# JOB DESCRIPTION

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| **JOB DETAILS** |  |
| **Job Title** | Clinical Specialist – Urgent Community Services |
| **Reports to** | Advanced Clinical Specialist – Urgent Community Response |
| **Band** | 6 This post is subject to formal matching. |
| **Department/Directorate** | Urgent Care – Clinical Support & Specialist Services |

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| **JOB PURPOSE** |
| * Provide expert clinical assessment, treatment and decision-making for patients who are experiencing a health crisis at home and are at risk of hospital admission; liaising with Advanced Clinical Specialists for advice and direction if required. * Support all patients on the Urgent Community Services caseload in at least a daily review and have plans in place, either by providing the care planning or supporting other clinicians in their decision-making. * Linking with other clinicians across the service and within health and social care and primary care to communicate patient needs and be part of the MDT with patients. * Provide clinical support to all aspects of the service and processes within urgent care. * Work in a generic manner to provide comprehensive and holistic clinical approaches to ensure patients are able to remain safely at home to avoid a hospital admission. * Support unregistered staff in their competencies and offer teaching and advice. * Promote collaborative working across all areas of short term services, including social care, community services and voluntary sector. * Review requests for urgent placements and night sits to avoid hospital admission and support community teams and liaise with budget managers to approve. * Provide line management for junior clinical staff within the service. Deliver clinical training to RRSW’s when appropriate. * Support project management teams when implementing new systems and strategies.     The Post Holder will work as part of the Urgent Community Services and in the community working across disciplines to facilitate urgent (same day) 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 and supporting others in clinical decision-making in order to support patients to ensure positive outcomes.    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.    This post requires caseload management which will vary according to location and complexity. There will be a responsibility to provide advice to patients with highly complex and specialist needs as well as carers and other disciplines.  Provide support to other registered and non-registered staff regarding holistic assessment, sign posting and care provision.  Provide direct support and guidance to registered and non-registered staff with potentially challenging |

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| cases/situations.  Be able to make acute clinical decisions to ensure patient-safety and to recognise and support others when a patient is rapidly deteriorating and requires secondary care or medical review.  The post holder will pass on and also encourage others to share their skills/knowledge within both formal and informal environments.  To contribute to 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 following authorisation training.  To authorise urgent care homes placements and night sits in the absence of CSM or Advanced practitioner |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| This post is required on a rotational basis to work between 08.00-20.00 7 days a week. |
| **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:   |  |  | | --- | --- | | **Internal to the Trust** | **External to the Trust** | | * Urgent Care Co-ordinators * Other clinicians within Urgent Community Response * Urgent Care Nursing Team |  Community Equipment Store | |  Community Service Managers |  GPs & other Practice Staff | |  Health & Social Care Community Teams |  Patients, Relatives & Carers | | * NDHT Staff at all levels * SWAST * 111 * Response and Recovery Support Workers | * Social Services * Voluntary Agencies | |

## ORGANISATIONAL CHART

Community

Services Manager

Band 7 Advanced

Clinical Specialist

Band 6 Clinical Specialist

Other clinical

support posts

## FREEDOM TO ACT

* To work as an expert clinician in the Urgent Care Services sometimes without supervision.
* Make clinical decisions on status of patients and whether to escalate clinical needs.
* 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.
* Support and contribute to specific projects as required.

## COMMUNICATION/RELATIONSHIP SKILLS

* Attend and contribute to multidisciplinary meetings within Urgent Care to ensure that there is an integrated approach that benefits patient’s overall care and discharge Plans and admission avoidances.
* 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.
* Provide information, advice 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, discharge and future care management.
* 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.

## ANALYTICAL/JUDGEMENTAL SKILLS

* 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 actively manage clinical waiting lists to meet patient need and Trust priorities.
* Work in collaboration with other teams in order to support a consistent and equitable service across the Trust.
* Contribute to clinical changes that contribute to the development of patient pathways.
* Propose changes to improve practice in line with local and national guidelines.
* Undertake risk assessment, using clinical judgement and provide accurate feedback to the team as necessary
* Apply clinical reasoning skills after assessment to decide appropriate management approach.

