

JOB DESCRIPTION

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| **JOB DETAILS** | |
| **Job Title** | Day Treatment Community Hub Manager |
| **Reports to** | Clinical Matron, Community Services |
| **Band** | Band 7 |
| **Department/Directorate** | Community Services, CSSS (Northern) |

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| **JOB PURPOSE** |
| The Day Treatment Community Hub Manager will ensure effective and safe day to day operational management of the Day Treatment units in the community hospital settings across the North Devon catchment area.  The post holder is expected to carry out all relevant forms of care and procedures for which they are competent to practice without direct supervision.  The post holder will ensure the development of a collaborative approach to referral and treatment for ambulatory day treatment service with, Rheumatology, Gastro, Respiratory and Colorectal teams, Community Matrons and Community nursing teams and GPs.  To offer a day treatment ambulatory service within the current Community Hospital settings and Covid medicines delivery unit (CMDU). Working in collaboration with the Seamoor Unit manager to ensure patients are offered care closer to home if available.  To promote and deliver evidence-based care.  The post holder may deputise for the Clinical Matron as and when required.  The post holder will work closely with the Systemic Anti-Cancer Treatment (SACT) Clinical Nurse Specialist (CNS), providing a clear focus on service quality from the patient’s point of view and developing changes and improvements as appropriate, giving consideration for future delivery of SACT in the community setting.  The post holder will work in collaboration with the Band 7 community team leads and Seamoor Unit manager to support delivery of ambulatory treatments in the community hub setting and within the the CMDU.  The post holder will be a key member of the Community Nursing Team with responsibility and accountability for managing the Day Treatment Community Hubs and providing professionalleadership support to the staff within the hubs.  **e**  The post holder will work with the Clinical Matrons for Community, Cancer, community Service managers and frailty and virtual wards lead. |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| The Day Treatment Hub manager will lead the operational management of the ambulatory Day treatment Service to ensure that:  • High standards of care delivery are achieved and maintained  • Such services are delivered in an efficient and cost-effective way and within allocated resources.  • Scoping and Development of further services within the Hubs such as SACT and supporting the virtual wards project.  The Day Treatment Hub Manager will be based in the community setting working in collaboration with the Seamoor unit manager, SDEC team and the community Team leads.  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** |
| The post holder will have key working relationships with the Community Team leads, ADONs, SDEC, Seamoor unit manager, Community Matrons, SACT lead nurse and operational managers, working closely with the acute setting to accommodate patients that may prevent an admission.  • Provide clinical input to meetings where appropriate  • Establish effective communication across the local healthcare community  • Collaborate with other Lead Nurses in the region to ensure consistency and continuity of approach within the Trust.  The post holder will need to ensure collaborative working with the primary care by maintaining effective lines of communication with the patient's GP to support partnership working and to keep them informed of the patient's treatment plan and outcomes whilst receiving their medical care via the Day Treatment hubs.  Discharge summaries from the Day treatment Hubs will be shared with the patient's GP so that their Summary of Care records can be updated to reflect the treatment received and any follow up care required.  The post holder will work in collaboration with the Seamoor unit manager, Community Nurse Team leads and equivalent role post holder at Royal Devon and Exeter Trust to ensure there is consistency in the approach to delivery of Day treatments in the community settings.  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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| **COMMUNICATION/RELATIONSHIP SKILLS** |
| The post holder will establish effective systems of communication to ensure that staff feel fully involved in shaping the Community Day treatment service; 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 unit meetings in an atmosphere, to encourage staff to put forward information and suggestions for improvement.  Ensure staff receive up-to-date information e.g. Trust bulletin, team briefings.  To attend Divisional and team lead meetings relevant to role.  Respond to complaints and suggestions to effect improvements within the service. In conjunction with the Complaints Department, investigate and respond to official 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. |
| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| The post holder will be able to analyse complex facts or situations, requiring analysis, interpretation, comparison of a range of options. 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.  Scope and plan the development of further day treament units within the community setting.  Work closely with the admin team and booking teams to ensure patients are booked into the day treatment hubs appropriately.  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 |
| **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 develop and implement an appropriate unit strategy and philosophy which is reviewed on a regular basis .  Lead new approaches to nursing care within the Hubs, including changes in advanced practice.  Participate in nursing, audit and divisional meetings as appropriate.  Ensure Hub staff receive up-to-date information via trust link, 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 acting utilising the relevant Trust procedures.  Attend local governance meetings to ensure learning from incidents, risks and complaints and compliments.  Attend local governance meetings within Community services.  Participate in the training, education and assessment of pre and post registration nurses and other Healthcare Learners.  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 Hub 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 unit and resources and be responsible for running the unit 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** |
| Participate in the recruitment, induction and development and review of junior members of staff.  Review of manpower resources within the Hubs, helping to assess workload and identify changing skill mix as required.  Be familiar with the Trust Discipline (Performance / Inefficiency) 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 support and facilitate the development of an education strategy which ensures that all those involved in the management of patients receiving chemotherapy are able to deliver the highest standards of care  To be responsible for ensuring all staff working with chemotherapy are competent and work within their scope of practice.  Maintain training records and annual updates for staff within the department for Chemotherapy Peer Review evidence |
| **INFORMATION RESOURCES** |
| To document all patient chemotherapy appointments on Somerset Cancer Registry and maintain patients records as per Trust Documentation Policy  Ensure accurate data is maintained within the department to allow monthly reports for SACT national data set purposes as appropriate.  To be involved in the self-assessment of the National Quality Surveillance Programme for SACT as appropriate. |
| **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.  To work with the Research team to ensure the nursing staff are supported whilst in the department.  Plan, develop, initiate and participate in such research projects in SACT as are appropriate and derive conclusions applicable to practice. |
| **PHYSICAL EFFORT** |
| The role will have a combination of sitting, standing 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. The daily workload is generally predictable; however, the post holder will regularly be required to concentrate for prolonged periods when reviewing patient conditions and reports, clinical incidents and meetings in regards to speciality governance.  Plan & organise day-to-day service provision  Actively participate in strategic service planning & development |
| **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.  Regular exposure to distressing or emotional circumstances when communicating highly sensitive information about diagnosis, treatment options and issues surrounding terminal illness and bereavement. |
| **WORKING CONDITIONS** |
| Car owner/driver  Occasional working with hazardous substances (cytotoxic drugs, bodily waste and fluids) when in 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 (DES) 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.  Northern Devon Healthcare NHS Trust and the Royal Devon and Exeter NHS Foundation Trust continue to develop our long standing partnership with a view to becoming a single integrated organisation across Eastern and Northern Devon. Working together gives us the opportunity to offer unique and varied careers across our services combining the RD&E’s track record of excellence in research, teaching and links to the university with NDHT’s innovation and adaptability.  T*his is* |

