

JOB DESCRIPTION

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| **JOB DETAILS**  |
| **Job Title**  | Admission Avoidance AHP Professional Lead |
| **Reports to**  | Care Group Director of Patient Care |
| **Band**  | Band 8a |
| **Department/Directorate**  | Community  |

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| **JOB PURPOSE**  |
| The role of the Admission Avoidance Professional Lead will be to support the Director of Patient Care in providing clinical knowledge and expertise to enable the operational and professional day to day running of the Urgent Community Response and Admission Avoidance services, including the professional support for the Clinical Leads within the service. The base for this post will be confirmed with the successful candidate with travel to other sites being required. The post holder will work in collaboration with the Community Clinical Matrons and AHP leads. The post holder will oversee safer staffing within the teams and work with the operational leads to ensure adequate capacity is in place to be able for smooth running of the services. They will be proactive in leading and developing services in line with patient need, Trust-wide developments and national standards, provide professional advice and expertise to ensure equity of service across the Trust.The post holder will represent the Care Group at Trust-wide meetings and support the professional leadership and development of the services. They will be actively involved in ensuring there are robust processes of clinical governance e.g. quality, safety, risk, clinical audit, and professional supervision. They will be involved in organisational development, health improvement initiatives and service development across the Trust, identifying innovative service developments and growth in line with the Trust’s strategic aims. The post-holder will promote the value of Urgent Community Response and Admission Avoidance teams working with the Director of Patient Care and other professional leads and will lead and influence service and policy development at strategic level while continuing to provide a strong clinical commitment and expert advice to clinical colleagues.The role will ensure continuity of service and work in conjunction with the Clinical Matrons and ACPs and, in the absence of the Director of Patient Care enable all work streams for Admission Avoidance to continue.  |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| * To work collaboratively with the Care Group operational leaders to ensure effective and efficient admission avoidance services are delivered across the Community Care Group
* Be responsible for matching skill mix to workload, setting priorities, monitoring activity and quality as well as active management of resources to achieve an equitable comprehensive service to patients, within the given financial constraints.
* To be professionally responsible for recruitment and retention of the staff within the service, including any workforce planning as required.
* To ensure that staff within the team have the correct level of training, knowledge and skills to facilitate the standardised safe delivery of therapy.
* To deputise for the Associate/ Director of Patient Care in their absence, or as requested.
* To be conversant in and comply with, all relevant local and national policies, procedures, directives and statutory acts; reacting appropriately to breaches or transgressions of any of these.
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| **KEY WORKING RELATIONSHIPS**  |
| Areas of Responsibility: Admission Avoidance activity in the Community Care GroupNo. of Staff professionally reporting to this role: ~ TBC WTE Of particular importance are working relationships with:

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| **Internal to the Trust**  | **External to the Trust**  |
| * Community Care Group Director of Patient Care
* Community Care Group Associate Director of Patient Care
 | * Therapy Leads in other Trusts
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| * Head of Acute Therapies
 | * Patients, relatives and carers
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| * Deputy Medical Director
 | * Volunteer agencies
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| * Director of Nursing
 | * Equipment supplies (DILIS)
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| * Therapy Managers
* Clinical Leads
* Advanced Practitioners
 | * HEIs
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| * AHP Leads
 | * National bodies e.g. NHSE/ CSP/ RCOT
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| * Medical staff
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| * Nursing staff
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| **ORGANISATIONAL CHART**  |
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| Care Group Director/ Associate Director of Patient Care Clinical Matrons and AHP Professional leadsAdmission Avoidance AHP Professional Lead     tACPs for UCRFront Door Admission Avoidance Clinical Leads* - - - Dotted Line denotes Professional Leadership
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| **FREEDOM TO ACT**  |
| * Be responsible for own area of work, working autonomously to plan and organise workload to meet multiple and often conflicting deadlines
* Work in a complex and unstructured multi-disciplinary environment, be able to act with minimum guidelines and be able to set standards for others
	+ Provide specialist advice and expert opinion on matters relating to the Admission Avoidance/ UCR Service.
* Work autonomously with a range of professional, strategic and workforce responsibilities to ensure

