

**JOB DESCRIPTION**

**Job Title: Pathfinder Clinical Specialist Nurse**

**Band: Band 6**

**Responsible To: Band 7 Team Lead/Advanced Clinical Specialist**

**Accountable To: Pathfinder Manager**

# Section/Department/Directorate: Pathfinder Team, Health and Social Care Directorate

**Job Purpose:**

To be an integral member of The Pathfinder Team providing holistic assessment, signposting and advice to patients and their carers both in acute settings, community hospitals and the community where required.

To manage a wide range of cases including complex situations, long term conditions and palliative patients.

To act as a strong patient advocate.

To provide comprehensive, holistic assessments to ensure patients are discharged from hospital with appropriate support, including discharges to appropriate care homes.

To work collaboratively with the MDT to identify and resolve any delays affecting discharge and ensure that patient flow is effective.

To provide holistic assessments to patients in their own homes, ensuring they are kept at home with appropriate support, when required.

To be involved in the planning, coordination, delivery and evaluation of all elements of the Service provided and work closely with other clinicians.

To confidently use all appropriate Health and Social Care record systems in order to access relevant information to support discharge planning.

Works within the boundaries of existing competence, adhering to local and national protocols/standard operating procedures/policies.

Delivers high standards of compassionate, dignified care, managing their time, tasks and resources effectively.

Provide effective guidance, supervision, training and appraisal for junior staff and support workers and be able to pass on skills/knowledge to others within both formal and informal environments.

**Context:**

The postholder will work as part of the Pathfinder team in NDDH, community hospitals and in the community when required. Working across disciplines to case manage and facilitate hospital discharges to patients own homes and care homes as appropriate. To meet the needs of the service, the post holder may be required to work in other areas as appropriate and as directed by the line manager.

This role involves caseload management which will vary according to location and complexity. There will be a requirement to provide advice to patients with potentially complex and specialist needs as well as carers and other professionals.

The postholder will pass on skills, knowledge and information to others in both formal and informal environments.

Provide direct support and guidance to registered and non-registered staff with potentially challenging cases/situations. Acting as a point of contact and expert in the field of discharge planning giving advice on all aspects including pathways, funding and review processes.

Act as a role model for other staff members.

Record patient information accurately using Health and Social Care software systems.

Enable, support and empower individuals to contribute to planning their own discharge from hospital, as the person is able.

To be a strong advocate for patients referred to the team for discharge planning.

To ensure safe and effective transfers of care between hospital, home or care homes.

Work collaboratively to identify and resolve discharge delays in hospital.

To be resilient and able to work under pressure as needed.

**Flexible Working**

As services evolve, changes to working pattens may be required.

**Budget**

To be responsible for the use of resources in the most efficient and effective way.

The **Pathfinder Clinical Specialist Nurse** will be based in the Complex Discharge Team at NDDH.

The post holder will fulfil all tasks and work as part of a team. To meet the needs of the service, the post holder may be required to work in other areas as appropriate as directed by the line manager.

**Key Working Relationships:**

To establish effective communications amongst all staff within the service thus creating conditions conductive to good patient care.

|  |  |  |
| --- | --- | --- |
| **To work collaboratively with:** | **Frequent** | **As Required** |
| Clerical Staff | √ |  |
| Community Services Manager, Service Lead or Team Lead | √ |  |
| Community Health and Social Care Teams | √ |  |
| Consultants | √ |  |
| GPs and other practice staff |  | √ |
| RDUHT staff at all levels and all disciplines | √ |  |
| Other specialist services | √ |  |
| Patients, relatives and carers | √ |  |
| Social Services | √ |  |
| Voluntary agencies |  | √ |
| Response and recovery/SPOA | √ |  |
| Care home managers | √ |  |
| CHC team | √ |  |
| Devon cares | √ |  |
| Housing | √ |  |
| Integrated Care Board |  |  |

The post holder is required to deal effectively with staff of all levels throughout the Trust, the wider Healthcare community, external organisations and the public. This will include verbal, written and electronic media.

**Organisational Chart:**

Pathfinder

Manager

Complex Discharge Team Lead/ Advanced Clinical Specialist

Clinical

Specialists

Assistant

Practitioner

Clinical

Support

Worker

**Key Result Areas/Principal Duties and Responsibilities**

# Communication and Relationship Skills

This role requires excellent communication skills, verbal, written and use of IT across both Health and Social Care disciplines.

Exchange information with patients/clients requiring support, tact and reassurance.

Form professional relationships with patients/clients and communicate and cooperate with them in a way that respects their views, autonomy and culture.

