

JOB DESCRIPTION

JOB DETAILS	
Job Title	Site Practitioner
Reports to	Clinical Matron for Operations
Band	Band 7
Department/Directorate	Operations Division

JOB PURPOSE

Working within the Operations Support Division at the RD&E and managed by the Lead Nurse / Head of Patient Flow and Clinical Matron for Operations, the team of Site Practitioners provide 24 hour support to the organisation to ensure the effective patient flow of both elective and emergency patients in single sex accommodation, from admission to discharge throughout the Trust. Out of hours the Site Practitioner will co-ordinate the Hospital Out of Hours service.

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

- Provide 24 hour support to ensure the effective flow of patients from admission to discharge throughout the Trust, assisting the organisation in elective recovery and ED 4 hour breach targets.
- Provide day-to-day management and leadership, ensuring the effective flow of emergency and elective patients.
- Provide advanced practice, leadership and professional support out-of-hours, ensuring clinical teams deliver safe and effective care, and ensuring patients are cared for in the right place, at the right time, and by the appropriate staff.
- Work with clinicians and colleagues to deliver a quality, patient- focused service.
- Provide clinical expertise to the Hospital Out of Hours service.
- Co-ordinate the Hospital Out of Hours service to ensure clinical priority for patient care.
- Play a proactive role in quality of service provision.
- Ensure the patient flow between ED, Admission areas and wards is maximised to reduce delays and/or breaches and improve patient experience.
- Be a point of contact for capacity escalation.
- Provide out of hours infection control advice and decision making.
- Be involved in the co-ordination of the Trust deep cleans and maintenance work.
- Manage external repatriations to and from other hospitals/Countries.
- Manage clinical emergencies until appropriate support arrives eg. Cardiac arrests, MET calls, injuries occurring on hospital grounds.
- Manage and co-ordinate non-clinical emergencies in conjunction with other professionals eg fire calls, major incidents, estates emergencies.
- Be a responsible fire officer out of hours, helping with decision making and ensuring appropriate and safe evacuations if required.
- Provide frequent accurate updates to operational management teams.
- Be a point of contact for Mental Health Act administration, accepting and scrutinising mental health paperwork on behalf of the organisation.
- To participate in the development of projects as delegated by the Lead Nurse Patient Flow and Clinical Matron for Operations.
- Co-ordinate the hospital out of hours service and triage tasks to the appropriate person.
- Manage a caseload of clinical tasks out of hours.

- Liaise closely with On Call / Medical Teams, Clinical Matrons and Divisional Teams, ensuring continuity of care and, in conjunction with the Lead Clinician, support the deployment of clinical resources within the Trust.
- Supporting in the filtering for On Call Pharmacist, obtaining emergency drugs, verification of death, risk assessments, security issues when security is not on site, transport and transfers to community hospitals, clinical issues and professional support.
- Co-ordinate the allocation of staff out of hours in the absence of the on-call Clinical Matrons.
- When necessary, practice at an advanced level in accordance with agreed protocols and competencies.
- Effectively co-ordinate and manage emergency referrals and admissions across the Trust.
- Contribute to the development and review of protocols and competencies to underpin the agreed boundaries of practice.
- Work within agreed protocols and guidelines with reference to all clinical care.
- Contribute to and support the development and implementation of Care Pathways and Nurse-Led Discharge under the direction of the Lead Nurse / Head of Patient Flow, Clinical Matron for Operations and Director of Nursing.
- Ensure accurate and relevant electronic documentation is kept in accordance with legal requirements including trust and NMC Guidelines.
- Mentor / facilitate staff in their development across the organisation.
- Ensure that within the Team the statutory requirements and directives of the NMC are promoted and adhered to including revalidation.
- Establish the lead in creating an environment that encourages innovation from staff within the trust, put into practice and impact evaluated.
- Contribute to the education and training strategies to meet the needs of the changing service and personal development needs of staff.
- Support any staff requesting experiential placements within the Site Management Team.
- The postholder will be required to undertake Advanced Life Support training within this role. Training will be provided.

