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JOB DESCRIPTION

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| **JOB DETAILS**  |
| **Job Title**  | Deputy for Response and Recovery / Patient Flow. |
| **Reports to**  | Service Lead Response and Recovery |
| **Band**  | 6  |
| **Department/Directorate**  | Urgent Care – Clinical Support & Specialist Services |

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| **JOB PURPOSE**  |
| * Deputies’ for patient flow lead in aspects of patient flow and caseload of the Urgent Care Service: ensuring an efficient use of resources to meet demand and deploying staff as appropriate.
* Deputies’ for Service lead in the effective management and leadership to the Response and Recovery Service.
* Work with the Service lead and develop the service in line with patient need and trust wide developments and to help provide an equitable service across North Devon.
* Promote collaborative working across all areas of short-term services and support on the further integration with Social Care Reablement, exploring opportunities to develop innovative roles.
* Provide line management for support workers.
* Deliver clinical training to RRSW’s when appropriate.
* Provide clinical leadership to Response and Recovery Support Workers.
* Attend patients in their own home if required, providing expert clinical assessment and independent decision-making.
* Ensure there is capacity to meet demand in Response and Recovery
* Support role development within Response and Recovery to meet changing demands
* Ensure an effective and efficient workforce working to a growing and evolving competency framework to meet demands.
* Deal with any clinical issues for individual patients using the service; linking with clinical colleagues in other teams to find solutions or improve service providing to patients.
* To remain clinically competent in all aspects of the service and be able to provide hands-on patient care when needed.
* Attend when needed the daily forum, giving advice and instruction to ward discharge coordinators and therapy staff, prioritising patient discharges and ensuring
* Work with other clinical leads around patient safety etc

The Post Holder will work as part of the Urgent Care Services and in the community working across disciplines to facilitate hospital discharge and help prevent admission to hospital.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.The post holder will need to work alone at times making autonomous decisions.The post holder will need to carry out assessment and management skills outside of their profession including in the areas of Physiotherapy, Occupational Therapy, Nursing and Social Services. Managerial and Clinical LeadershipThe post holder will be required to oversee all aspects of the Response and Recovery service; dealing with any untoward incidents, clinical risks, patient safety issues and staff competencies. This will require clinical supervision and management oversight.This post has responsibility for all aspects of recruitment and retention, including disciplinary issues, working with the Clinical Matron for Community as required.To be aware of regional and national changes in demand for Urgent Care Services and Hospital Discharge which may have an impact on Response and Recovery.To be able to translate national, regional and organisation clinical policies to local implementation – this will include the development of local policies when needed; liaising with Clinical Matrons.The post holder will pass on and also encourage others to share their skills/knowledge within both formal and informal environments.To have responsibility for the development of staff within Urgent Care Services**Budget** To be responsible for the use of resources in the most efficient and effective way. To authorise spending on equipment (core items) from Community Equipment Store catalogue to a value of £1,000 [2014] following authorisation training. |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| This post may occasionally require weekend and evening working.  |
| **KEY WORKING RELATIONSHIPS**  |
| The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter on a day to day basis In addition the post holder will deal with the wider healthcare community, external organisations and the public. This will include verbal, written and electronic media. Of particular importance are working relationships with:

