

JOB DESCRIPTION

JOB DETAILS

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| Job Title | Community Nurse Team Lead |
| Reports to | Community Services Manager |
| Band | Band 7 |
| Department/Directorate | Community Nursing – Health & Social Care |

JOB PURPOSE

The community nurse team lead will ensure effective day to day operational leadership of a cluster group of community nurses, ensuring that the Community Nursing service delivers its core specification within allocated resources. Managing service delivery against risks. Working closely with the clinical matron and community services manager, using skills as a registered nurse.

The Community Nurse Team lead will be a pivotal member of the Integrated Health and Social Care Team linking community nursing and community matrons into the complex care team.

The post-holder will line manage the wider community nursing teams, the community matrons and work closely with the clinical matron and community services managers to ensure that cluster and practice population receive the appropriate care and treatment as close to home as possible, that health and social care is patient centred and delivered to a high standard.

The post will be 50% managerial and 50% clinical activity and contact. The post-holder will provide supervision and clinical expertise to the Community Nursing Team and their caseload and will, in exceptional circumstances, hold their own patient caseload.

The Community Nurse Team lead will provide leadership and development for the community nursing services to ensure a skilled, knowledgeable and proactive workforce, to meet the changing health and social care agenda.

The post holder will provide a clear focus on service quality from the patient's point of view and developing changes and improvements as appropriate.

The post holder will support and develop a learning environment for students of nursing and other healthcare professionals.

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

The community nursing team lead will lead the operational leadership of the relevant cluster to ensure that high standards of care delivery are achieved and maintained and that such services are delivered in an efficient and cost-effective way and within allocated resources.

The post holder will work with the clinical matron and community service manager to further develop services with key stakeholders and the wider health community.

The post holder may be required to work in other areas as appropriate and under the direction of the line manager or appropriate manager.

Remote working without supervision

Supervising, teaching and involvement with the development of peers and other relevant team members, carers and patients

To function as a professional role model and clinical leader for the nursing teams, demonstrating both clinical and leadership competence.

To be highly visible and accessible in cluster to facilitate communication with staff and patients, observe clinical practice and ensure environmental standards are maintained.

Participate in audit and produce action plans where appropriate to improve identified areas of practice.

Promote and support innovative practice and ensure relevant research findings are incorporated into nursing practice.

To be aware of new policies, procedures, guidelines and standards which affect care. To action as appropriate and evaluate the outcome.

Participate in, promote and support the provision of clinical supervision.

To ensure that all clinical and legal documents (both paper and electronic) are accurate, comprehensive and legible and that staff understand their relevance and the confidentiality of their nature.

Responsible for the maintenance of risk assessments relevant to their clinical area. An action plan to control risks should be jointly developed with the senior team.

To monitor incident forms, investigating as necessary and identifying risks.

To participate in Serious Event Audits and SRI investigations relating to own cluster.

KEY WORKING RELATIONSHIPS

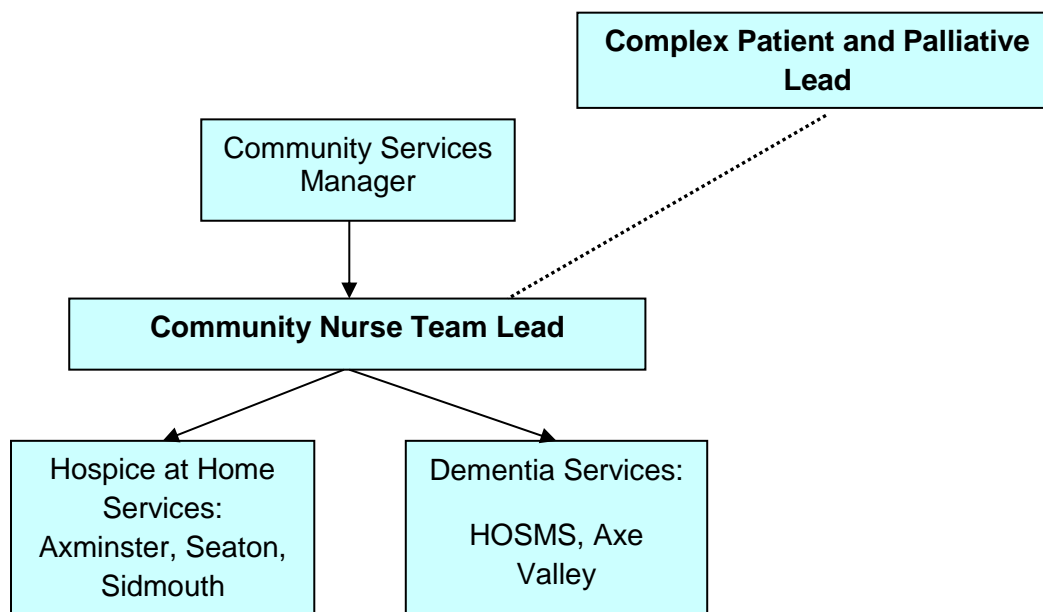
Of particular importance are working relationships with:

- | | |
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| <ul style="list-style-type: none">• Patients, Relatives and Carers• Community Nursing Team• Senior Nurse Community• Community Services Managers• Community Matron• Continuing Healthcare• UCR• Safeguarding Lead/Team and Care Home Educators• Community Hospitals• Secondary Care Providers including Discharge Teams | <ul style="list-style-type: none">• Adult Health & Social Care• General Practitioners and other members of the Primary Health Care Team• Working in partnership with Hospiscare• Palliative Care Teams of partner organisations• Representatives of Leagues of Friends and Hospice at Home Charities• Statutory and Voluntary Agencies• Adult Mental Health Teams• Public Health Teams• Other Agencies/Providers |
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- Specialist Nurses
- Out of Hours Services

- Admiral nurses
- Dementia UK
- Community groups

ORGANISATIONAL CHART



FREEDOM TO ACT

The post holder will work autonomously to ensure the safe staffing and delivery of patient care within the team.

The post holder is the lead for the team and will be accountable for their own professional actions

The post holder will Identify, assess and develop plans for minimising clinical risk; ensure compliance with Health and Safety policies; ensure all staff have access to clinical supervision as a means of reflecting on significant events and improving standards of care and decision making;

The post holder will monitor incident reports, ensuring any necessary action is taken, ensuring robust mechanisms are in place to achieve corrective action and share appropriate learning;

Investigate and take action on formal complaints, including prompt handling of poor performance;

Promote and participate in Clinical Audit to develop and establish standards across the ward

COMMUNICATION/RELATIONSHIP SKILLS

Provide and receive highly complex, sensitive information. Communicates very sensitive, complex condition related information to patients, relatives offering empathy and reassurance.

To communicate effectively between departments and Trusts to ensure patients journey is seamless.

To work in partnership with nurses and other health professionals to address people's health needs through planning and delivering interventions which are based on best practice and clinical judgement

The post holder will establish effective systems of communication to ensure that staff feel fully involved in shaping of the team; communicating effectively with a wide range of people and will need to be able to present information in a variety of ways to both large groups as well as on a 1:1 basis.

Ensure the development of an effective communication system within the unit between all disciplines.

To hold regular team meetings in an atmosphere which encourages staff to put forward information and suggestions for improvement.

Ensure staff receive up-to-date information e.g. Trust bulletin, team briefings.

To attend and proactively engage in senior team meetings.

Respond to complaints and suggestions to effect improvements within the service. In conjunction with the customer relations department, investigate and respond to complaints as required.

Establish an environment which supports patients and carers as partners in the planning, delivery and evaluation of their care, to ensure that they understand and agree with the programme of care

Understand the implications of the Mental Capacity Act and acts to 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.

ANALYTICAL/JUDGEMENTAL SKILLS

Monitoring standards and ensuring that they match national and local requirements.

Ensuring appropriate quality processes that support good practice are implemented throughout appropriate departments.

Ensuring that arrangements for the systematic review of patients' opinions and complaints are put in place.

PLANNING/ORGANISATIONAL SKILLS

Plan, organise complex activities, programmes requiring formulation and adjustment

Responsible for the assessment and planning of care needs and development of programmes of care, including implementation and evaluation, to ensure that high quality evidence-based care is delivered.