Constructively manage barriers to effective communication and work cooperatively with patients and team members. Work with patients with a variety of complex communication and cognitive issues e.g Dementia and dysphasia.

Be prepared to give talks/demonstrations regarding your work to colleagues and others.

Understand the implications of the Mental Capacity Act and confidently assess capacity as appropriate.

Understand the safeguarding adult’s issues and act within the guidance of the policy to keep adults within their care safe.

Able to keep accurate contemporaneous documentation using and supporting the organisation’s documentation systems.

Read and interpret a range of patient information including medical and social history, medications and social care plans.

Write comprehensive reports regarding holistic patient assessment, treatment outcomes and recommendations to Health and Social Care colleagues and other members of the multidisciplinary team.

Communicate complex and sensitive information.

Liaise effectively with the relevant team on patients’ progress.

Communicate with other staff and agencies as appropriate, in written and oral format to report and progress discharge planning process.

Attend and contribute to, multidisciplinary meetings, board rounds and patient visits as appropriate, to ensure that there is an integrated approach that benefits the individuals overall care and hospital journey.

Obtain valid patient consent and work within a legal framework with patients who lack capacity to consent to discharge planning.

To ensure care providers have received the appropriate patient care plans and funding details on discharge from the Pathfinder Team, also ensuring that the patient is referred appropriately for any follow up required in the community setting.

# Analytical and Judgement Skills

Undertake a comprehensive, holistic clinical assessment of patients presenting with complex multifactorial problems using specialist analytical skills and clinical reasoning.

Work outside of discipline (within competencies) to provide a multidisciplinary assessment.

Contribute to the development of integrated locality teams.

Propose changes to improve practice in line with local and national guidelines.

Undertake risk assessment, using specialist clinical reasoning skills to decide appropriate management plan and discharge destination.

Read and interpret a range of patient medical and social information.

Recognise the need for further advice, guidance and support as appropriate.

Work collaboratively with other professionals to identify and improve all delays to patients journey within the Trust.

# Planning and Organisational Skills

The post holder will be expected to:

Support the planning, procurement and implementing of care for individual patients.

Exercise good personal time management, punctuality and consistent reliable attendance.

Organise own day to day activity and that of support staff and junior staff, delegating activities and providing specialist advice as appropriate.

Liaise with other providers regarding care provision.

Think ahead and plan delivery of services over the longer term.

Record appropriate outcome measures, contributing to the development and implementation of these, as required.

# Physical Skills

Manual handling of patients, demonstrating dexterity, co-ordination and palpatory skills often with the need for prolonged physical effort. This will include patients with complex and highly specialist needs and potential challenging behaviours.

Computer skills to maintain patient records, create assessments, record activities and communicate effectively.

# Responsibility for Patient and Client Care

Manage own highly complex caseload and management programmes to a high standard expected of an experienced clinician. Support is available during the week from Band 7 complex clinicians and from other specialist services.

Prioritise and assess highly complex patients referred to the service, taking an evidence based and reflective practice approach.

Identify specific barriers to discharge, working collaboratively to resolve issues and advocate for patients.

Provide advice/signposting to other professionals/members of the public, acting as an expert in the field of complex discharge processes and delays in discharge.

To always work within clearly defined accountability framework.

To demonstrate clinical competence developed through continual professional development, reflective practice and maintain a skills portfolio relevant to the service specification.

To recognise and appropriately address risk factors to patients/clients and carers.

To report any incidents, untoward incidents, complaints and near misses to self, patients or carers via the datix system.

To complete post discharge follow up calls to local care providers and effectively and efficiently problem solve any issues raised.

Be professionally accountable for all aspects of your own work, within the context of an autonomous practitioner.

Comply with trust infection control policies and conduct themselves at all time in a manner as to minimise the risk of health care associated infections.

# Responsibility for Policy and Service Development

Keep abreast of professional and related NHS/Social Services developments in liaison with Professional/Service Lead colleagues.

To work to Trust Policies, Procedures and Standard Operating Procedures (SOP).

To maintain Trust Standards of Clinical Governance.

To support Professional Standards of Practice

# Responsibility for Financial and Physical Resources

Understand and apply the eligibility criteria for services.

Support the efficient use of resources including; maintaining stocks and supplies and ordering equipment & resources as agreed or directed.

Ensure safe and efficient use of stock and equipment including; ensuring equipment is checked appropriately and any defects reported

To prescribe equipment (once appropriate competencies have been completed).

# Responsibility for Human Resources

Supervising, assessing and supporting peers, including bank and agency staff in the clinical area.

