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| **JOB DESCRIPTION** |  |
| **Job Title:** | **Specialist Heart Failure Nurse / Pharmacist** |
| **Band:** | **7** |
| **Responsible To:** | **Lead ACP for Cardiac Support Services** |
| **Accountable To:** | **Lead ACP for Cardiac Support Services** |
| **Section/Department/Directorate:** | **Cardiac Support Service / Unscheduled care** |

**Job Purpose:**

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| The post holder will work as part of the Northern Devon Heart Failure Team, being responsible for the provision of a high quality, specialist service for patients with diagnosed heart failure.  The post holder will work as an autonomous practitioner responsible for the Heart Failure service across the Trust’s geographical area. There will be clinical support from the Lead ACP for Cardiac Support Services, Lead ACP for In-Patient Heart Failure Care and Cardiologists team.  In partnership with other members of the multidisciplinary team, the post holder will provide expert speciality care, tailored advice, education and support to heart failure patients and their relatives/carers, in the most appropriate setting which may include the patient’s home or clinic  The emphasis of this post will be:   * + Providing a single point of contact and early intervention   + Optimising evidence based pharmacological and non-pharmacological treatments in an effort to reduce symptoms, improve quality of life and prevent hospital admission / readmission   + Providing effective and appropriate clinical assessment of cardiac patients, responding to changes in clinical condition and providing tailored management plans to prevent avoidable hospital admissions   + Providing patient education with the intention of promoting self-monitoring and management   + Liaising with clinical teams when ceiling of treatment has been reached and supportive / palliative approach is indicated. Initiating discussions with patients and family / carers and facilitating palliative care.   + Providing specialist advice on management of heart failure to support the wider health & social care community with the aim of improving and optimising patients’ quality of life in accordance with National Service Framework requirements   + Facilitate improved and quicker safe discharge planning   + Provide support to staff and patients attending medical assessment clinic / ED to help prevent avoidable admission   + Provide support to teams managing patients admitted with heart failure due to reduced ejection fraction (HF-REF) to facilitate appropriate management and facilitate early discharge   + Provide early follow up support for high risk patients including those discharged from medical assessment clinic / ED. | |
| **Context:** |
| * Work as an autonomous practitioner, within the realms of own skills and ability, to provide safe and effective care to patients living with chronic heart failure due to reduced ejection fraction (HF-REF). * Lone and remote working without supervision * Liaising with Consultant Cardiologists and other Specialist teams when required to manage complex heart failure, referral for device assessment and to support management of complex comorbidities * Provide training and education to wider healthcare teams involved in heart failure management within primary and secondary care   The Heart Failure Specialistwill be based in the North Devon District hospital and work from different areas across the trust, both clinical and within patient’s own home.  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:**   * . British Heart Foundation   The British Society of Heart Failure  Voluntary Organisations  Social Services  Primary Care Trust/CCG clinical services staff  Primary Care Trust / CCG Senior Managers  Acute Services Consultant Cardiologists and Cardiology Department  Other Consultant Specialists  Arrhythmia care staff  Cardiac Rehabilitation staff  Patients, relatives, carers, public  GPs / GPwSI  Pharmacists  Practice Nurses / Community Nurses  Community Hospitals  Palliative Care Services  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. | |

