

# JOB DESCRIPTION

| JOB DETAILS                   |  |
|-------------------------------|--|
| <b>Job Title</b>              | Care Transfer Hub Clinical Lead  |
| <b>Reports to</b>             | Care Group Director of Patient Care/ Care Group Associate Director of Patient Care |
| <b>Band</b>                   | 8a   |
| <b>Department/Directorate</b> | Community Care Group   |

| JOB PURPOSE  |
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| <p>The Care Transfer Hub Clinical Lead will provide clinical and professional leadership for clinicians and service leads across the Community Care Group and specifically within the Care Transfer Hubs at RDE Wonford and North Devon District Hospital (NDDH) in the Unplanned Pillar.</p> <p>The post holder will also have a defined portfolio, specific for the core area of responsibility; this will be defined by the Associate Director of Patient Care and/or the Director of Patient Care.</p> <p>This post holder will have senior clinical oversight of the hospital discharge pathways (from both acute sites) and will support the teams to ensure efficiency and effectiveness of assessment and interventions to support hospital discharge. They will work with colleagues within the Care Group (in Community on the Intermediate Care Pathways) and across the organisation (e.g. with ward clinicians, site practitioners etc) with a focus on improving patient flow through the Care Transfer Hubs.</p> <p>The Care Transfer Hub Clinical Lead will be accountable for ensuring the highest standard of clinical care is provided within the relevant setting. There will be a focus on the areas of patient safety, patient experience, user engagement and clinical outcomes. The post holder will ensure that there is patient/client/carer involvement in development of services.</p> <p>The Care Transfer Hub Clinical Lead will be proactive in organisational development, health improvement initiatives and service development across the Care Group, identifying innovative service developments and growth in line with the Trust's strategic aims and in line with National standards, evidence-based practice and patient need. They will lead on development, maintenance and compliance with policies, procedures and guidelines.</p> |

| KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES   |
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| <ul style="list-style-type: none"> <li>• Visible and accessible clinical and professional leadership for clinical teams, operational colleagues, patients and service users.</li> <li>• 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.</li> <li>• Represent the Care Group at Trust-wide and System level meetings</li> <li>• Work with colleagues to ensure way of working and processes are responsive to the needs of patients and their carers; ensuring compassionate care, recognising privacy, dignity and diversity. This includes monitoring of safer staffing and taking action where required.</li> <li>• Continually review quality and efficacy of clinical practice and care. Develop and implement action plans where change is required.</li> <li>• Provide assurance that systems and processes are in place to monitor patient safety and quality performance within their defined portfolio.</li> <li>• Within their area of responsibility, lead and implement the clinical governance and risk management workplan, including evidence of CQC fundamental standards of care.</li> </ul> |

- Work in conjunction with operational and clinical colleagues providing professional knowledge, advice and guidance and assist in the interpretation of complex clinical situations.
- Interpret Trust Policies and ensures all practice is within Trust guidelines.
- Act as a positive role model, always employing professional behaviour and upholding the Trust values.
- The post holder will be responsible for providing and facilitating access to specialist education and training for staff as required.
- To act as an Investigating Officer when appropriate for complaints, serious incidents or safeguarding investigations. To lead and hear professional investigations when performance, absences or grievance have been raised. To ensure relevant issues are raised with the professional bodies where appropriate.
- To assist the General managers, achieve financial balance within the post holders' area of responsibility. This includes the delivery of cost improvement programs.
- The post holder will undertake regular clinical practice and will maintain professional registration
- Carry out any other reasonable request by the Director of Patient Care and Associate Director of Patient Care.
- Participate in the Care Group On Call Rota

## KEY WORKING RELATIONSHIPS

Areas of responsibility: Care Transfer Hubs (NDDH and RDE Wonford)

Professional Leadership:

- Band 7 Care Transfer Hub Clinicians

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.