 that the service meets divisional and professional objectives and requirements with access to  senior management support when required.* Interprets national policies and guidelines for service area and translates these for local use, benchmarks the service against them and informs to Trust of associated gaps and risks.
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| **COMMUNICATION/RELATIONSHIP SKILLS**  |
| * To communicate with staff and key stakeholders on a range of clinical and service subjects which can include communicating highly sensitive and complex information.
* To manage enquiries from referrers and stakeholders in matters that pertain to admission avoidance services including complaints and concerns.
* Be able to motivate and negotiate with staff using highly developed listening and persuasive skills to implement change within the service and manage any impact on other service areas.
* Lead and attend meetings to communicate service related information to senior managers, staff and external agencies.
* Give formal presentations, talks, demonstrations on current and future services and developments.
* Chair relevant area therapy/ clinical lead meetings, taking responsibility for the agenda, dissemination of information etc.
* Convene and participate in multidisciplinary and cross agency meetings case conferences and visits to support therapy colleagues as appropriate.
* Use highly developed communication, negotiation and persuasive skills at a range of levels across a variety of professional groups and organisations.
* Motivate and negotiate with staff using highly developed listening and persuasive skills to implement change within the service and manage any other impact on other service areas.
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| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| * To use specialist experience and knowledge to analyse clinical, workforce, statistical and financial data to support service development and evidencing best practice as pertains to the service to ensure effective performance.
* To maintain and provide narrative to the statistical information as required eg for Care Group Performance Assurance Framework meeting (PAF)
* To ensure that mechanisms are in place to monitor/modify and evaluate service delivery appropriately to ensure high quality patient care.
* Undertake a comprehensive, holistic clinical assessment of patients presenting with complex multi-factorial problems using advanced analytical skills and clinical reasoning
* Use complex clinical leadership skills to support decision making and resolve conflict
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| **PLANNING/ORGANISATIONAL SKILLS** |
| * To plan and deliver work on a day to day basis with consideration of a range of personal, clinical and organisational demands.
* To ensure that work plan and priorities fit with the needs of the service and others involved in delivering it, contributing to the Trust Business Planning process to ensure that the organisation’s strategic plans are supported by developments within the service to assist the Trust to achieve its performance targets.
* Support the provision of regular, high quality clinical placement for therapy, nursing and medical students, supporting staff as required.
* To demonstrate flexibility and sensitivity to service requirements
* To collaborate with other members of the team in planning and delivering services
* Ensure the service is delivered in line with appropriate operational policies
* Work effectively under pressure, including working directly with staff who may be anxious or antagonistic, prioritise work, meet short deadlines and an unpredictable work pattern which requires regular revision of plans
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| **PATIENT/CLIENT CARE**  |
| * To communicate highly complex and sensitive information about the patient’s condition and diagnosis.
* To provide patients with a reasoned, rational explanation of the decisions around input and discharge planning.
* To be the point of contact for advice and guidance regarding complex clinical issues within the designated area/department and provide expert clinical opinion within specialist area of practice for staff within the Trust.
* Adhere to and ensure team members adhere to professional and organisational standards of practice.
* Be professionally and legally accountable for all aspects of your own work, within the context of an autonomous practitioner.
* Identify and lead on evidence-based care pathways and protocols.
* To take responsibility for and be proactive in continually maintaining and improving the professional knowledge and competence of the staff through the CPD process.
* To ensure clinical competence for staffby developing the correct standard of training and development to deliver appropriate patient care.
* To promote best practice to staff both at the Trust and elsewhere.
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| **POLICY/SERVICE DEVELOPMENT**  |
| * Keep abreast of professional and related NHS/Social Services developments in liaison with colleagues.
* Update teams in developments in the NHS, community and Social care.
* To be responsible for ensuring that HCPCstandards of practice are understood integrated into the work of the team and compliant with Trust guidelines and protocols.
* Identify and implement service improvements, taking account of resources available.
* Lead the operational planning and implementation of policy and service development within the team, leading on priorities in the directorate.
* Ensure that staff are aware of and follow health and Safety at Work Act and national/local guidelines and are aware of correct procedures for reporting incidents.
* Report and review any accidents/ untoward incidents/ near misses to self, patients or carers, to the manager in accordance with Trust policy.
* Give advice on clinical policy making, matching local needs to the national agenda.
* To contribute to the national working groups to develop knowledge and understanding of Admission Avoidance services
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| **FINANCIAL/PHYSICAL RESOURCES**  |
| * Ensure best use and monitor allocated resources and contribute to the development of more effective use of resources e.g. efficiency savings, delivering best value (DBV) etc
