

JOB DESCRIPTION

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| **JOB DETAILS** | |
| **Job Title** | Nurse Specialist Community |
| **Reports to** | Care Services Team Manager |
| **Band** | Band 6 |
| **Department/Directorate** | Community Services |

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| **JOB PURPOSE** |
| * The postholder will work alongside the Care Services team, to provide a person-centred approach to Advance Care Planning (ACP), implement and support the 5 priorities of care at end of life, as well as support with specialised education about end of life. * To work within the Care Services Team within Eastern Devon, to provide on-going engagement, education and training to care homes and other providers, with a specific remit in identifying and completing of ACP, which will include escalation planning to assist in reducing avoidable and unnecessary hospital admission, and to suggest improvements in care provision, recognising and challenging poor practice, offering support to care services or raising concerns to the relevant agencies where appropriate.   This role will have a continued focus in identifying people in the last year of their life as outlined in “Ambitions for palliative and end of life care” a national framework for local action 2021-2026 NHS Strategy.  The postholder will work as an autonomous practitioner without direct supervision and at times lone working.   * To work in partnership with adult health and social care colleagues in developing best practice and engaging with relevant service teams to achieve this aim. * Provide advice and support directly to care services to enable best practice in relation to care and safeguarding issues relating to their residents and clients.   **#**  Develop and deliver training packages to support the delivery of quality care within care services, and participate in audit and research to measure clinical effectiveness. |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| * Provide co-ordination and navigation for people and their carers across Health and Social care services. Working closely with Primary Care Services helping to ensure patients receive a joined-up service and the most appropriate support. * Work with people, their families and carers to improve their understanding of the patient’s condition and support the to develop and review personalised advanced care plans to manage their needs and achieve better outcomes. * Assist care home teams to access self- management education courses, peer support, and offer intervention that supports them and increases their level of knowledge and skills, and confidence in managing the healthcare needs of the people they care for. * Work collaboratively with care homes, residents and their family members, GP Practice teams, Community services, care homes service, and where appropriate acute services. * Act at all times in a manner that illustrates respect for privacy, dignity and confidentiality. * Raise awareness of how to undertake and record Advanced Care Planning and support staff and patients to have more shared decision-making conversations. * Support care homes, Primary Care Networks, in developing communication channels between GP`s, People and their families, care givers, and other agencies. * Conduct follow up on communication from out of hospital and in-patient services. * Maintain records of referrals and interventions to enable monitoring and evaluation of the service. * Support care homes, Healthcare services, GP Practices to keep care records up to date by identifying and updating out of date information about the person`s circumstances. * Recognising and appropriately addressing risk factors to clients and carers within their healthcare setting. * Demonstrates commitment and works regularly with senior colleagues to develop further expertise in developing own and team research skills, and future evidence-based practice. Contribute towards the audit process and policy information. Make recommendations for aids and supports change within the service.   This is not an exhaustive list: the post holder may be required to carry out other key duties as required by the Trust.  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. |
| **KEY WORKING RELATIONSHIPS** |
| Areas of Responsibility: 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.  No. of Staff reporting to this role: 0    Of particular importance are working relationships with:   |  |  | | --- | --- | | **Internal to the Trust** | **External to the Trust** | | * Community Rehabilitation Team * Other specialist therapists and UCR team * Community Nurse teams | * Patients, relatives and carers, GP teams * Care Home teams | |  | * Domiciliary care teams | |  |  | |  |  | |