Maintain own professional development and attending training, including all mandatory training to enhance the role within the clinical area.

Be prepared to share knowledge and experience both formally and informally.

Take a flexible approach in supporting colleagues during times of caseload pressures.

Participate in the training and induction of other staff/students as appropriate.

Participate in supervision and appraisal process, identifying own areas of development, & undertaking relevant activities to meet objectives set in Personal Development Plan.

Ensure that Professional registration is maintained through continuing professional development activities including, maintaining a portfolio, completing all mandatory training and working to sustain acquired competencies for the post.

Work with the manager/s to ensure clinical cover across the cluster/s is maintained, especially at times of service pressure.

# Responsibility for Information Resources

Inputting, storing and providing information on relevant IT systems and patient records.

Accurately completing and maintaining effective patient records including confidentiality issues.

Completing accurate holistic patient assessments to support safe transfers of care.

# Responsibility for Research and Development

Contribute to developing own and team evidenced based practice including research and involvement in the audit process.

Maintain an up to date knowledge of all areas of clinical practice using a variety of CPD methods and maintain a portfolio.

# Decision Making

Adhere to NMC professional and organisational standards of practice, and work with in guidelines.

Be professionally accountable for all aspects of your own work, within the context of an autonomous practitioner.

Undertake specific projects as required.

Work alone at times, in a variety of settings.

Work within organisational Policies, Procedures and Standard Operating procedures (SOP)

# Physical Effort

Daily work involves frequent driving, sitting/standing, walking, moving equipment and manual handling.

Lift and carry equipment and furniture as required, in both clinical and non-clinical settings, where appropriate equipment is often not available (eg moving and handling equipment).

Driving to meet the requirements of the post.

Moving & handling of patients and equipment in relation to assessment and discharge planning e.g. photographing wounds etc.

# Mental Effort

Work in an unpredictable pattern when required.

Read, decipher and collate patient information.

Help patients to make appropriate choices.

Help motivate patients.

Have the ability to communicate with the appropriate response and manner to both patients and carers/family during emotional times.

Ability to use and concentrate for long periods using IT.

Being an advocate for patients even in pressurised situations.

Working under pressure in times of hospital escalation.

Management of complex cases, where there may be challenge from others e.g. relatives, patient flow team, other members of the MDT etc.

Manage competing demands of providing services on a daily basis.

# Emotional Effort

Caring for patients at end of life, chronic conditions and their families, carers and friends. This may include supporting patients, relatives and carers in dealing with emotional circumstances.

Working with patients with mental health, learning disabilities and challenging behaviour.

Ability to cope and deal with areas of conflict.

Working in areas of high stress, across the Northern site.

# Working Conditions

Frequent contact with bodily fluids, infection and unpleasant smells.

# GENERAL

This is a description of the job as it is at present constituted. It is the practice of this organisation periodically to examine employees' job descriptions and to update them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by each manager in consultation with those working directly to him or her. You will, therefore, be expected to participate fully in such discussions. It is the organisations' aim to reach agreement to reasonable changes, but if agreement is not possible management reserves the right to insist on changes to your job description after consultation with you.

We are committed to serving our community. We aim to co-ordinate our services with secondary and acute care.

We aim to make all our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so. We will share our knowledge with neighbouring healthcare agencies and professionals.

We recruit competent staff whom we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will pay staff fairly and recognise the whole staff’s commitment to meeting the needs of our patients.

The Trust operates a 'non smoking' policy. Employees are not able to smoke anywhere within the premises of the Trust or when outside on official business.

All employees must demonstrate a positive attitude to Trust equality policies and Equality Scheme. Employees must not discriminate on the grounds of sex, colour, race, ethnic or national beliefs, marital status, age, disability, sexual orientation, religion or belief and will treat patients, colleagues and members of the public with dignity and respect.

If the post holder is required to travel to meet the needs of the job, we will make reasonable adjustments, if required, as defined by the Equality Act 2010.

# SAFEGUARDING

To be fully aware of and understand the duties and responsibilities arising from the Children’s Act 2004 and Working Together in relation to child protection and safeguarding children and young people as this applies to the worker’s role within the organisation.

To also be fully aware of the principles of safeguarding as they apply to vulnerable adults in relation to the worker’s role, which will include recognising the types and signs of abuse and neglect and ensuring that the worker’s line manager is made aware and kept fully informed of any concerns which the worker may have in relation to safeguarding adults and/or child protection.

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.

# STAFF HEALTH AND WELLBEING

You must take responsibility for your workplace health and wellbeing:

* Be physically active at work (i.e. take breaks away from your desk, taking the stairs where possible)
* 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.