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| **Internal to the Trust**  | **External to the Trust**  |
| * Urgent Care Co-ordinators
* Response and Recovery Support Workers
* Assistant Practitioners
* Social Care Reablement Team Manager
* Clinical Matrons
 | * Community Equipment Store
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| * Community Service Managers
 | * GPs & other Practice Staff
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| * Health & Social Care Community Teams
 | * Patients, Relatives & Carers
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| * NDHT Staff at all levels
 | * Social Services
* Voluntary Agencies
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| **ORGANISATIONAL CHART**  |
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| **FREEDOM TO ACT**  |
| * To work as an advanced practitioner in the Urgent Care Services without immediate supervision.
* Adhere to professional and organisational standards of practice.
* Is guided by principles and broad occupational policies
* Be professionally accountable for all aspects of your own work, within the context of an autonomous practitioner.
* Initiate and lead specific projects as required.
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| **COMMUNICATION/RELATIONSHIP SKILLS**  |
| * Ensure effective communication takes place at all times.
* Be proactive in giving talks/demonstrations regarding your work to colleagues and others.
* Read and interpret a range of patient medical, medication, social history and social care plans.
* Read and interpret a range of policy and guidance, both local and national.
* Provide information, advice and clinical expertise to team members and managers.
* Liaise closely with all members of the primary and secondary health care team and other agencies in all matters regarding patients care
* Communicates sensitive and complex information
* Obtain patient consent and work within a legal framework with patients who lack capacity to consent to treatment
* Communicate effectively with patients, their families and carers as well as other health and social care professionals involved in their care.
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| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| * Interpret holistic, highly specialist clinical assessment of patients presenting with highly complex multifactorial problems using advanced analytical and investigative skills and clinical reasoning.
* Working outside of discipline to provide a multidisciplinary assessment.
* Use clinical judgment to access further actions and advise other health and social care staff on next steps for the patient’s journey.
* Interpret highly complex information e.g. medical notes and clinical findings and be able to explain this to support workers.
* To provide advanced specialist advice and second clinical opinion to other colleagues e.g. GPs.
* Work in collaboration with other teams in order to support a consistent and equitable service across the Trust.
* Undertake risk assessment, using clinical judgement and provide accurate feedback to the team as necessary e.g. in relation to lone working.
* Apply clinical reasoning skills after assessment to decide appropriate management approach.
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| **PLANNING/ORGANISATIONAL SKILLS** |
| * Take part and lead group sessions
* Plan organize and priorities own work load and guide the work of support workers and junior staff as appropriate.
* Work with the team to deliver the most effective service within the resources available to meet patient needs
* Exercise good personal time management, punctuality and consistent, reliable attendance
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| **PATIENT/CLIENT CARE**  |
| * Support is available through the clinical supervision programme.
* Prioritise and assess highly complex patients referred, taking an evidence-based and reflective practice approach, using a wide range of skills in order to maximise patient/user independence.
* Identify specific problems/needs, and develop goals and highly specialist management plans in partnership with the patient and others.
* Provide generic assessments utilising basic skills outside of own discipline’s usual scope
* Evaluate patient care in the specialty and be proactive in developing services to meet national and local standards.
* Evaluate patient/user progress, and modify treatment/input if required.
* Maintain accurate and timely patient records and reports using agreed standard formats
* Be professionally accountable for all aspects of your own work, within the context of an autonomous practitioner.
* Comply with trust infection control policies and conduct him/herself at all time in a manner as to minimise the risk of health care associated infections.
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| **POLICY/SERVICE DEVELOPMENT**  |
| * Keep up to date with professional and related Health and /Social Care developments.
* Maintain trust standards of clinical governance.
* Be aware of and follow the Health and Safety at Work Act and local/national guidelines, reporting any incidents using the correct procedures.
* Support the implementation and audit of polices, protocols and pathways, facilitating change in practice which will improve clinical outcomes and meet the needs to patients, relatives and carers.
* Report any accidents/ untoward incidents/ near misses to self, patients or carers to the manager in accordance with Trust policy.
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| **FINANCIAL/PHYSICAL RESOURCES**  |
| * Support the leads in the best use and monitoring of allocated resources.
* Assess, prescribe and order equipment and other resources.
* Ensure safe and efficient use of stock and equipment. Ensure equipment has appropriate checks made. Report any equipment defects, taking action to ensure any such equipment is withdrawn from service.
* Demonstrate and instruct the use of equipment to ensure safety.
* Understand and apply the eligibility criteria for services.
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| **HUMAN RESOURCES**  |
| * Work collaboratively with the leads to ensure training and continuing professional development for all team members and planning for the appropriate workforce.
* Participate in clinical supervision as supervisor and supervisee.
* Participate in staff appraisal as appraiser and appraisee.
* Participate in and be proactive in leading and teaching at training sessions for staff and other agencies.
* Be involved in the recruitment of staff in the team in accordance with HR policies, terms and conditions to maintain an effective workforce capable of meeting the objectives of the service.
* Undertake the full range of clinical leadership tasks including communication, staff involvement, workforce planning, appraisal, training and development, and performance management.
* Actively share areas of knowledge and experience both formally and informally.
* Ensure that professional registration is maintained and evidenced to the manager.
* Work with the manager to ensure clinical cover across the locality is maintained especially at times of service pressure.