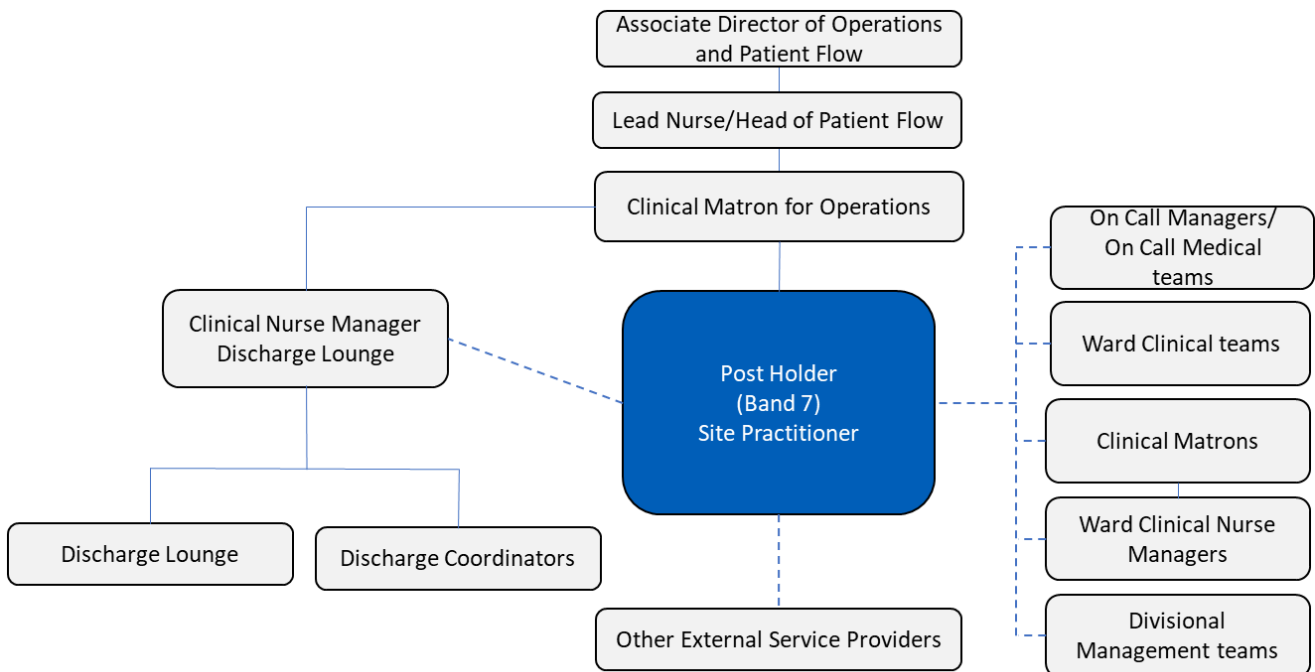
KEY WORKING RELATIONSHIPS

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
<ul style="list-style-type: none"> • Director of Operations • Associate Director of Operations and Patient Flow • Director of Nursing • Care Group Directors of Patient Care • Clinical Matrons • Clinical Nurse Managers • AHP Leads and Care Group Management teams • Ward Nursing teams • On call management teams • On call medical teams • Hospital Discharge Team • Bay 6 	<ul style="list-style-type: none"> • Transport Providers • Other NHS hospital Trusts

ORGANISATIONAL CHART



Denotes:

- Line Management Responsibility
- - - - Liaison Relationship

FREEDOM TO ACT

- To work as an advanced practitioner in the Royal Devon and Exeter hospital 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.

COMMUNICATION/RELATIONSHIP SKILLS

- Ensure effective communication takes place at all times.
- Lead and attend bed meetings within the acute setting 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.
- 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, 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

Based on JM0372 Advanced Clinical Specialist (patient flow) Formally Matched 18/10/2022
checked by JE team on 22/07/2024

- Interpret holistic, specialist clinical assessment of patients presenting with complex multifactorial problems using 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 complex information e.g. medical notes and clinical findings and be able to explain this to support workers.
- To provide specialist advice and second clinical opinion to other colleagues e.g. GPs.
- To actively support the management of clinical waiting lists for hospital discharges 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.
- Lead and participate in the operational planning and implementation of policy and service development within the team, helping to set priorities.
- Lead 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 e.g. in relation to lone working.
- Apply clinical reasoning skills after assessment to decide appropriate management approach.

PLANNING/ORGANISATIONAL SKILLS

- Manage the flow of highly complex patients effectively and efficiently.
- Take part and lead bed meetings and on-call meetings
- Plan organise and prioritise own work load and guide the work of 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. Support is available through the clinical supervision programme and from more specialist or skilled staff in a particular area.
- Prioritise and assess highly complex patients, 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 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 yourself 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.
- Demonstrate and instruct the use of equipment to ensure safety.
- Understand and apply the eligibility criteria for services.