* Monitor skill mix within teams to ensure the most effective service, clinically and financially.
* Understand and apply the eligibility criteria for services and assess for, prescribe and order equipment and resources.
* To follow the medical devices and decontamination policy and associated procedures
* To ensure that training resources are utilised effectively through a robust process of appraisal and adherence to personal development plans.
* To ensure staff team attain relevant competency regarding the prescription and use of standard and specialist equipment.
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| **HUMAN RESOURCES**  |
| * Work collaboratively with Therapy Managers/ Leads and Community Service Managers to ensure-
* Recruitment and retention of staff
* Staff rotations developing a broad base of learning for all newly qualified and senior staff
* Support clinical educators to undertake their role
* Training and continuing professional development for all team members
* Implementation and monitoring of systems and processes within the team including rotas, absence, study leave, duties, etc
* In conjunction with the Director of Patient Care and operational service managers, skill mix and plan for the appropriate workforce.
* Disciplinary and complaints procedures.
* Participate in clinical supervision as supervisor and supervisee.
* Participate in staff appraisal as appraiser and appraisee.
* Participate in and where necessary lead and teach at training sessions for staff and other agencies.
* Be prepared to share areas of knowledge and experience both formally and informally
* Ensure that HCPC registration is maintained, for self and team members.
* Work with the Managers to ensure clinical cover across the area is maintained especially at times of service pressure.
* Ensure staff are aware of and follow professional, national and local standards.
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| **INFORMATION RESOURCES**  |
| * To maintain timely, accurate, adequate and accessible records according to Trust policies for documentation and record management including use of the Epic system
* Ensure all personal information is correctly documented and stored safely.
* Contribute to the development of systems to collect and monitor information.
* Provide information as requested by the Trust to monitor and develop services e.g. SLA information.
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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.
* Provide support and leadership to the team members to participate in clinical governance activities e.g. audit, research, clinical reviews.
* Working closely with the Research and Innovation Lead to identify areas of improvement to ensure the service is research active, including proactive participation in the R&I group.
* Adhere to all professional and organisational standards of practice and policies.
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| **PHYSICAL SKILLS** |
| * Demonstrate highly developed physical skills used in the assessment and treatment of patients e.g.complex moving and handling
* Competent IT skills.
* Good level of IT Keyboard skills required to enable completion of data collection systems and the development of reports etc as well as the use of email for communication.
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| **PHYSICAL EFFORT** |
| * Carry out assessments and treatments of chosen specialised area, which may include frequent repetitive movements on a daily basis. The post holder will be expected to stand, squat, support and move inert adult limbs.
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| **MENTAL EFFORT** |
| * Manage competing demands of this leadership role
* Frequent requirements for intense concentration on report and letter writing on a daily basis.
* To use excellent prioritising and time management skills to meet the unpredictable and conflicting needs of the service with frequent interruptions e.g. requests from staff and patients requiring an immediate response to clinical issues.
* Support teams with complex of clinical caseloads requiring complex clinical reasoning.
* Read, decipher, summarise and disseminate lengthy documents.
* Work in an unpredictable work pattern.
* Responding to requests for information with short time scales.
* Long periods of intense concentration on a daily basis, particularly when using a VDU.
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| **EMOTIONAL EFFORT** |
| * Manage patients with chronic pain and distress, dealing sensitively with patients, carers and family who have high levels of anxiety, may be angry or confused.
* Empathically manage patients with long-term degenerative conditions, or patients whose diagnosis or prognosis is worsening, or who may have a distressing diagnosis.
* Make calm, rational decisions under stressful situations.
* Deal effectively and efficiently with issues of complaint and concern. Demonstrating listening and empathic skills with the ability to resolve potential contentious issues.
* Support managers and staff during complaints/grievance/disciplinary situations
* Support staff in difficult situations and during difficult life experiences.
* Instigate and advise on disciplinary and performance issues
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| **WORKING CONDITIONS** |
| * Be adaptable to work in variety of clinical settings in the Community including people’s homes, community hospitals and outpatient settings to be adaptable to meet patient needs within changeable environment.
* To be able to work in an open plan office liable to frequent distractions and interruption.
* Working with patients with a wide range of complex conditions involving exposure to highly unpleasant working conditions on an occasional basis including contact with bodily fluids such as blood, sputum, urine, vomit; fleas and lice.
* Occasional requirement to work with people with challenging behaviour e.g. aquired brain injury, learning challenges of dementia.
* Frequent use of road transportation
* Regular user of the VDU for long periods of time (3-4 hours)
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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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| **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.
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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. T*his is*  |

