

# JOB DESCRIPTION

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| **JOB DETAILS** | |
| **Job Title** | Frailty Liaison Practitioner |
| **Reports to** | Clinical Lead for Frailty – Northern Services |
| **Band** | Band 6 |
| **Department/Directorate** | Medicine / Healthcare for Older People |

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| **JOB PURPOSE** |
| This post is designed to support the lead role in delivering an improvement in the care of frail older people.  The role will provide specialist advice, teaching and guidance for the clinical areas and act as a resource of evidence-based knowledge to enable appropriate and timely identification, assessment, treatment and management for those who are frail.  The post holder will promote a culture of enhancing independence, maintaining or improving functional ability and encouraging a culture of embracing risk to enable patient choice. |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| * To support a proactive, multifactorial approach to improvements in the management of frail older people across the Northern region of the Trust. * To support the delivery of education for the multi-disciplinary team, including medics, on gold standard frailty care * To support accurate recording of data, reviewing trends and identifying the need for improvement areas. Assist with the collating and results of audits, including the CQUIN, through formal reports and/or presentations. * To assist in the provision of guidance regarding the management of frail older people and support appropriate management. * To teach and support clinical teams with frailty initiatives, promoting frailty training and monitoring outcomes * To keep up to date with best practice guidance and disseminate to teams as required * To deputize for Clinical Lead for Frailty where appropriate * Adhere to professional code of conduct, acting as a role model at all times through the promotion of visible leadership. * To actively involve patients in providing feedback on their experience and use the information to assist in practice changes. * The post holder will be required to work flexibly and be highly visible in clinical areas. * It is expected that the post holder will maintain professional credibility through working clinically at times. |

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| * The post holder will seek opportunities to collaborate, and align frailty policies and procedures with Eastern services |
| **KEY WORKING RELATIONSHIPS** |
| Areas of Responsibility: The role will provide specialist advice, teaching and guidance for the clinical areas and act as a resource of evidence-based knowledge to enable appropriate and timely identification, assessment, treatment and management for frail older people  The post holder is required to deal effectively with clinical and non-clinical staff at all levels throughout the Trust, the wider healthcare community and external organisations. This will include verbal, written and electronic media such as twitter. |

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| **ORGANISATIONAL CHART** |
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| **FREEDOM TO ACT** |
| The post holder is expected to work independently and autonomously within the scope of their professional practice whilst understanding their personal and professional boundaries. |
| **COMMUNICATION/RELATIONSHIP SKILLS** |
| The post holder will be expected to communicate effectively between departments and Trusts to ensure patients journey is seamless.  Work closely with multidisciplinary teams, governance co-ordinators, clinical audit, clinical nurse specialists, quality improvement team, medical education team and the clinical tutors and to promote and facilitate high quality care for all in the scope of frailty.  Excellent interpersonal skills to enable the post-holder to develop and maintain robust working relationships with multi-professional staff groups in the Trust and partners in the local health and social care community.  Excellent written, oral and presentation skills to allow effective communication.  Develop and promote excellent working relationships with individuals and teams focusing on the relationship of leadership, teamwork, civility and culture around frailty.  Motivate, inspire and share skills with teams to engage and support quality improvement activities regarding frailty that are meaningful and encourage celebration of successes. |
| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| Complex facts or situations requiring analysis, interpretation, comparison of a range of options. Requires skills for assessing and interpreting specialist acute and other patient conditions and taking appropriate actions.  To monitor and review the effectiveness of interventions with the patient and colleagues and modify this to meet changing needs and established goals of care regarding frailty.  To provide advice and support to clinical teams regarding frailty management required for improvement and identify possible contributory factors for emerging themes.  To support with the collation, analysis of complex data regarding frailty care using appropriate data analysis to present for improvement, deep dive reports and any investigation  To effectively use supervision and appraisal to reflect on own practice and performance. |

