

JOB DESCRIPTION

JOB DETAILS	
Job Title	Specialist Nurse Co-ordinator, Long Covid
Reports to	Long Covid Assessment Lead
Band	6
Department/Directorate	Community Services

JOB PURPOSE
<p>Providing expert clinical direction and programmes of health and care to patients referred for care in Long Covid Service, within Community Services Division. Work under the direction of the Assessment Lead and the Community Services Manager, using skills and knowledge as a registered nurse to care for, advise, educate and support this patient group throughout their treatment in the service.</p> <p>Providing assessment and care in this 'new and emerging' (Long Covid diagnosed from 2020) field, advising patients and carers, providing key information and guidance materials predominantly virtually. The Specialist Nurse Co-ordinator has responsibility to provide clinical expertise in the assessment and production of Outcome Measures for patients on the Long Covid caseload, and provision of guidance to Trust management.</p> <p>The main aim of the post will be to develop patient recovery between clinical appointments through specialist clinical advice and implementation of evidence-based policies and guidelines. There is a regular and ongoing requirement to learn and apply new and emerging clinical recommendations.</p> <p>This role is a hybrid role, which will involve holding both digital and in-person clinics, and as such, there will be a blend of working from home and working within a clinical setting.</p>

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<ol style="list-style-type: none"> 1. Manage patient care by holding follow-up appointments for patients who have been triaged and accepted into the service. 2. Produce Outcome Measures for the patient 3. Promotion of the 'My Covid Recovery' App or equivalent online resource as a tool in recovery. 4. Assessment of when it is appropriate to escalate the patient back to the care of the Long Covid Service clinicians. 5. To signpost and support patients to use appropriate services external to the Long Covid Service. 6. In partnership with the Long Covid Clinical Assessors, this role will be vital in improving standards of care based on clinical outcomes identified through case review and clinical audit. The Nurse Specialist Co-ordinator will promote and implement high standards of patient care with the aim of enabling patients to enjoy maximum independence, and to return to a life of meaningful activity. 7. Actively participate and at times lead in the effective clinical governance of the service. 8. To support staff in their clinical decision making providing guidance aimed at improving clinical outcomes and patient wellbeing. 9. To be involved in service improvements as directed by the Assessment Lead or demonstrating initiation of changes in practice, including changing service provision to a 'face to face' model.

KEY WORKING RELATIONSHIPS
<p>Areas of Responsibility:</p> <p>No. of Staff reporting to this role: 0</p>

Dealing effectively and with staff of all levels throughout the Trust as and when they encounter on a day to day basis. Communicating sensitively and compassionately with patients, building rapport and trust in order to support the diversity of patients.

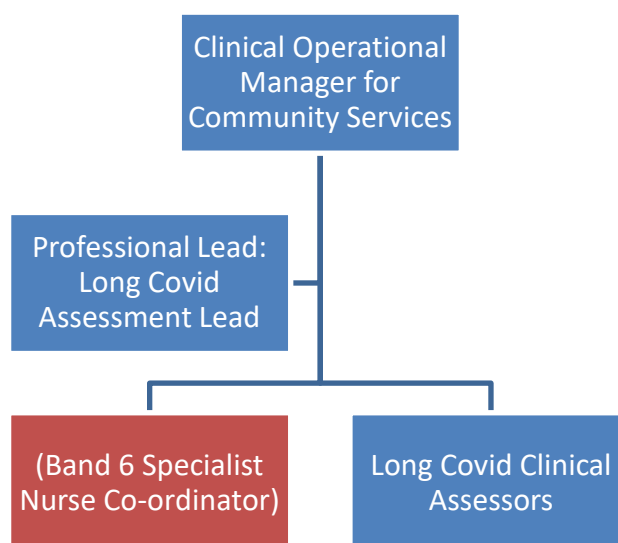
Engaging with the wider healthcare community, external organisations and the public to ensure services are inclusive and of a high standard.

Using a range of communication modes, verbal, written, digital, and on-line.

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
<ul style="list-style-type: none"> • Clerical Staff • Cluster Manager, Service Lead or Team Lead • Long Covid Clinical Assessors • Community Rehabilitation Team • Consultants • RDE staff at all levels • Nursing Staff /specialist nurses • Multi-Disciplinary Teams 	<ul style="list-style-type: none"> • GPs and other practice staff • Patients, relatives and carers • Social Services • Voluntary agencies • Multi-Disciplinary Teams

ORGANISATIONAL CHART



No members of staff report to this role.

FREEDOM TO ACT

- Working within the guidelines of care and treatment provided by the Lead Assessor to devise and deliver care and health programmes with the patient group, absolute ability to apply own professional and clinical skills to adjusting care and health programmes to meet patient need regarding their clinical presentation.
- Contributing to rehab pathways group (i.e. fatigue and breathlessness) to define, design and delivering a course to relevant patients, this post will deliver this training
- Work autonomously without direct supervision on a daily basis and will be a specialist within their area of practice.
- Work will be prioritised according to time scales required taking into account any clinical risks.
- Work within codes of practice and professional guidelines and also implementing new and emerging clinical practices within the Long Covid field.
- Work within current and emerging organisational Policies, Procedures and Standard Operational Procedures (SOP).
- Is responsible for making decisions alone.