PERSON SPECIFICATION

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| **Job Title** | Day Treatment Community Hub Manager |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING**  Registered Nurse  Formal qualification in teaching of adults  Degree in relevant discipline or working towards  Formal Qualification in Leadership | E  E  E  E |  |
| **KNOWLEDGE/SKILLS**  Significant medical nursing experience.  Extensive experience in care of patients with requiring Ambulatory care  Experience of managing service provision and the supervision and managing of staff  Ability to represent the department at meetings of internal, local, regional and national bodies and institutions | E  E  E  E |  |
| **EXPERIENCE**  Able to manage and conduct nurse-led clinics  Counselling skills  IT competence in the usual applications – database, spread sheet and presentation software etc  High level of presentation skills and experience of public speaking |  | D  D  D  D |
| **PERSONAL ATTRIBUTES**  Good interpersonal skills  Good communication skills  Ability to be empathetic  Ability to handle difficult or emotional situations  Excellent organisational skills  Motivation  Ability to adapt and change to meet the needs of the service  Able to work as a team member | 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.  Ability to travel to other locations as required. | E  E |  |

Complete the table below as appropriate

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|  | | **FREQUENCY**  **(Rare/ Occasional/ Moderate/ Frequent)** | | | |
| **WORKING CONDITIONS/HAZARDS** | | **R** | **O** | **M** | **F** |
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| **Hazards/ Risks requiring Immunisation Screening** | |  |  |  |  |
| Laboratory specimens | Y |  | X |  |  |
| Contact with patients | Y |  | X |  |  |
| Exposure Prone Procedures | N | X |  |  |  |
| Blood/body fluids | Y |  | X |  |  |
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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 | X |  |  |  |
| Respiratory sensitisers (e.g isocyanates) | N | X |  |  |  |
| Chlorine based cleaning solutions  (e.g. Chlorclean, Actichlor, Tristel) | N | X |  |  |  |
| Animals | N | X |  |  |  |
| Cytotoxic drugs | Y |  | X |  |  |
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| **Risks requiring Other Health Surveillance** | |  |  |  |  |
| Radiation (>6mSv) | N | X |  |  |  |
| Laser (Class 3R, 3B, 4) | N | X |  |  |  |
| Dusty environment (>4mg/m3) | N | X |  |  |  |
| Noise (over 80dBA) | Y |  | X |  |  |
| Hand held vibration tools (=>2.5 m/s2) | N | X |  |  |  |
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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 | X |  |  |  |
| Night working | N | X |  |  |  |
| Electrical work | N | X |  |  |  |
| Physical Effort | Y |  |  | X |  |
| Mental Effort | Y |  |  | X |  |
| Emotional Effort | Y |  |  | X |  |
| Working in isolation | Y |  |  | X |  |
| Challenging behaviour | Y |  |  | X |  |