Participate in rota planning, review shift systems and ensure that the appropriate skill mix is maintained to meet the needs of the service at all times.

The post holder will be organised and plan workload appropriately

Support the planning & organisation of the day-to-day service provision

Actively participate in strategic service planning & development

PATIENT/CLIENT CARE

To support patients in meeting their own health and wellbeing through providing expert information, advice and support

To assess patients and their complex needs and those of their families and plan, implement and evaluate appropriate programmes of care; this will include communicating highly sensitive information about diagnosis, treatment options and issues surrounding terminal illness and bereavement.

To provide emotional, psychological and practical support to the patient and their family/carer throughout their pathway and to facilitate communication between patients, families and professionals

To recognise ethical dilemmas relating to care and act as the patient/relative's advocate when required.

POLICY/SERVICE DEVELOPMENT

In conjunction with the Clinical Matron and community service managers will develop and implement an appropriate ward strategy and philosophy which is reviewed on a regular basis.

Lead new approaches to nursing care within the cluster, including changes in advanced practice.

Participate in nursing, audit and senior team meetings as appropriate.

Ensure ward staff receive up-to-date information via trust bulletins, team briefings and meetings.

Participate in setting standards, monitoring the quality of the service and identifying how current practice can be improved.

As part of the multidisciplinary team be responsible for actively identifying areas of risk, reporting incidents and taking action utilising the relevant Trust procedures.

Participate in the training, education and assessment of pre and post registration nurses and other Healthcare Learners completing national recognised qualifications.

Promote and participate in clinical supervision.

Act formally as a mentor and ensure that other trained staff maintain their competency to provide this role to others.

Utilise educational opportunities to facilitate learning in the clinical situation.

Demonstrate a high commitment to professional and personal development to ensure that professional competencies are maintained and developed to continue to meet the needs of the service.

Maintain ward training matrix and encourage staff to actively engage in identifying personal training needs which are in line with the needs of the service. Assist staff to identify how these needs may be addressed

FINANCIAL/PHYSICAL RESOURCES

The post holder has a personal duty of care in relation to equipment and resources.

The post holder will work within a defined day to day operational budget. Ensuring that any projects undertaken are established and managed in a financially responsible manner.

Co-ordinate the ward and resources and be responsible for running the ward in a cost-effective manner.

Responsible for the effective use of Trust resources and compliance with Trust Standing Financial Instructions (SFIs).

To use human and financial resources in an effective way for the benefit of patients and to achieve operational objectives. The post holder will be an authorised signatory for the unit budget within the context of the Trust's SFIs.

Responsible for the safe handling of patient property/valuables in line with ward procedures and Trust SFIs.

HUMAN RESOURCES

The post holder is accountable for the management of the staff in the designated cluster.

Participate in the recruitment, induction and development and review of junior members of staff.

Review of human resources within the ward, helping to assess workload and identify changing skill mix as required.

Be familiar with the Trust Disciplinary and Capability Procedure and follow this procedure as required with support from the clinical matron and HR Department

To promote a learning environment through identifying opportunities and seeking resources required for own and others learning.

To provide specialist input to post-registration courses and professional development programmes

To reflect on own practice through clinical supervision/mentorship and to act as a clinical supervisor/mentor to others

To act as a specialist resource to advice and support healthcare professionals and others involved in the delivery of care to patients, their families and carers

To be responsible for ensuring all staff working within the team are competent and work within their scope of practice.

Maintain training records and annual updates for staff within the team

INFORMATION RESOURCES

To document and maintain patients records as per Trust Documentation Policy

Ensure accurate data is maintained within the department to allow monthly reports for performance.

RESEARCH AND DEVELOPMENT

To maintain own and others' awareness of relevant research evidence related to the speciality and work with others in applying this to practice

To identify areas of potential research relating to the speciality and to participate in relevant research activities

To participate in local and national research and audit projects and service evaluation as requested in order to improve standards of patient care.

Plan, develop, initiate and participate in such research projects as appropriate and derive conclusions applicable to practice

PHYSICAL SKILLS

High degree of competence and dexterity in practical Nursing Skills, providing a supporting role with administering IV's, dressings, catheterisation, venepuncture and other relevant clinical tasks.

