual. * Liaise closely with stakeholders, care homes, and external agencies * Provide training and education in a healthcare and non-healthcare environment and to people of different backgrounds. * Communicate and engage parties who may be hostile to change or accepting of external advice. This will require the use of motivational, negotiation and reassurance skills. * Able to raise areas of concern in Care Homes to the Community Education Assurance Team Manager, Clinical Matron, Cluster Service Manager and Safeguarding Team with support as required. * Obtain patient consent and work within a legal framework with patients who lack capacity to consent to treatment. * Understand the safeguarding adult’s issues and act within the guidance of the policy to keep adults within their care safe. * Attend meetings and feedback relevant information. |
| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| * Interpret patient/resident information e.g. medical notes, care plans and clinical findings. * Carries out delegated assessment of patients and their condition and monitors the patient’s response to intervention. * To provide advice on Catheter Care and or continence management and of patient/resident. * Undertake risk assessment, using clinical judgement and provide accurate feedback to the team as necessary e.g. in relation to lone working. * Recognise the need for further advice, guidance and support as appropriate. |
| **PLANNING/ORGANISATIONAL SKILLS** |
| * Delivering health educational and awareness sessions/programmes for others. * Contributing to formulating and delivering formal and informal teaching initiatives as part of the education strategy, in collaboration with the Community Education Assurance Team to ensure practice development and improved care for patients/residents. * Preparation and planning for group sessions and participating in networks and other forums on behalf of the Trust * Organising collaborative working with other teams in order to support a consistent and service across the organisation, ensuring safe and effective practice. * Organise and prioritise own work load, guide and influence the work of Catheter care and management, aiming for reduction in Catheters across community services * Work with the team to deliver the most effective service within the resources available to meet patient needs * Exercise good personal time management, punctuality and consistent, reliable attendance. |
| **PATIENT/CLIENT CARE** |
| * Advise patients/residents, their carers and staff on the promotion of health and prevention of illness. * Provide Catheter care, continence management to patients/residents as required. * Conducts risk assessments, commence secondary prevention, provide health promotion advice and plan post-hospital interventions for patients/residents in accordance with service protocols and Trust policies. * To work as an associate nurse in the community/ community hospital / intermediate care setting without immediate supervision when required. * Adhere to professional and organisational standards of practice. * Be professionally and legally accountable for all aspects of your own work, within the context of an associate nurse. * Initiate and lead specific projects with support from Community Education Assurance Team Manager and Clinical Matron as required. * Escalates areas of concern of patient/resident care to Community Education Assurance Team Manager, Clinical Matron e.g. Safeguarding concerns. |
| **POLICY/SERVICE DEVELOPMENT** |
| * To work to Trust Policies, Procedures and Standard Operating Procedures (SOP). * To maintain Trust Standards of Clinical Governance. * Keep up to date with professional and related Health and Social Care developments via the catheter group. * Identify opportunities to improve the service, taking account of resources available, discussing your ideas with the Community Education Assurance Team Manager and Clinical Matron. * Contribute to the management of the specialist service by providing reports/outcomes to the Community Education Assurance Team Manager and Clinical Matron. * Be aware of and follow the Health and Safety at Work Act and local/national guidelines, reporting any incidents using the correct procedures. * Ensure that staff are aware of, and follow Health and Safety at Work Act and national/local guidelines and are aware of correct procedures for reporting incidents. * Report any accidents/ untoward incidents/ near misses to self, patients or carers to the Manager in accordance with Trust policy. |
| **FINANCIAL/PHYSICAL RESOURCES** |
| * Observes personal duty of care in relation to equipment and resources used in course of work. * Understand and apply the eligibility criteria for services. |
| **HUMAN RESOURCES** |
| * Participate in clinical supervision as the supervisee. * Participate in supervision and appraisal process, identifying own areas of development & undertaking relevant activities to meet objectives set in Personal Development Plan. * Keep a record of own training and development, maintain a portfolio, working to sustain acquired competencies for the post. * Individual responsibility for ensuring attendance at mandatory training. * Participate in and be proactive in teaching at training sessions for staff and other agencies. * Actively share areas of knowledge and experience both formally and informally. * Provides representation on Trust committees / meetings as required |
| **INFORMATION RESOURCES** |
| * Contribute to the collection of statistical data in order to monitor and develop team activity using electronic and paper methods. * Monitor and evaluate the information available. * Maintain accurate and timely patient records using agreed standard formats. * Monitoring the processing and presentation of data |
| **RESEARCH AND DEVELOPMENT** |
| * Participate in surveys, questionnaires and audits to contribute to national research projects when required (overseen by the Clinical Matron). * Maintain an up to date knowledge of all areas of clinical practice using a variety of CPD methods and to maintain a CPD portfolio. * Support on clinical governance activities e.g. audit, research, service reviews * Adhere to all standards of practice and organisational policies and procedures |
| **PHYSICAL SKILLS** |
| * The post holder will require physical skills in nursing care. * Assess, prescribe and demonstrate the safe use of catheters and associated continence methods. * Computer skills to maintain patient records, clinical audit, support clinical practice, email, presentations and order equipment etc. |
| **PHYSICAL EFFORT** |
| * There is the requirement for sitting or standing in a restricted position for a substantial proportion of the working time Manually handle equipment (wheelchairs, health care equipment) and furniture frequently, following ergonomic risk assessment as per statutory training and service risk assessment. * There may be requirement for light physical effort, this may include; treatment may necessitate working in restricted positions or limited space, manual therapeutic handling of patients. * Work in the community where appropriate equipment is often not available. (e.g. moving and handling equipment). |
| **MENTAL EFFORT** |
| * Manage competing demands of providing services on a daily basis. * An occasional requirement for concentration where the work pattern is unpredictable. * Read, decipher and interpret patient information. * Read and decipher lengthy documents, summarising for other staff as appropriate. * Frequent mental effort in assessment and treatment programmes. * Long periods of concentration, particularly when using a VDU e.g. for writing reports, audits. * Identify strategies to motivate patients to comply with their treatment plan. |
| **EMOTIONAL EFFORT** |
| * Ability to manage complex areas of resistance, conflict, grievance or dispute, with patients, family and carers. * Frequent indirect and direct exposure to highly distressing or highly emotional circumstances. This will include working with patients/service users and carers who have a poor/life limiting prognosis, including the communication of distressing news and occasional work with people who have mental health problems, learning disability and/or occasional challenging behaviour. |
| **WORKING CONDITIONS** |
| * Use of information technology. * Occasional exposure to highly unpleasant working conditions. For example, work in a variety of settings according to patient/service user needs including patients’ own homes which may involve hot/cold temperatures, cluttered environments and unhygienic environments. * Work with patients with a wide range of conditions including contact with body fluids such as urine, blood, sputum. |
| **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 (DES) if appropriate to role. |
| **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. |