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| **PLANNING/ORGANISATIONAL SKILLS** | |
| The post holder will be expected to manage their own caseload and portfolio and be able to prioritise  and ability to re-prioritise at short notice with incoming of urgent issues.  Identify opportunities for increasing the level of patient safety in respect of frailty management.  Ensure best practice is shared and celebrated.  Assist in the provision and receive complex information, gaining agreement and co-operation of key stakeholders regarding frailty.  Assist with the communication of results of audits, including the CQUIN, through formal reports and presentations to senior management and clinical teams. | |
| **PATIENT/CLIENT CARE** | |
| To support patients in meeting their own health and wellbeing through providing expert information,  advice and support.  Ensure a focus on best practice frailty care and improvement objectives which contribute to the highest standards of staff experience and patient care.  Work closely with the patient experience team to encourage co-design of quality improvement projects. | |
| **POLICY/SERVICE DEVELOPMENT** | |
| Working with the Clinical Lead for Frailty to facilitate best practice to individuals, teams and departments within the Trust through training and supporting as required.  Develop a working environment and culture that actively improves patient choice, independence, health and safety.  Review, analyse and interpret governance data to monitor standards for service improvement and safety with regard to frailty management.  Contribute to ensuring frailty documentation and frailty HUB page is up to date.  Work with Eastern services to combine frailty policy and procedures and facilitate and co-ordinate shared learning and benchmarking. | |
| **FINANCIAL/PHYSICAL RESOURCES** | |
| The post holder has a personal duty of care in relation to equipment and resources. | |
| **HUMAN RESOURCES** | |
| The post holder will be responsibility for delivering frailty teaching/ training to staff odd all grades. There  may be a requirement for the post holder to provide guidance and support to the junior team members in the absence of the Clinical Lead for Frailty | |
| **INFORMATION RESOURCES** | |
| To document all patient contacts and maintain patients records as per Trust Documentation Policy  Review of relevant DATIX incident reporting system and levels of harm regarding falls including near misses.  Review / collect Audit data on Meridian and assist with the development of audits for key indicators and assurance. | |
| **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.  Provide feedback from audit data and ensure learning is captured and communicated across teams. | |
| **PHYSICAL EFFORT AND SKILLS** | |
| High degree of competence and dexterity.  To carry out manual handling/clinical risk assessments and implement subsequent actions and maintain competence with manual handling techniques, equipment and training.  Frequent travel to other sites for meetings and teaching.  Light or occasionally moderate physical effort such as carrying equipment for workshop or to team meetings may be required  Sitting at a computer/ desk | |
| **MENTAL EFFORT** | |
| Actively participate in strategic service planning & development.  Numerate and computer-literate, including the ability to use a number of information systems for falls analysis.  Excellent organisational skills, including personal time management to manage and prioritise an unpredictable workload and the need to multi-task whilst completing tasks to short deadlines and progressing longer-term projects; | |
| **EMOTIONAL EFFORT** | |
| Emotional intelligence and personal resilience to maintain a high level of performance even when working under stressful conditions.  Potential exposure to distressing and upsetting falls or patient safety incidents. | |
| **OTHER RESPONSIBILITIES** | |
| The post holder may be required to occasionally deputies in the absence of the patient safety lead/  deputy lead which may involve responding to safety alerts.  **The post holder will be expected to be responsive to the needs of the operational and clinical pressures of the trust – this may require providing clinical support to the clinical areas within the scope of professional practice.** | |
| **DISCLOSURE AND BARRING SERVICE CHECKS** | |
| This post has been identified as involving access to vulnerable adults and/or children and in line with Trust policy successful applicants will be required to undertake a Disclosure & Barring Service Disclosure Check. | |
|  | **GENERAL** |
| This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.  Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff. | |

PERSON SPECIFICATION

Frailty Practitioner

**Job Title**

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING** |  |  |
| Registered Nurse or Allied Health Professional | E |
| Post-registration qualification or equivalent experience in healthcare settings regarding patient safety | E |
| Evidence of teaching/training experience | E |
| Evidence of continuing professional development | E |
| **KNOWLEDGE/SKILLS** |  |  |
| Knowledge of NHS frailty initiatives and drivers  Good understanding of the specific needs of frail older people  Ability to engage and motivate teams. |  | D  D  E |
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| Strong leadership skills | E |  |
| Excellent interpersonal skills | E |  |
| Excellent organisational and communication skills | E |  |
| Excellent written and verbal communication and presentation skills | E |  |
| Effective facilitation, negotiation and influencing skills |  | D |
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| Ability to deal with a complex and rapidly changing environment |  | D |
| Competent in the use of a problem-solving approach |  | D |
| **EXPERIENCE**  Experience of working at Band 5 (minimum of 2 years) or above Evidence of working with multidisciplinary teams  Demonstrates a desire to develop specialist knowledge in frailty and can evidence this in their practice. | E E  E | D |
| Evidence of expertise in improving practice Knowledge and understanding of NHS policy drivers  Understanding why we monitor patient safety and quality standards  Good level of presentation skills and experience of public speaking | E  E  E |

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| **PERSONAL ATTRIBUTES** |  |  |
| Good interpersonal skills, | E |
| Good communication skills, | E |
| Ability to be empathetic, | E |
| Ability to handle difficult or emotional situations, | E |
| Excellent organisational skills | E |
| Motivation | E |
| Ability to adapt and change to meet the needs of the service | E |
| Able to work as a team member | E |
| Able to be assertive when necessary and remain calm in stressful/emergency situations | E |
| Enthusiastic, highly motivated and committed to developing the service | E |
| Willingness to undertake training for specialist job specific roles | E |
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| **OTHER REQUIREMENTS** |  |  |
| The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust. | E |
| Ability to travel to other locations as required | E |
| Flexible working practice if required | E |
| Motivated to further personal development and professional development of | E |
| others |  |

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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 |  |  |  |  |
| Exposure Prone Procedures | Y | 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) | Y/N | x |  |  |  |
| Respiratory sensitisers (e.g isocyanates) | Y | x |  |  |  |
| Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel) | Y |  |  | x |  |
| Animals | N |  |  |  |  |
| Cytotoxic drugs | N |  |  |  |  |
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| **Risks requiring Other Health Surveillance** | |  |  |  |  |
| Radiation (>6mSv) | Y | x |  |  |  |
| Laser (Class 3R, 3B, 4) | N | x |  |  |  |
| Dusty environment (>4mg/m3) | Y | x |  |  |  |
| Noise (over 80dBA) | Y | x |  |  |  |
| Hand held vibration tools (=>2.5 m/s2) | N |  |  |  |  |
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| **Other General Hazards/ Risks** | |  |  |  |  |
| VDU use ( > 1 hour daily) | Y |  |  | x |  |
| Heavy manual handling (>10kg) | Y |  | x |  |  |
| Driving | Y |  | x |  |  |
| Food handling | Y |  | x |  |  |
| Night working | N |  |  | x |  |
| Electrical work | Y |  |  | x |  |
| Physical Effort | Y |  |  | x |  |
| Mental Effort | Y |  |  | x |  |
| Emotional Effort | Y |  |  | x |  |
| Working in isolation | Y |  |  | x |  |
| Challenging behaviour | Y |  | x |  |  |