- Decide when appropriate to refer patients to specialist services, adult health and social care teams or other providers.
- Acting to represent complex patients within Multi-Disciplinary Team settings, and deciding independently which patients require this additional scrutiny.

COMMUNICATION/RELATIONSHIP SKILLS

- Able to effectively communicate with a variety of health professionals, patients, relatives and carers, to ensure patient care is holistic and managed effectively.
- Effectively communicates complex and sensitive information relating to patient's health and care. Long Covid often has a debilitating and uncertain impact on the patients ability to live 'their usual life' and prognosis for full recovery is not possible with the focus on being on management of symptoms. This complex situation also impacts those surrounding the patient. Support for patients is highly demanding, patients seek answers that have no clear answer as the patient profile is extremely variable, patient presentation is also complex and longevity is highly variable. The demand for high level communication skills is constant, patient appointments have a heavy focus on the patients concerns and questions, also the Clinician is required to influence the patient to follow the management plan for their health and care plan. The tension to securing patient cooperation for the Clinician is that there is no guarantee that the health and care plan will succeed in recovery for the patient and the Clinician has to be honest about this. Utilises higher levels of interpersonal skills to resolve conflict and support patients, relatives and carers in the decision- making process regarding their care.
- Fostering close working relationships with the Assessment Lead and colleagues within and outside the Long Covid Service
- Act at all times in a manner which illustrates care, compassion, courage, competence, communication and commitment.
- Support of Long Covid patients in conjunction with the Long Covid clinicians to meet national and local objectives for service delivery, whether virtual or through an anticipated 'face-to-face model'. Acting as a role model for the Trust in this patient facing role.
- Keeps accurate contemporaneous documentation using the organisation's documentation, both written and electronic.
- Represents the Long COVID Service with external partners including the ICS.

ANALYTICAL/JUDGEMENTAL SKILLS

- Make judgements on complex facts requiring interpretation and comparing options.
- Analyse and act appropriately in complex situations and escalate where required e.g. to Safeguarding Lead.
- Use their higher-level skills for assessment, diagnosis, and interpretation of patient conditions to determine the appropriate course of action/plan of care.
- Support the Clinical Assessors to manage incidents and complaints, assessing risk and initiating further investigation/escalation as appropriate.
- Analyse performance data in relation to the service and make recommendations to the manager.

PLANNING/ORGANISATIONAL SKILLS

- Schedule regular patient review, currently virtually, but in future potentially with the option for face to face, which will entail organising spaces in which to hold these reviews.
- Support the Long Covid Team with clinical pathways
- Respond to patient concerns as point of contact through direct emails, or through patient apps like LivingWith.
- Managing own workload

PATIENT/CLIENT CARE

- Deliver health and care programmes for the Long Covid patients' from initial diagnosis to the end point of their treatment. Undertaking holistic assessments of long-covid patients, including

those with highly complex health and care needs, delivering and supporting appropriate programmes and plans of care with clear timelines for evaluation and revision.

- Monitor standards of care through contact with patients.
- Demonstrate own clinical competence developed through continual professional development, reflective practice and maintenance of a skills portfolio.
- Report and manage any untoward incidents, complaints and clinical emergencies to the appropriate professional within the appropriate times.
- Understanding and applying the implications of the Mental Capacity Act and assesses patient capacity in every situation
- Promotion of health and wellbeing.
- Give assurance regarding the quality of service delivery through organisational data.
- Support delivery of high quality evidence based care and clinical competence.
- The programmes of care are specialist and require specialist input to manage this cohort of patients in this emerging field.
- Initiate any appropriate initial investigation with support from the Assessment Lead.

POLICY/SERVICE DEVELOPMENT

- To work within the Trust's Policies, Procedures and Standard Operating Procedures (SOP).
- To maintain the Trust's Standards of Clinical Governance.
- To implement and audit policies, protocols and pathways, facilitating change in practice which will improve clinical outcomes and meet the needs of patients, relatives and carers. This is particularly important as the service is developing, and latest guidance is likely to change frequently, as well as rates of Covid incidence, making working patterns unpredictable, and requiring action to regulate service standards against this backdrop.
- Provide assurance of the implementation of procedural documents to the Assessment Lead.
- Support the Assessment Lead with service development within the Long Covid Service to facilitate patient centred care, whether virtual or eventually in a 'face-to-face model'.

FINANCIAL/PHYSICAL RESOURCES

- Work with the Assessment Lead to monitor and review staff resources ensuring appropriate skill mix to meet service delivery.

HUMAN RESOURCES

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- As a specialist in long COVID, the postholder will provide training in this emergent field to other members of staff and students. Because of the nature of the research, this is a regular activity of the postholder to ensure that relevant staff remain informed and updated. Training delivery will take place at regular touch points, including during the induction of new staff, team meetings and briefings, and formal training sessions.
- Ensure implementation and adherence to safe lone working practices and staff tracking systems.
- Individual responsibility to ensure completion of mandatory training in line with electronic staff record requirements.
- Individual responsibility to maintain registration as per the Trust policy.
- Supports Health and Wellbeing activities in the team.