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| **Organisational Chart:** |
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| **Key Result Areas/Principal Duties and Responsibilities** |
| **Communication and Relationship Skills**  The Heart Failure Clinical Specialist will:   * Establish clear lines of communication between all members of multi agency and professional teams, working collaboratively with all relevant health care professionals, agencies and service users and carers * Communicate effectively with patients and carers to ensure a clear understanding of heart failure and its’ management. This will involve providing and receiving complex, sensitive information and will require developed motivational, empathetic and reassurance skills. There will be barriers to understanding. * Be responsible for providing advice / guidance and information on heart failure and it’s management, that may often be complex, to medical, nursing and other healthcare colleagues, within both primary and secondary care. * Be responsible for teaching patients and their carers to manage their heart failure to the best of their abilities. The aim being to prevent short term and long term complications, this may be one to one or in groups. * Require advanced communication skills to communicate highly sensitive information and bad news to patients and carers in an empathetic and supportive manner, empowering the patient to manage their condition e.g. development and impact of complications; effect on activities of daily living etc. * Address and deal sensitively with end of life issues, helping patients and their carers to consider future wishes and help plan / share these with their wider healthcare team * To maintain effective verbal and written communication with the clinical team and to keep staff informed of changes to prescribing intervention or treatment provided to service-users. * To work in partnership with medical staff and service-users in the development and implementation of clinical management plans related to an individual’s treatment and prescribing needs. * To establish and maintain good liaison with GP practices and other services in the area, including sharing prescribing information and rationale.   **Analytical and Judgement Skills**  The Heart Failure Clinical Specialist will:   * Use 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 patients other co-morbidities * Assess patient’s response to treatment, review prognosis and consider supportive measures and need for end of life care 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.   **Planning and Organisational Skills**   * Manage patient caseload, receiving referrals of newly diagnosed patients with heart failure from both primary and secondary care and those with an established confirmed diagnosis * Prioritise caseload according to clinical stability of patients, taking into account unpredictable nature of caseload * Liaising with colleagues to help ensure service requirements and clinical demand 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   **Physical Skills**   * Required to undertake physical examination of patient * Driving to various clinic venues and visit patients * Good computer skills   **Responsibility for Patient and Client Care**   * Assess clinical status; using clinical examination and history taking skills to formulate individualised, evidence based pharmacological and non-pharmacological management plans * 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. * Use highly specialist knowledge and assessment skills to facilitate clinical decision making and direct changes in patients management plan * Review medication regimes as appropriate, to ensure patients are receiving appropriate therapy in effective doses and / or improve quality of life, assessing their tolerance in response to medication. * Be accountable for all decisions made independently, whilst using agreed guidelines or where guidelines do not exist * Interpret blood results and recommend adjustments to medication, making sure those recommendations are in line with guidelines and clinical competencies. Where required, liaising with the patient’s GP, cardiologist or other specialists. * Refer directly with local cardiologist team, in line with NICE recommendations e.g. severe heart failure that is not responding to treatment, patients who may be suitable for device therapy etc. * Plan for and arrange hospital admission, where it is no longer safe to facilitate management within the patient’s home setting and this meets the patient’s preference / wish. * Liaise closely with Secondary and Primary Care Teams, to establish programmes of care for those patients for whom palliative care is appropriate * Liaise with the Palliative Care Teams and Complex Care Teams to ensure that patients and carers are offered the necessary care and support in the decision making process with regard to palliation and end of life. * Assess suitability of service-users for prescribing interventions and to initiate these as an independent or supplementary non-medical prescriber (as appropriate to ensure adherence with current legislation) * Comply with the Nursing and Midwifery Council Professional Code of Conduct/ Royal Pharmaceutical Society Code of Ethics, 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 (and adhering with agreed Clinical management Plan where applicable). * To prescribe and change medications as clinically appropriate, within the scope of the independent practitioners clinical expertise and/ or CMP.   **Responsibility for Policy and Service Development**   * Support the development of a systemic approach to the identification of heart failure patients in line with the agreed patient pathway * Provide specialist education and support to clinical staff across the community to ensure all heart failure patients have access to heart failure patient pathway * Provide specialist advice and clinical supervision where appropriate, to staff working with patients with heart failure * Use change management skills to initiate and implement service and practice developments * Develop appropriate structured and robust referral systems within primary and secondary care * Contribute to local development of heart failure services at operational and clinical meetings * Ensure equality and access to the service across the trust and support the development of links with secondary care ensuring access to correct diagnosis and where appropriate referral to secondary care. * Lead on project developments, within the heart failure service, as identified within clinical / operational meetings and business planning   **Responsibility for Financial and Physical Resources**   * Not a budget holder, but expected to work efficiently and effectively making best use of available resources * Ensure implementation of change and developments in the patient pathway are within agreed targets and timescales * Review patients in a clinic setting, conduct telephone consultations and when appropriate home visits * To contribute to financial governance through knowledge and appropriate resource management of allocated prescribing budget for service, in collaboration with clinical lead and medical colleagues.   **Responsibility for Human Resources**   * Day to day management of the heart failure team. * Responsible for ensuring adherence to lone working polices and staff tracking systems. * Individual responsibility to attend mandatory training. * Assist the ACP for Cardiac Support Services in the recruitment and selection of staff. * Support the ACP for Cardiac Support Services in taking appropriate action to deal with poor work performance and initiating any appropriate initial investigation regarding complaints. * Assist in the management of absence according to policy. * To develop strategies for continued professional development as Non-Medical Prescriber.   **Responsibility for Information Resources**   * Preserve confidentiality and be aware of the Data Protection Act, Access to Health Records and Consent for Treatment Guidelines * Participate in providing regular data collection monitoring and evaluation reports * Attend BHF and BSH conferences and act as an ambassador. * Maintain a comprehensive data base in order to monitor the number of patients seen by the service in line with NSF * Ensure accurate records of FP10 prescription use maintained in accordance with Trust Medicines Policy.   **Responsibility for 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 / ward / unit as required * 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 / pharmacist perspective in relation to Heart Failure and the British Heart Foundation at appropriate meetings and events at a local and national level   **Decision Making**   * Work autonomously in all clinical settings, home based, ward and clinic, providing specialist assessment and management of patients with HF-REF * Is a lone worker, working remotely. Work is managed without direct supervision. * Manages own time, manages own patient caseload and the team’s caseload to meet service demands. * Works within codes of practice and professional guidelines. * Works within Trust Policies, Procedures and Standard Operational Procedures (SOP). * Responsible to take decisions alone, communicating these with the team as required. * Decide when appropriate to refer to specialist services, adult health and social care team or other providers.   **Physical Effort**   * Daily work involves frequent driving, 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**   * Frequent exposure to mentally and emotionally challenging situations * Continually having to prioritise and accommodate work plans to meet the need of the service. * Making decisions autonomously many of which may be complex * Being able to concentrate on intense work plans, with a busy demanding workload, with frequent interruptions.   **Emotional Effort**   * Ability to work under pressure with repeated interruptions and alterations to work practices and to meet deadlines * Ability to work autonomously, making complex and important decisions * Ability to maintain a professional approach and manner at all times even under extreme pressure or when dealing with a contentious and complex situation.   **Working Conditions**   * Work across a large area of Devon which involves driving as an essential part of the post. * Occasional exposure to unhygienic contaminated environments where there is a risk of infection, for example on home visits. |