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| **ORGANISATIONAL CHART** |
| Senior Nurse/Therapist professional leadership |
| **FREEDOM TO ACT** |
| As part of the care services team with a lead on end of life care, the postholder is a lone worker, working remotely and therefore work is managed without direct supervision. Work within the Trust policies and procedures. Use initiative to deal with routine matters and complex queries deciding when it is necessary to refer to the available line manager.  Work with a named clinical point for advice and support.  Manage own time and workload on a day to day basis, in conversation with the Care Homes lead.  Manage own patient caseload identifying when actions or additional support is required, alerting a named clinical contact in addition to relevant professional and highlighting any safety concerns. |
| **COMMUNICATION/RELATIONSHIP SKILLS** |
| Establish and maintain positive working relationships with all relevant services. Communicate and build effective therapeutic relationships with service users and professional partners to ensure patient care is focal and managed effectively.  Provide advice and support to colleagues, care providers, service users and carers, and other agencies/organisations as required.  Develop processes for engaging care provider staff in clinical and professional development, e.g. clinical forums.  Due to the nature of this role there may be exposure to emotional and sensitive situations, where care services/providers are under investigation regarding care provision. The post holder will therefore need to communicate sensitive and complex information and challenge poor practice.  Act at all times in a professional manner which illustrates respect for privacy and confidentiality.  This role requires excellent communication skills; verbal, written and use of IT.  The post holder requires a positive empathetic and responsive conversations with the person, and their family and carer(s) about their needs. Communicate and build therapeutic relationships with care home residents, care home staff, and professional partners to ensure patient care is focal and managed effectively. |
| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| Prioritise provision of education and training to care providers through analysis of admissions data; partnership working with Safeguarding team, Care Quality Commission, Quality Assurance, Improvement Team, and community services.  Review clinical research and link with subject experts in RDUH or other providers to ensure education and training packages reflect current up to date evidence-based practice.  To collect relevant data on support given and training delivered. This will then help to inform the team manager of improvements in service user safety and the quality of the care experience as a result of the intervention from this post.  Interpret clinical information as presented in the patient clinical records.  Contribute to the completion of root cause analysis of untoward events. Involvement in significant event audit process.  Highlight concerns in staff performance within care services and ensure that development needs are identified and support care services managers and advise on monitoring and training.  Ability to recognise failure of care services in meeting expected standards and work in partnership with appropriate agencies to identify appropriate action and support as required.  Analyse appropriate admission data to identify trends or potential issues for further attention.  Report into safeguarding meetings as required in support of the Safeguarding team as indicated. |
| **PLANNING/ORGANISATIONAL SKILLS** |
| Exercise good personal time management punctuality and consistent and reliable attendance.  Co-ordinate detailed referrals from Health and social care professionals, communicate and answer queries from all disciplines.  Plan both straightforward and more complex ongoing referrals together with looking into the longer-term planning of care.  Deliver education and training programmes to care services, supporting the care services team to deliver the core training package annually, with an emphasis on end of life. Monitor the impact of training by reviewing completed pre and post training questionnaires. Use the feedback to evaluate the effectiveness of the education and revise the training and/or package if required.  Support with the identification of learning needs and overcome limitations that may arise. Review how the training is delivered from identified needs and select learning opportunities that build on strengths within the training session.  Evaluate learning and document the outcomes of the educational process.  Review the efficacy of the teaching methods used and the duration and frequency of the education sessions for maximum benefit.  The post holder will combine clinical expertise with the ability to teach and the application of theories of learning and education.  The post holder will work within the Nursing and Midwifery Council (NMC) The Code; Professional standards of practice and behaviour for nurse and midwives or the College of Occupational Therapy Code of Professional Conduct, or their respective professional code of practice.  Provide a forum for care service staff to facilitate clinical and professional development |
| **PATIENT/CLIENT CARE** |
| The post holder will put the patient at the centre of all activities and have regular contact with patients/clients by telephone, face to face and will provide information and advice to patients and carers. They will work sensitively with people and capture information. They will help people to transition seamlessly between secondary and community care services, conduct follow up appointments and suggest people to navigate through the wide health care system.  The post holder will assess and support people to amend and implement the advanced care plan providing specialist advice to patients. They will evaluate and update care plans, at regular intervals, ensuring that ACP is communicated to GP and any other professionals involved in the persons care and upload to the relevant online care records  The post holder is required to provide advice and clinical guidance in relation to the care of patients to prevent adverse effects on health and well-being. For example, advice on pressure ulcers, hydration and positioning.  To support the development of and maintenance of high standards of care within care services.  Take appropriate action when residents are identified at risk, e.g. safeguarding adult, Best Interest Assessments, incident reporting, and Deprivation of Liberty procedures.  Promote the safety of service users including the training and development of staff within a variety of settings within the community.  Escalate any concerns in care delivery by other providers if below standards expected.  To demonstrate clinical competence developed through continual professional development, reflective practice and maintain a skills portfolio relevant to the service specification.  Undertake training to develop a range of knowledge and skills in order to deliver high quality evidence-based care.  Be professionally and legally accountable for all aspects of your own work, within the context of an autonomous practitioner. |
| **POLICY/SERVICE DEVELOPMENT** |
| Work within the Nursing and Midwifery Council’s ’The Code; Professional standards of practice and behaviour for nurse and midwives and the College of Occupational Therapy Code of Professional Conduct, or standards of another professional body.  Participate in policy development and contribute to service improvement.  Identify opportunities and gaps in the service to provide feedback to continually improve the service and contribute to business planning.  Contribute to the evaluation reports required for the monitoring and quality improvement of the service.  Awareness of Care Act/Services standards.  To play an active part in prevention of adult safeguarding concerns.  To be responsible for improving own professional knowledge and competence.  To work to Trust Policies, maintain Trust Standards of clinical governance and maintain professional standards of practice. |
| **FINANCIAL/PHYSICAL RESOURCES** |
| Support the manager in the best use of allocated resources and be aware of budgetary control. |
| **HUMAN RESOURCES** |
| Provide advice and guidance to care service staff to develop an individualised approach to assessment, planning, implementation, and evaluation of care.  To provide education, training and supervision to other registrants.  To participate in own clinical supervision and personal annual appraisal and maintain own personal development plan as agreed.  Individual responsibility for ensuring attendance at mandatory training updates.  To develop training packages in core subjects which are evidence based and in conjunction with specialist services. To deliver the training and education to care providers to ensure delivery of best practice. |
| **INFORMATION RESOURCES** |
| Produce comprehensive and contemporaneous documentation, accurately completing and maintaining effective patient records including addressing confidentiality issues.  To maintain a data base of care services and attendees receiving education and training including summary of feedback. Using data to monitor effectiveness of the care providers and act as an early warning system for reporting any areas of concern as appropriate.  Ensure education/training packages and risk assessment tools are agreed with line manager, professional practice and relevant specialist service.  The post holder will be expected to engage in analysis ad presentation of data. |
| **RESEARCH AND DEVELOPMENT** |
| Contribute towards/make suggestions for and support changes within the service.  The Trust requirement to undertake surveys necessary own work.  Maintain an up to date knowledge of all areas of clinical practice using a variety of Continuing Professional Development (CPD) methods and to maintain a CPD portfolio. |
| **PHYSICAL SKILLS** |
| In potential whole service safeguarding monitoring; the post holder may be required to deliver direct clinical care.  There may be a requirement for clinical skills such as Intravenous infusion, syringe pumps, or assessment of equipment. |
| **PHYSICAL EFFORT** |
| Daily work involves frequent requirement to exert moderate physical effort. |
| **MENTAL EFFORT** |
| The post holder will need to understand a range of Trust policies, procedures and protocols in order to complete the duties of the role effectively. For example, an understanding of care planning, emergency procedures and clinical observations.  Work pattern is unpredictable and subject to interruption. The post holder may be required to reprioritise their workload  Ability to concentrate regularly for long periods of time on a broad base of subject areas as identified in the investigation terms of reference.  Ability to encourage engagement, participation and discussion from participants with varying learning requirements. |
| **EMOTIONAL EFFORT** |
| There maybe situations of a sensitive or tender discussion with residents, family members or carers.  Caring for patients with a terminal illness, chronic condition, and their wider network of support, this could include breaking bad news, dealing with emotional circumstances.  Working with patients with mental health illness, learning disability, or challenging behaviours.  Provide support to care home teams who are managing high levels of stress.  The post holder must have the ability to cope and deal with these situations and with areas of conflict that may arise in connection with observing these.  Discussing emotive issues with care service staff, managers, service user relatives and owners. |
| **WORKING CONDITIONS** |
| The work will be in a variety of settings, including own homes, care homes.  The post holder will have the occasional exposure to unpleasant working environments which can often involve hot/cold temperatures, cluttered, noisy environments and unhygienic environments.  Ability to travel to other locations as required meeting time constraints.  Using electronic equipment often in office environments. |
| **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.  Northern Devon Healthcare NHS Trust and the Royal Devon and Exeter NHS Foundation Trust continue to develop our long standing partnership with a view to becoming a single integrated organisation across Eastern and Northern Devon. Working together gives us the opportunity to offer unique and varied careers across our services combining the RD&E’s track record of excellence in research, teaching and links to the university with NDHT’s innovation and adaptability.  T*his* |