HUMAN RESOURCES

- Work collaboratively with the manager 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.

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.
- Lead on clinical governance activities e.g. audit, research, service reviews.
- Take a lead role in clinical development e.g. journal clubs, special interest groups, peer review groups and other activities to share and expand specialist knowledge across the service.
- 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.
- 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.

PHYSICAL EFFORT

- Manually handle equipment (wheelchairs, health care equipment) frequently, following ergonomic risk assessment as per statutory training and service risk assessments.
- Emergency treatment will necessitate working in restricted positions or limited space.
- 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.
- 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.

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.
- Work with patients in the aftermath of bad news.
- Work with patients with mental health problems and frequent 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 according to patient needs which can involve hot/cold temperatures, cluttered, noisy environments, outdoors and unhygienic environments.
- Work with patients with a wide range of conditions including occasional contact with body fluids such as urine, blood, sputum.

OTHER RESPONSIBILITIES

Take part in regular performance appraisal.

Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling

Contribute to and work within a safe working environment

You are expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection

As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust's disciplinary policy) up to and including dismissal.

You must also take responsibility for your workplace health and wellbeing:

- When required, gain support from Occupational Health, Human Resources or other sources.
- Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health.
- Follow the Trust's health and wellbeing vision of healthy body, healthy mind, healthy you.
- Undertake a Display Screen Equipment assessment (DES) if appropriate to role.

DISCLOSURE AND BARRING SERVICE CHECKS

This post has been identified as involving access to vulnerable adults and/or children and in line with Trust policy successful applicants will be required to undertake a Disclosure & Barring Service Disclosure Check.

GENERAL

This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.

Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.

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

Job Title	Advanced Clinical Specialist – Patient Flow (Nurse / Therapist / Paramedic)
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Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING		
Degree or Diploma in nursing	✓	
NMC registration	✓	
Additional 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		✓
Advanced clinical experience relevant to the post	✓	
Advanced Life Support qualification		✓
Willingness to undertake ALS training in post	✓	
Relevant professional or management qualification at degree level or equivalent experience	✓	
KNOWLEDGE/SKILLS		
Ability to manage complex clinical and operational situations that involve staff from all levels within an organisation and across a range of professional boundaries	✓	
Good organisational and personal effectiveness skills	✓	
Ability to think strategically and plan ahead	✓	
Previous experience of practising at an advanced level or willingness to develop relevant competencies	✓	
Excellent communicator	✓	
Good knowledge and navigator of EPIC		✓
I.T skills to include Microsoft Word, Excel, Microsoft Outlook Email	✓	
Ability to prioritise work and manage deadlines	✓	
Ability to work for and as part of a team	✓	
Ability to work independently and on own initiative	✓	
EXPERIENCE		
Significant experience within an acute setting	✓	
Experience of managing/supervising teams	✓	
Proven success in the management of change	✓	
Experience of working in a patient flow environment		✓
PERSONAL ATTRIBUTES		
Enthusiastic highly motivated & committed to delivering a service	✓	
Team worker, able to relate to all grades of staff	✓	
Able to work in a highly pressured environment	✓	
Can remain calm and professional in emergency situations	✓	
Empathetic, but able to understand professional boundaries	✓	
Welcoming, friendly and approachable manner	✓	
An adaptable approach to work	✓	
Commitment to continual development	✓	
OTHER REQUIREMENTS		
The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust	✓	
Adheres to relevant Trust policies and procedures	✓	
Adheres to confidentiality and data protection requirements	✓	

WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	Y				
Exposure Prone Procedures	N				
Blood/body fluids	Y		✓		
Laboratory specimens	N				
Hazard/Risks requiring Respiratory Health Surveillance					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	N				
Respiratory sensitisers (e.g isocyanates)	N				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	N				
Animals	N				
Cytotoxic drugs	N				
Risks requiring Other Health Surveillance					
Radiation (>6mSv)	N				
Laser (Class 3R, 3B, 4)	N				
Dusty environment (>4mg/m3)	N				
Noise (over 80dBA)	N				
Hand held vibration tools (=>2.5 m/s2)	N				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	Y				✓
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			✓	