**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.

**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 :**  Heart Failure Clinical Specialist

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| REQUIREMENTS | E/D\* | HOW TESTED?  Application Form/Interview/Reference/Test | INTERVIEW COMMENTS | SCORE  (1 Low – 10 High) |
| QUALIFICATIONS/SPECIAL TRAINING :   * Registered nurse / Pharmacist * Relevant Cardiology or Heart Failure management qualification * Independent prescriber * Teaching and Assessing course, ENB 998 or equivalent * Post-registration qualification at Masters level in heart failure management or willing to work towards * Physical examination qualification * Basic life support * Counselling course * Palliative care course * Advanced Communication Course | E  E  E  D  E  E  E  D  D  D |  |  |  |
| KNOWLEDGE/SKILLS:   * Knowledge and understanding of the NICE guidance & quality standards * Ability to assess, negotiate and plan care to meet patients’ needs * Understanding of primary and secondary care working * Chronic disease management * Excellent written and verbal communication skills * Clinical assessment * Computer literate * Time management skills * Good presentation skills * Negotiating skills * Excellent organisational skills | E  E  E  D  D  E  E  E  E  E  E  E |  |  |  |
| EXPERIENCE:   * Significant experience at Band 6 Cardiology / Chronic Heart Disease * Experience of managing patients with heart failure | E  E | A |  |  |
| PERSONAL REQUIREMENTS:   * Self motivated * Enthusiastic * Able to work flexibly and proactively * Team player * Ability to prioritise * Ability to delegate * Prepared to travel outside of local area to attend courses * **A**bility to work autonomously |  |  |  |  |
| OTHER REQUIREMENTS:  The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.  Ability to travel to other locations as required | E  E | Interview  Interview |  |  |

\*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 |  |
| Radiation |  | Challenging Behaviour | X | Manual Handling | X |
| Solvents |  | Driving | X | Noise |  |
| Respiratory Sensitisers |  | Food Handling |  | Working in Isolation | X |
| Cytotoxic drugs |  | Night working |  |  |  |