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| **PLANNING/ORGANISATIONAL SKILLS** |
| * Manage a caseload of highly complex patients effectively and efficiently – linking with other parts of UCR to ensure the patient’s health and care needs are met. * Take part and lead group sessions * Plan organise and prioritise own and others 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  To be involved in longer term strategic planning in area of expertise. |
| **PATIENT/CLIENT CARE** |
| * Manage highly complex caseloads and management programmes to a high standard expected of and without day to day clinical supervision. * Triage all urgent referrals and make decisions about priority of needs for fuller assessment. * Provide expert assessment and clinical interventions (as per professional registration and expertise). * 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 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. |
| **POLICY/SERVICE DEVELOPMENT** |
| * Keep up to date with professional and related Health and /Social Care developments. * Support the team to keep updated in developments in the NHS and Social care, leading in the specialty. * Identify opportunities to improve the service, taking account of resources available, discussing your ideas with colleagues and managers. * Participate in the operational planning and implementation of policy and service development within the specialty, leading on priorities in your area and coordinating across organisational and professional boundaries. * Propose and lead changes to improve practice in line with local and national guidelines. * Be aware of and follow the Health and Safety at Work Act and local/national guidelines, reporting any incidents using the correct procedures. * 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 any accidents/ untoward incidents/ near misses to self, patients or carers to the manager in accordance with Trust policy. |
| **FINANCIAL/PHYSICAL RESOURCES** |
| * Support the manager 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. |

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| * Demonstrate and instruct the use of equipment to ensure safety. * Understand and apply the eligibility criteria for services. |
| **HUMAN RESOURCES** |
| * Participate in clinical supervision as supervisor and supervisee. * Participate in staff appraisal as appraiser and appraisee. * Participate in and be proactive in teaching at training sessions for staff and other agencies. * Actively share areas of knowledge and experience both formally and informally. * Ensure that professional registration is maintained and evidenced to the manager. |
| **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. |
| **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. * Take part in clinical governance activities e.g. audit, research, service reviews. * 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. |
| **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. * 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. * Ability to drive and access to a car for daily use. |
| **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. |
| **MENTAL EFFORT** |
| * Manage competing demands of providing services on a daily basis and developing a clinical area. * Make decisions about a person’s ability to remain at home – continuous risk assessing of health status * Read, decipher and interpret patient information. * 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. |
| **EMOTIONAL EFFORT** |
|  Support workers who work with patients/service users and carers who have a poor/life limiting prognosis, including the communication of distressing news. |

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| * Work with patients in the aftermath of bad news. * Work with patients with mental health 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 |
| **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. |
| **OTHER RESPONSIBILITIES** |
| Take part in regular performance appraisal and appraise others    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

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| **Job Title** | Advanced Clinical Specialist – Urgent Community Care (Nurse / Therapist / Paramedic) |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING**  Degree or Graduate Diploma in therapy nursing or paramedicine    HCPC or NMC registration    Additional education in specialist field to degree level or equivalent experience in relevant area.    Additional training relevant to the post e.g. moving and handling, clinical skills training, student supervision training.    Advanced clinical assessment skills  Evidence of a Post Graduate degree or equivalent experience. |                    |  |
| **KNOWLEDGE/SKILLS**  Evidence of continuing professional development    Evidence of highly developed communication skills to motivate patients and team    Highly developed analytical and critical appraisal skills    Multi-disciplinary team working across health, social and voluntary sectors    Proven ability of complex case management    Broad range of IT Skills |                      |  |
| **EXPERIENCE**    Current clinical skills and competencies in urgent care/community care    Experience of advanced problem solving    Care planning expertise    Experience of working with people in times of health crisis |            |  |
| **PERSONAL ATTRIBUTES**    Proven ability in organisational and time management    Ability to deal with and resolve conflict    Ability to work under extreme pressure in urgent situation.    Motivated to ensure high quality patient experience    Ability to work unsupervised in clinical situations |                    |  |

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| **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 |  |  |  |  |