If you are a line manager, in addition to the above, it is expected you will:

Champion health and wellbeing.

* Encourage and support staff engagement in delivery of the service.
* Encourage staff to comment on development and delivery of the service.
* Ensure during 1:1’s / supervision with employees you always check how they are.

# HEALTH AND SAFETY AT WORK

The employer will take all reasonably practical steps to ensure your health, safety and welfare while at work. You must familiarise yourself with the employer's Health & Safety policy, and its safety and fire rules. It is your legal duty to take care for your own health and safety as well as that of your colleagues.

# INFECTION CONTROL - ROLE OF ALL STAFF

It is the responsibility of all members of staff to provide a high standard of care to patients they are involved with. This includes good infection prevention practice.

All staff have a responsibility to comply with Infection Prevention and Control policies and procedures, this includes:

* Attending mandatory and role specific infection prevention education and training.
* Challenging poor infection prevention and control practices.
* Ensuring their own compliance with Trust Infection Prevention and Control policies and procedures for example, standard precautions, hand hygiene, prevention & management of inoculation incidents

# CONFIDENTIALITY

You may not disclose any information of a confidential nature relating to the employer or in respect of which the employer has an obligation of confidence to any third party other than where you are obliged to disclose such information in the proper course of your employment or as required by law. Any failure to comply with this term of your employment will be treated as an act of misconduct under the employer's disciplinary procedure.

# JOB DESCRIPTION AGREEMENT

**Job holder’s Signature: .....................................................................................**

**Date: .....................................................................................**

**Manager’s Signature: ..................................................................................... Date: .....................................................................................**

**PERSON SPECIFICATION**

# POST: Assistant Practitioner

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| REQUIREMENTS | E/ D\* | HOW TESTED?  Application  Form/Interview/  Reference/Test | INTERVIEW COMMENTS | SCORE  (1 Low  – 10  High) |
| QUALIFICATIONS/SPECIAL TRAINING :  Degree or Graduate Diploma in Nursing or equivalent experience.  NMC registration  Willingness / commitment to undertake training. | E  E  E |  |  |  |
| KNOWLEDGE/SKILLS:  Evidence of continued professional development.  Knowledge of relevant NSF’s, appropriate national guidance and other relevant initiatives.  Evidence of participating in clinical audit.  Multi-disciplinary team working across health, social and voluntary sectors.  Proven ability of complex case management.  Excellent communication skills  Core IT skills  Knowledge of accountability, relevant SOP’s policies and importance of patient documentation.  Health, safety and risk awareness.  Safeguarding and MCA understanding.  Demonstrates a commitment to lifelong learning. | E  E  E  E  E  E  E  E  E  E  E |  |  |  |

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| EXPERIENCE:  Proven experience of working within acute, community and social care settings.  Evidence of supervisory experience.  Working knowledge of discharge processes and funding streams. | E  E  D |  |  |  |
| PERSONAL REQUIREMENTS:  Good communication skills, written and verbal.  Ability to work autonomously.    Ability to work under pressure and with flexibility.    Empathetic and demonstrates patient focus.    Able to manage own emotions and cope in sometimes difficult situations with patients or their relatives.    Advanced IT skills.    Competent listening and observation skills.  Positive interpersonal skills.    Good co-ordination/organization and time management skills.    Ability to work positively and professionally as part of a team.  Good problem solving/conflict management skills.  Able to contribute to the training of other staff/students.  Willingness/commitment to undertake training.  Understands and demonstrates commitment to the Trust’s values. | E  E  E    E    E  E  E    E  E  E  E  E  E |  |  |  |
| OTHER REQUIREMENTS:  The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.  To be willing to work throughout the Trust.  Flexible working re working in a range of clinical settings and environments and shift patterns.    Able to travel to meet needs of the job  Able to manage the moving and handling duties required of working with patients in various settings.  Dextrous and accurate for therapy and nursing interventions. | E    D    E    E  E  E |  |  |  |

\*Essential/Desirable

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| --- | --- | --- | --- | --- | --- |
|  |  | **HAZARDS :** |  |  |  |
| Laboratory Specimens  Proteinacious Dusts |  | Clinical contact with patients | X | Performing Exposure  Prone Invasive Procedures |  |
| Blood/Body Fluids | X | Dusty Environment |  | VDU Use | X |
| Radiation |  | Challenging Behaviour | X | Manual Handling | X |
| Solvents |  | Driving | X | Noise |  |
| Respiratory Sensitisers |  | Food Handling |  | Working in Isolation | X |
| Cytotoxic drugs |  | Night working |  |  |  |