PERSON SPECIFICATION

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| **Job Title** | Nurse Specialist Community /Therapist Care Services Educator |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING**   * Level 1 Registered Nurse, or, Allied Healthcare Professional Diploma or Degree * Degree level qualification or evidence of working toward * Additional post graduate diploma or working towards training relevant to the post e.g. * Clinical skills training; * Certificate in adult education; * Mentorship safeguarding. * Level 3 Investigation training or willing to work towards. | X  X  X | X  X  X  X |
| **KNOWLEDGE/SKILLS**   * Knowledge of RDUH and DCC adult safeguarding process * Knowledge of Deprivation of Liberty/Mental Capacity Assessments intrinsic to all practice in relation to safeguarding adults. * Working knowledge of Care Quality Commission standards and procedures * Excellent clinical skills with evidence of continuing professional development * Knowledge of MDT working across health, social and voluntary care sectors. * Excellent communication skills * Core IT Skills, including PowerPoint, Word and Excel * Ability to access and analyse essential data | X  X  X  X  X  X  X  X |  |
| **EXPERIENCE**   * Demonstratable post registration experience within a community setting/health and social care * Experience of working within adult safeguarding arena * Experience of report writing * Experience of working within a multidisciplinary team * Experience of providing informal/formal training * Experience of meeting deadlines and targets * Managing stress and situations of conflict | X  X  X  X  X | X |
| **PERSONAL ATTRIBUTES**   * Able to work as a team member * Ability to work autonomously * Self-motivated and ability to use own initiative * Highly reliable * Good time management skills with ability to plan, manager, and prioritise own workload * Excellent organisation skills * Excellent negotiation skills * Awareness of own strengths and limitations and sphere of competence * Work flexibly and collaboratively * As services evolve changes to working patterns may be required | X  X  X  X  X  X  X  X  X |  |
| **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 | X  X |  |

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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 |  | 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 |  | X |  |  |
| Cytotoxic drugs | Y | X |  |  |  |
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| **Risks requiring Other Health Surveillance** | |  |  |  |  |
| Radiation (>6mSv) | N |  |  |  |  |
| Laser (Class 3R, 3B, 4) | N |  |  |  |  |
| Dusty environment (>4mg/m3) | Y | X |  |  |  |
| 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 | N |  |  |  |  |
| 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 |  |  |