PERSON SPECIFICATION

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| **Job Title** | Admission Avoidance AHP Professional Lead |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING**BSc Occupational Therapy OR Physiotherapy OR Paramedic ScienceEducated at MSc level or equivalent experienceHCPC registered Evidence of continuing professional developmentManagement / Leadership qualification | **EEEE** | **D** |
| **KNOWLEDGE/SKILLS**Evidence of:- Highly developed leadership skillsExcellent communication skills both written and oralStrong relationship development skills with senior management, peers and clinical colleaguesExcellent interpersonal skills including the ability to resolve conflict, facilitate and negotiate with staffExcellent analytical and numeracy skillsAbility to interpret complex clinical information for clinical decision makingAbility to communicate sensitive, complex and contentious informationConflict resolution skillsCoaching/mentoring experience/skillsDetailed knowledge of clinical governance and risk managementA good understanding of the changing NHS environment | **E****E****E****E****E****E****E****E****E****E****E** | **D** |
| **EXPERIENCE** Extensive clinical experience in a range of specialties (including admission avoidance)Experience of working across organisational boundariesWider health service sector experienceEvidence of ability to lead successful changeOperational and/or Professional management of staff Budgetary managementProject management, audit and service change | **E****E****E****E** |  **D****D****D** |
| **PERSONAL ATTRIBUTES** Behaves in an open, ethical and professional mannerAware of own strengths and limitationsAble to balance own plans and priorities with those of the service and other team membersAble to demonstrate a level of personal confidence necessary to overcome barriersVery high levels of emotional resilience so as to be able to dealt with the most sensitive and political issues e.g. in staffing, service developmentAbility to work across departmental and organisational boundariesModels Trust values  | **E****E****E****E****E****E****E** |  |
| **OTHER REQUIREMENTS:**Demonstrates ambition and clear personal career planningHold a full license and have access to a car to travel between locations | **E****E** |  |

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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 | 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) | N |  |  |  |  |
| Respiratory sensitisers (e.g isocyanates) | N |  |  |  |  |
| Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel) | N |  |  |  |  |
| Animals | Y | xx |  |  |  |
| 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 |  |  |  | x |
| Heavy manual handling (>10kg) | Y |  | x |  |  |
| Driving | Y |  |  | x |  |
| Food handling | Y | X |  |  |  |
| 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 |  |  |