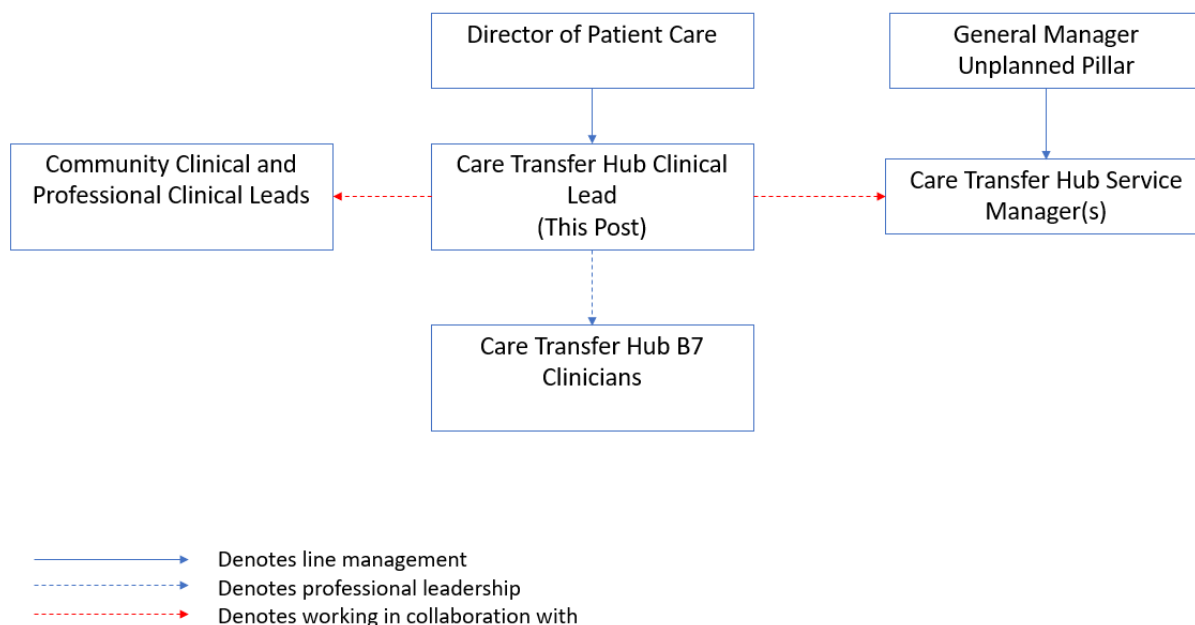
In addition, the post holder will deal with the wider healthcare community, external organisations and the public.

This will include verbal, written and electronic media.

Of particular importance are working relationships with:

| Internal to the Trust  | External to the Trust   |
|--|---|
| <ul style="list-style-type: none"> <li>• Director of Patient Care</li> <li>• Associate Director of Patient Care</li> <li>• Quality and Safety Lead</li> <li>• Care Group Director</li> <li>• General Managers</li> <li>• Community Service Managers</li> <li>• Professional Leads</li> <li>• Clinical Matrons</li> <li>• Care Group Governance Manager and team.</li> <li>• Ward and Team Managers</li> <li>• Medical, Nursing and AHP staff (all levels)</li> <li>• Trust Solicitors</li> </ul> | <ul style="list-style-type: none"> <li>• NHS Trusts</li> <li>• Integrated Care Boards</li> <li>• Other Health Organisations such as Hospices</li> <li>• VCSE</li> <li>• National bodies e.g. NHS England</li> <li>• Regulatory bodies e.g. NMC, HCPC</li> <li>• Patient Safety Agency</li> <li>• Medicines and Health Regulatory Authority</li> <li>• Patients, relatives and carers</li> </ul> |

## ORGANISATIONAL CHART



## 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 direction and be able to set standards for others.
- Work autonomously with a range of professional, strategic, code of practice and workforce guidelines to ensure that the service meets divisional and professional objectives and requirements with access to senior professional and operational support when required.
- Be responsible for establishing how National and Trust policies are interpreted.

## COMMUNICATION & RELATIONSHIP SKILLS

- Provide and receive highly complex, sensitive or contentious information and be prepared to present this information to large groups.
- Communicate service related information to senior managers, staff, patients/clients, carers, external agencies. The way in which this information is communicated requires skill in negotiation, persuasion, motivation and reassurance.
- Develop and deliver formal presentations.