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| **INFORMATION RESOURCES**  |
| * Contribute to the collection of statistical data in order to monitor and develop team activity using electronic and paper methods.
* Monitor and evaluate the information available.
* Maintain accurate and timely patient records using agreed standard formats.
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| **RESEARCH AND DEVELOPMENT**  |
| * Maintain an up to date knowledge of all areas of clinical practice using a variety of CPD methods and to maintain a CPD portfolio.
* Inputting and storing information on relevant IT systems
* Provide support and leadership to the team members to participate in clinical governance activities e.g. audit, research, clinical reviews.
* Adhere to all professional standards of practice and organisational policies and procedures.
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| **PHYSICAL SKILLS** |
| * Assess, prescribe and demonstrate the safe use of equipment, mobility aids and lifting devices, in a variety of settings including the patient’s home.
* Be able to undertake direct patient care in own home settings when needed or to supervise others.
* Computer skills to maintain patient records, clinical audit, support clinical practice, e mail, presentations and order equipment etc.
* Therapeutic handling of patients demonstrating dexterity, co-ordination, often with the need for prolonged physical effort, seeing patients at short notice to ensure safety.
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| **PHYSICAL EFFORT** |
| * Manually handle equipment (wheelchairs, health care equipment) and furniture frequently, following ergonomic risk assessment as per statutory training and service risk assessments.
* Treatment will necessitate working in restricted positions or limited space.
* Ability to travel to other locations as required meeting time constraints
* Manual therapeutic handling of patients in relation to assessment, treatment and rehabilitation may require working in restricted positions or limited space.
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| **MENTAL EFFORT** |
| * Manage competing demands of providing services on a daily basis and developing a clinical area.
* Read, decipher and interpret patient information.
* Read and decipher lengthy documents, summarising for other staff as appropriate.
* Work pattern is unpredictable and subject to frequent interruption
* Frequent mental effort in assessment and treatment programmes.
* Long periods of concentration, particularly when using a VDU.
* Identify strategies to motivate patients to comply with their treatment plan.
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| **EMOTIONAL EFFORT** |
| * Supporting support workers who work with patients/service users and carers who have a poor/life limiting prognosis, including the communication of distressing news.
* Work with patients in the aftermath of bad news.
* Work with patients with mental heath problems or occasional challenging behaviour.
* At times talk to relatives following a death.
* Work with patients and their carers in periods of crisis where they may be extremely stressed, angry or upset
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| **WORKING CONDITIONS** |
| * Work in a variety of settings (when required – possibly weekly) according to patient needs including patients own home which can involve hot/cold temperatures, cluttered, noisy environments and unhygienic environments.
* Work with patients with a wide range of conditions including contact with body fluids such as urine, blood, sputum.
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| **OTHER RESPONSIBILITIES**  |
| Take part in regular performance appraisal.Undertake any training required in order to maintain competency including mandatory training, e.g. Manual HandlingContribute 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 infectionAs 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.
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| **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** | Advanced Clinical Specialist – Patient Flow (Nurse / Therapist / Paramedic) |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING**Degree or Graduate Diploma in nursingNMCAdditional education in specialist field to masters level or equivalent experience in relevant area.Additional training relevant to the post e.g. moving and handling, clinical skills training, student supervision training.Member of specialist interest group | ✓✓✓✓ | ✓ |
| **KNOWLEDGE/SKILLS**Evidence of continuing professional developmentEvidence of highly developed communication skills to motivate patients and teamHighly developed analytical and critical appraisal skills Knowledge of relevant NSFs, appropriate national guidance and other relevant initiativesExperience of leading clinical auditMulti-disciplinary team working across health, social and voluntary sectorsProven ability of complex case managementBroad range of IT Skills | ✓✓✓✓✓✓✓✓ |  |
| **EXPERIENCE** Appropriate clinical skill and competence to demonstrate highly developed specialist knowledge in clinical setting including specialist trainingAdvanced level of clinical expertise to plan and organise a specialist caseload and develop the clinical teamExperience of advanced problem solvingUndertaken specific piece of work to enhance service development | ✓✓✓✓ |  |
| **PERSONAL ATTRIBUTES** Able to influence and lead the team Proven ability in organisational and time management Ability to deal with and resolve conflict Ability to work under extreme pressure in urgent situation. | ✓✓✓✓ |  |
| **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 meeting time constraints.  | ✓Interview✓Interview |  |

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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 | N |  |  |  |  |
| Contact with patients | Y |  |  |  |  |
| Exposure Prone Procedures | N |  |  |  |  |
| Blood/body fluids | Y |  | ✓ |  |  |
| Laboratory specimens | N |  |  |  |  |
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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 |  |  |  |  |
| Respiratory sensitisers (e.g isocyanates) | N |  |  |  |  |
| Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel) | N |  |  |  |  |
| Animals | N |  |  |  |  |
| Cytotoxic drugs | N |  |  |  |  |
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| **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 |  |  |  |  |
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| **Other General Hazards/ Risks** |  |  |  |  |
| VDU use ( > 1 hour daily) | Y |  |  |  | ✓ |
| Heavy manual handling (>10kg) | Y |  | ✓ |  |  |
| Driving | Y |  | ✓ |  |  |
| Food handling | N |  |  |  |  |
| Night working | N |  |  |  |  |
| Electrical work | N |  |  |  |  |
| Physical Effort  | N |  |  |  |  |
| Mental Effort  | N |  |  |  |  |
| Emotional Effort  | N |  |  |  |  |
| Working in isolation | Y |  |  |  | ✓ |
| Challenging behaviour | Y |  |  | ✓ |  |