**PERSON SPECIFICATION**

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| **Job Title** | Catheter Care & Review Practitioner |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING**     * GCSE English and Maths Grade C/Level 4 or above or functional English and Maths Level 2 * NVQ 3 in relevant subject area or equivalent qualification/experience * Foundation degree or equivalent experience | ✓    ✓    ✓ |  |
| **KNOWLEDGE/SKILLS**     * Strong organisational skills, including: planning, prioritising, time management and record keeping * Knowledge of how the NHS works, including primary care PCNs * Ability to recognise and work within limits of competence and seek advice when needed * Understanding of the needs of older people/adults with disabilities and basic knowledge of long-term conditions and the complexities involved: medical, physical, emotional and social * Knowledge of and ability to work to policies and procedures, including: confidentiality, safeguarding, lone working, information governance and health and safety * Additional relevant coordination knowledge acquired through further experience * Effective interpersonal, organisational and communication skills * IT literate and proficient in MS Office and web-based services * Able to demonstrate clear understanding of working with confidential information * Ability to manage own workload and to delegate tasks when required | ✓    ✓  ✓    ✓  ✓ ✓  ✓  ✓ | ✓            ✓ |
| **EXPERIENCE**     * Experience of working in health, social care and other support roles in direct contact with people, families or carers (in paid or voluntary capacity) * Significant clerical/administrative experience within customer care environment or similar * Experience of working within a multi-professional environment * Experience of working in a care home environment | ✓   ✓ | ✓  ✓ |
| **PERSONAL ATTRIBUTES**     * Ability to actively listen, empathise with people and provide support in a non-judgemental manner * Ability to provide a culturally sensitive service supporting people from all background and communities, respecting lifestyles and diversity * Ability to communicate effectively both verbally and in writing, with people, their families, carers, community groups, partner agencies and stakeholders. * Ability to maintain effective working relationships and to promote collaborative practice with all colleagues * Ability to demonstrate personal accountability, emotional resilience and work well under pressure * Ability to work flexibly and enthusiastically within a team or on own initiative, contributing to changing demands of service. * Able to manage/prioritise own workload * Passionate about Catheter care, reduction and continence Education * Willing to undertake training relevant to post * Ability to work independently within a team * Ability to motivate and inspire others * Excellent organisational skills * Flexible approach to services and information given. | ✓  ✓  ✓  ✓  ✓  ✓  ✓  ✓  ✓  ✓  ✓  ✓ |  |
| **OTHER REQUIREMENTS**   * The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust. * Has a full drivers license and is able to travel to other locations as required * Meets DBS reference standards and criminal record checks * Willingness to work flexibly when required to meet work demands | ✓  ✓ ✓  ✓ |  |

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|  |  | **FREQUENCY** | | | |
| **WORKING CONDITIONS/HAZARDS** |  | **R** | **O** | **M** | **F** |
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| **Hazards/ Risks requiring Immunisation Screening** |  |  |  |  |  |
| Laboratory specimens | N |  |  |  |  |
| Contact with patients | Y |  |  |  |  |
| Exposure Prone Procedures | N |  |  |  |  |
| Blood/body fluids | Y |  |  | x |  |
| Laboratory specimens | N |  |  |  |  |
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| **Hazard/Risks requiring Respiratory Health Surveillance** |  |  |  |  |  |
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| 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) | N |  |  |  |  |
| Animals | N |  |  |  |  |
| Cytotoxic drugs | N |  |  |  |  |
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| **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 |  |  |  |  |
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| **Other General Hazards/ Risks** |  |  |  |  |  |
| VDU use ( > 1 hour daily) | Y |  |  |  | x |
| Heavy manual handling (>10kg) | Y |  |  |  | x |
| Driving | Y |  |  |  | x |
| Food handling | N |  |  |  |  |
| Night working | N |  |  |  |  |
| Electrical work | N |  |  |  |  |
| Physical Effort | Y |  |  |  | x |
| Mental Effort | Y |  |  |  | x |
| Emotional Effort | Y |  |  |  | x |
| Working in isolation | N |  |  |  |  |
| Challenging behaviour | Y |  |  | x |  |