## ANALYTICAL & JUDGEMENTAL SKILLS

The post holder will have the acquired skills to recognise a complex situation (e.g. service level, patient specific, organisational, staffing, case management) that requires analysis, interpretation and comparison of a range of options to mitigate or resolve specific issues. Examples might include:

- Use of specialist experience and knowledge to analyse clinical, workforce and financial data to support service development
- Provision of the narrative to the statistical information as required e.g. for Care Group Performance Assurance Framework meeting (PAF)
- Ensure that mechanisms are in place to monitor and evaluate service delivery 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

## **PLANNING & ORGANISATIONAL SKILLS**

Plan and organise a board range of complex activities, across the service or care group, with the ability to formulate and/or adjust action plans and strategies to mitigate complex situations. This includes:

- Ensuring 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 Care Transfer Hubs to assist the Trust to achieve its performance targets.
- Supporting the provision of regular, high quality clinical placement for therapy, nursing and medical students, supporting staff as required.
- Demonstrating flexibility and sensitivity to service requirements
- Collaborating with other members of the team in planning and delivering services
- Ensuring the service is delivered in line with appropriate operational policies
- Working effectively under pressure, including working directly with staff who may be anxious or antagonistic, prioritise work, meet short deadlines and an unpredictable working pattern which requires regular revision of plans

## **PATIENT & CLIENT CARE**

The post holder will provide highly specialised advice concerning patient care. They will be accountable for direct delivery of patient care through delegated case management and advice to the multidisciplinary team across sectors. The post holder will:

- Communicate highly complex and sensitive information about the patient's condition and diagnosis.
- Provide patients with a reasoned, rational explanation of the decisions around clinical input and discharge planning.
- 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.
- Take responsibility for and be proactive in continually maintaining and improving the professional knowledge and competence of staff through the CPD process.
- Ensure clinical competence for staff by developing the correct standard of training and development to deliver appropriate patient care.
- To promote best practice to staff (internal and external to the Trust)

## **POLICY & SERVICE DEVELOPMENT**

The post holder will develop and implement integrated policies across Community and Acute settings. The post holder will:

- Keep abreast of professional and relevant NHS/Social Services developments in liaison with colleagues.
- Update teams regarding developments within the NHS and wider Health and Social Care.
- Be responsible for ensuring that regulatory standards of practice are understood and integrated into the work of the team and be compliant with Trust guidelines and protocols.
- Identify and implement service improvements, taking account of resources available.
- Lead the planning and implementation of clinical and professional policy and service development within the team, leading on priorities in the Care Group.

- Ensure that staff are aware of all relevant National and 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.
- Contribute to the national working groups to develop knowledge and understanding of specialist area.
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### **RESPONSIBILITY FOR FINANCIAL & PHYSICAL RESOURCES**

The post holder will attend budget meeting for their specified service to oversee general management of budgets and will support the General Managers to rectify any overspends or in the delivery of spend reductions. Examples of this may include:

- 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.
- Ensure staff attain relevant competency regarding the prescription and use of standard and specialist equipment.
- Follow the medical devices and decontamination policy and associated procedures
- Ensure that training resources are utilised effectively through a robust process of appraisal and adherence to personal development plans.

### **HUMAN RESOURCES**

The post holder will work with the operational managers of staff within their specified position to ensure the optimisation of the management of recruitment, performance, absence and development of staff. The Care Transfer Hub Clinical Lead will be responsible for:

- Recruitment and retention of staff
- Staff rotations, developing a broad base of learning for all newly qualified and senior staff
- Supporting 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 (Job Planning)
- In conjunction with the operational service managers, skill mix and plan for the appropriate workforce.
- Disciplinary and complaints procedures.

In addition the post holder will:

- Participate in clinical supervision as supervisor and supervisee
- Participate in staff appraisal as appraiser and appraisee
- Devise training packages and teach other staff (in area of specialism)
- Work with managers to ensure clinical cover across the area is maintained especially at times of service pressure.

### **INFORMATION RESOURCES**

The post holder will be responsible for maintaining their own work-related records.

Additionally, they will be required to handle and keep safe any statistical information including information derived for the Trusts Electronic Patient Record (EPR) and be involved in any modification of any systems and processes.