PHYSICAL EFFORT

High degree of competence and dexterity in practical nursing skills, providing a supporting role

The role will have a combination of sitting, standing, driving and walking with occasional moderate effort for several short periods.

MENTAL EFFORT

Ability to carry a caseload of clients and formulate effective treatment programmes to cure or alleviate symptoms

Daily high level of concentration when delivering patient care.

Ability to adapt to an unpredictable workload.

High level of mental effort when managing rosters and staffing concerns.

EMOTIONAL EFFORT

Provide leadership and support to nursing team and deal with poor performance

Managing conflict in the workplace and assist in dealing with crises/problems/ difficult circumstances within department teams/individuals

Dealing with complaints and patient feedback

Regularly dealing with difficult conversations with patients and carers

Exposure to distressing situations

WORKING CONDITIONS

Occasional working with hazardous substances (cytotoxic drugs, bodily waste and fluids) when in patient home or clinical setting.

Occasional aggressive behaviour when dealing with face to face complaints or staff conflict

Regular use of VDU

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.

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

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| Job Title | Community Nurse Team Manager |
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| Requirements | Essential | Desirable |
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| QUALIFICATION/ SPECIAL TRAINING | | |
| Registered nurse. | E | |
| Post graduate/post registration qualification, or equivalent training and/or experience. | E | |
| Evidence of experience in the community nursing setting. | E | |
| Specialist Practitioner Qualification in District Nursing | | D |
| Independent / supplementary prescriber or commitment to undertake this course | | D |
| Highly numerate and Literate | E | |
| Teaching qualification | | D |
| Leadership/Management qualification or commitment to work towards | E | |
| Mentorship qualification / skills and/or experience, or committed to undertaking appropriate mentorship course. | E | |
| KNOWLEDGE/SKILLS | | |
| Leadership skills and excellent decision making capabilities. | E | |
| Significant clinical knowledge relating nursing practice. | E | |
| Excellent communication skills | E | |
| Good teaching style and an understanding of the benefits of clinical supervision and staff development and review | E | |
| Evidence of continual professional development | E | |
| Specialist knowledge and understanding of current issues relating to community nursing, social care, integration and the wider national agenda | E | |
| EXPERIENCE | | |
| Significant and proven senior community nursing experience | E | |
| Experience of management and leadership within a healthcare setting | E | |
| PERSONAL ATTRIBUTES | | |
| Self-motivated and able to use own initiative. | E | |

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| Organisation Skills | E | |
| Self-reliant, ability to deal with stressful situations and work under pressure | E | |
| Must be able to work in a team environment | E | |
| Patient and quality focused | E | |
| Flexible approach to change | E | |
| Sensitive and empathetic | E | |
| Prepared to work flexibly | E | |
| Excellent communication and interpersonal skills, both written and oral | E | |
| OTHER REQUIREMENTS | | |
| The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust | E | |
| To be willing to work throughout the Trust according to service need | E | |
| Ability to travel | E | |

| WORKING CONDITIONS/HAZARDS | | FREQUENCY (Rare/ Occasional/ Moderate/ Frequent) | | | |
|--|---|--|---|---|---|
| | | R | O | M | F |
| Hazards/ Risks requiring Immunisation Screening | | | | | |
| Laboratory specimens | N | | | | |
| Contact with patients | Y | | X | | |
| Exposure Prone Procedures | N | | | | |
| Blood/body fluids | Y | | X | | |
| Laboratory specimens | N | | | | |
| 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) | N | | | | |
| Animals | N | | | | |
| Cytotoxic drugs | Y | | X | | |
| 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 | | | | X |
| Heavy manual handling (>10kg) | Y | | X | | |
| Driving | Y | | | | |
| Food handling | N | | | | |
| Night working | N | | | | |
| Electrical work | N | | | | |
| Physical Effort | Y | | | X | |
| Mental Effort | Y | | | | X |
| Emotional Effort | Y | | | | X |
| Working in isolation | Y | | X | | |
| Challenging behaviour | Y | | X | | |