INFORMATION RESOURCES

- Inputting, storing and providing information in relation to patient records following GDPR guidance.
- Accurately completing and maintaining effective patient's records, both written and electronically.
- Completing electronic patient activity effectively to facilitate data collection.
- Inputting and storing information on relevant IT systems.

RESEARCH AND DEVELOPMENT

- Support and develop own research skills to facilitate evidence based practice. Continually be monitoring the latest developments and guidance of the Long Covid condition to ensure practice and advice is consistent with latest clinical advice and research.
- Support workforce development in line with organisational requirements.
- Promote patients, relatives and carer feedback of the Long Covid services, to help facilitate learning and improvement.

PHYSICAL SKILLS

- Sensory skills to aid in clinical assessment.
- IT and technical skills including regular use of a keyboard, IT, software and computer systems, skills to enable effective virtual working via Teams and using collaborative IT software, updating of patient records, production of documents, input into MyCare and any other appropriate Trust systems
- Ability to be mobile to meet the needs of the service.

PHYSICAL EFFORT

- Frequent periods of sitting as the majority of the work will and can be done virtually or based in clinic settings.
- Occasional requirement to drive/travel/be mobile to visit community hospitals.

MENTAL EFFORT

- Managing competing demands of providing services on a daily basis. For example, managing a caseload of scheduled appointments, whilst providing a highly responsive service as a single point of contact for patients within this specialist field.
- Balancing the delivery of the service which is scheduled and predicted, with the unknown demands of a new and evolving service. For example, some volume of workload is predictable, but diagnoses of Long Covid are anticipated to increase as the service develops, and knowledge of the condition grows.
- Frequent concentration for developing care programmes and plans, treating and interacting with patients/carers etc. The workload is deadline driven, unpredictable and subject to change and interruption i.e. calls being re-prioritised, interactions with patients/ family, carers needs, and work colleagues.
- Read, decipher and interpret patient information.
- Frequent and sustained periods of high concentration as delivering patients interactions virtually via Teams or other virtual systems
- IT and keyboard skills are a frequent demand of the role
- Work pattern likely to vary between a range of virtual and face to face
- Identify strategies to motivate patients to comply with their treatment plan.

EMOTIONAL EFFORT

- Working with patients who have challenging health needs, such as a complex set of presenting symptoms which prevents the patient from participating in “normal life” with no clear prognosis for complete recovery.
- Working with patients with comorbidities of potential mental health conditions which can manifest in occasional challenging interactions.

WORKING CONDITIONS

- The Nurse Specialist Co-ordinator is a Community Division role, the intention is to provide greater emphasis on providing a virtual service, (i.e. initially working from home), however as the role will also hold clinics.
- They will fulfil all tasks and work as part of a team. To meet the needs of the service, this role may require working in other areas as appropriate as directed by the line manager.
- As services evolve changes to working patterns maybe required to cope with unpredictable changes in demand and capacity, as well as latest guidance.
- Requirement to continuously use VDU.

- Whilst working in the clinic setting, the post holder will be occasionally exposed to bodily fluids. They may also be subject to verbal aggression from patients on occasion.

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.

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.

PERSON SPECIFICATION

Job Title	Specialist Nurse Co-ordinator, Long Covid	
Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING <ul style="list-style-type: none"> Registered nurse (this includes the required Degree level) Specialist post graduate knowledge and experience of patients with complex health and social care needs/or equivalent qualification to this level Formal qualification or training in specialist relevant areas such as respiratory, fatigue management and neuro. V100/V300 Non-Medical prescribing Qualification Leadership/Management qualification or commitment to work towards Practice Assessor and/or Supervisor for pre-registration student 	E E E	D D D
KNOWLEDGE/SKILLS <ul style="list-style-type: none"> Leadership skills and excellent decision-making skills High level communication and interpersonal skills, both written and oral Significant clinical knowledge relating to clinical practice. Evidence of and commitment to continual professional development Advanced clinical assessment skills Analytical skills to enable research outputs, numerate and confident with statistics and reports. Higher level organisational skills Intermediate IT skills Working knowledge of clinical audit and governance agenda 	E E E E E E E	D D
EXPERIENCE <ul style="list-style-type: none"> Significant and proven clinical experience Demonstrable Leadership / people management experience 	E E	
PERSONAL ATTRIBUTES <ul style="list-style-type: none"> Professional role model Self-reliant, ability to demonstrate resilience Ability to motivate and support the development of teams Patient and quality focused Flexible approach to change Highly sensitive, empathetic and personally resilient Prepared to work flexibly 	E E E E E E E	
OTHER REQUIREMENTS <ul style="list-style-type: none"> Demonstrates a positive commitment to uphold diversity and equality policies approved by the Trust 	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	N				
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)	N				
Driving	Y		X		
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		