They are responsible to ensure that staff input into the EPR a high standard of contemporaneous record of care.

### **RESEARCH & DEVELOPMENT**

The post holder will undertake audits or surveys that is in relation to own work and that of their specified area of work. They will audit and analyse complaints, clinical incidents and any trials to benefit the delivery of a high standard of care.

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| The post holder will maintain and up to date knowledge of all areas of clinical practice using a variety of CPD methods and will maintain their own CPD portfolio.   |
| <b>PHYSICAL SKILLS</b>   |
| The post holder will obtain and maintain physical skills through practice, they will develop new skills that is required for the competence and leadership of their specified area of practice. These skills include driving <i>dexterity, co-ordination and sensory skills for assessment and manual treatment/ management of patients</i> . They will be able to demonstrate the knowledge of physical skill related to complex management of patients such as manual handling using approved techniques.  |
| <b>PHYSICAL EFFORT</b>   |
| The post holder will be able to manage a combination of sitting, standing, walking at a light to moderate level for several short periods. In addition, they may carry out assessments and treatments in 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 equipment and/or inert adult limbs.   |
| <b>MENTAL EFFORT</b>   |
| The post holder will be able to concentrate at work and will be able to manage unpredictability or interruptions to deal with service issues. They will be able to participate in meetings and write reports and patient assessments where required.   |
| <b>EMOTIONAL EFFORT</b>  |
| This role may involve frequently supporting staff/ patients in distressing or emotional circumstances. This may include staff issues, patient complaints, delivering unwelcome news for both patients and staff.   |
| As an example, this could be in relation to assisting in the management of extreme pain experienced by a patient or in relation to an unexpected death.  |
| <b>WORKING CONDITIONS</b>  |
| The post holder may have to work in highly unpleasant conditions (occasionally). This might include dust, body odours, noise, body fluids and verbal aggression. In addition: <ul style="list-style-type: none"> <li>• The post holder should be adaptable to work in variety of clinical settings across the organisation including people's homes, Community Hospitals and outpatient settings and be adaptable to meet patient needs within changeable environment.</li> <li>• To be able to work in an open plan office liable to frequent distractions and interruption.</li> <li>• 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.</li> <li>• Occasional requirement to work with people with challenging behaviour e.g. acquired brain injury, learning challenges of dementia.</li> <li>• Frequent use of road transportation</li> <li>• Regular user of the VDU for long periods of time (3-4 hours)</li> </ul> |
| <b>OTHER RESPONSIBILITIES</b>  |
| 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   |
| 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: <ul style="list-style-type: none"> <li>• When required, gain support from Occupational Health, Human Resources or other sources.</li> </ul>   |



- 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.

#### **APPLICABLE TO MANAGERS**

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.

#### **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.

At the Royal Devon, we are committed to reducing our carbon emissions and minimising the impact of healthcare on the environment, as outlined in our Green Plan available on our website. We actively promote sustainable practices and encourage colleagues to explore and implement greener ways of working within their roles.





# PERSON SPECIFICATION

|                  |                                 |
|------------------|---------------------------------|
| <b>Job Title</b> | Care Transfer Hub Clinical Lead |
|------------------|---------------------------------|

| Requirements  | Essential | Desirable |
|---|-----------|-----------|
| <b>QUALIFICATION/ SPECIAL TRAINING</b>  |           |           |
| ➤ BSc Physiotherapy or BSc Occupational Therapy or Registered Nurse   | E         |           |
| ➤ Registered with the Health and Care Professions Council or Nursing and Midwifery Council.   | E         |           |
| ➤ Post registration qualification, equivalent to Masters degree or equivalent demonstrable experience in relevant field                       | E         |           |
| ➤ Professional knowledge acquired through above mentioned qualifications and/or experience, supplemented by specialist training or equivalent | E         |           |
| ➤ Demonstrable evidence of commitment to Continued Professional Development   | E         |           |
| <b>KNOWLEDGE/SKILLS</b>   |           |           |
| ➤ Highly developed specialist knowledge, underpinned by theory and experience   | E         |           |
| ➤ Experience in clinical and professional leadership of a team or service   | E         |           |
| ➤ Experience of implementing change at a team or service level  | E         |           |
| ➤ Knowledge of relevant professional code of conduct/ professional standards  | E         |           |
| ➤ Able to expertly and autonomously manage own time/ competing priorities   | E         |           |
| ➤ Able to synthesise information from a variety of sources and translate into professional/ clinical guidance for teams                       | E         |           |
| <b>EXPERIENCE</b>   |           |           |
| ➤ Extensive clinical experience in a range of specialties (Acute and Community service experience is highly desirable)                        | E         |           |
| ➤ Experience of working across organisational boundaries  | E         |           |
| ➤ Wider health service sector experience  |           | D         |
| ➤ Evidence of ability to lead successful change   | E         |           |
| ➤ Operational and/or Professional management of staff   | E         |           |
| ➤ Budgetary management  |           | D         |
| ➤ Experience in leading project management, audit and service change  | E         |           |

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| <b>PERSONAL ATTRIBUTES</b> <ul style="list-style-type: none"> <li>➤ Excellent communication skills</li> <li>➤ Excellent interpersonal skills including the ability to resolve conflict, facilitate and negotiate with staff</li> <li>➤ Behaves in an open, ethical and professional manner</li> <li>➤ Aware of own strengths and limitations</li> <li>➤ Able to balance own plans and priorities with those of the service and other team members</li> <li>➤ Able to demonstrate a level of personal confidence necessary to overcome barriers</li> <li>➤ Very high levels of emotional resilience so as to be able to deal with the most sensitive and political issues e.g. in staffing, service development</li> <li>➤ Ability to work across departmental and organisational boundaries</li> <li>➤ Models Trust values</li> </ul> | E<br>E<br>E<br>E<br>E<br>E<br>E<br>E<br>E |  |
| <b>OTHER REQUIREMENTS</b> <ul style="list-style-type: none"> <li>➤ Demonstrates a positive commitment to uphold diversity and equality policies approved by the Trust.</li> <li>➤ Hold a full license and have access to a car to travel between locations</li> </ul>   | E<br>E                                    |  |

| WORKING CONDITIONS/HAZARDS   |   | FREQUENCY<br>(Rare/ Occasional/<br>Moderate/ Frequent) |   |   |   |
|--|---|--|---|---|---|
|  |   | R  | O | M | F |
| <b>Hazards/ Risks requiring Immunisation Screening</b>                                 |   |  |   |   |   |
| Laboratory specimens   | Y |  | X |   |   |
| Contact with patients  | Y |  |   |   |   |
| Exposure Prone Procedures  | Y |  |   | X |   |
| Blood/body fluids  | Y |  |   | X |   |
| <b>Hazard/Risks requiring Respiratory Health Surveillance</b>                          |   |  |   |   |   |
| 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)                | Y | X  |   |   |   |
| Animals  | Y |  | X |   |   |
| Cytotoxic drugs  | Y | X  |   |   |   |
| <b>Risks requiring Other Health Surveillance</b>                                       |   |  |   |   |   |
| Radiation (>6mSv)  | N |  |   |   |   |
| Laser (Class 3R, 3B, 4)  | N |  |   |   |   |
| Dusty environment (>4mg/m3)  | Y | X  |   |   |   |
| Noise (over 80dBA)   | Y | X  |   |   |   |
| Hand held vibration tools (=>2.5 m/s2)   | N |  |   |   |   |
| <b>Other General Hazards/ Risks</b>  |   |  |   |   |   |
| VDU use ( > 1 hour daily)  | Y |  |   |   | X |
| Heavy manual handling (>10kg)  | Y |  | X |   |   |
| Driving  | Y |  |   |   | X |
| Food handling  | Y | X  |   |   |   |
| Night working  | Y | X  |   |   |   |
| Electrical work  | N |  |   |   |   |
| Physical Effort  | Y |  |   | X |   |
| Mental Effort  | Y |  |   |   | X |
| Emotional Effort   | Y |  |   |   | X |
| Working in isolation   | Y |  |   |   | X |
| Challenging behaviour  | Y |  |   |   | X |