

JOB DESCRIPTION

JOB DETAILS	
Job Title	Assistant Practitioner
Reports to	Team Lead, Interstitial Lung Disease Clinical Nurse Specialist
Band	Band 4
Department/Directorate	Interstitial Lung Disease Service, Department of Respiratory Medicine, Medical Directorate

JOB PURPOSE
<p>Responsible for delivering effective, specialised, high quality care and carrying out specific clinical tasks, ensuring the area of work runs smoothly and efficiently</p> <p>Works under the guidance of a Registered Practitioner</p> <p>Works within the boundaries of existing competence, adhering to local and national protocols/standard operating procedures/policies</p> <p>Delivers high standards of compassionate, dignified care, managing their time, tasks and resources effectively</p> <p>Undertakes training, assessment and facilitation of peers and other staff as required</p> <p>To support Registered Practitioners in their duties and contribute to the holistic care of patients as part of a Multi-Disciplinary team</p> <p>To ensure that the environment is clean, safe, tidy and welcoming for patients and visitors</p> <p>To undertake rotational work within the department as/if required</p>

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<p>To act as a role model for other staff members</p> <p>Contributes to the management of a safe working environment by minimising clinical risk</p> <p>Compiles comprehensive records of care delivery as per best practice principles</p> <p>Records patient information accurately using Trust software systems</p> <p>Utilises highly complex, specialist equipment to provide treatment, where required</p> <p>As part of the multi-disciplinary team, they will provide a key role in providing care and support to individuals as specified in a written care or service plan, in a range of environments.</p>

The objectives are to :

- To understand the nature of ILD and the symptoms that present as a result
- To have an understanding of breathlessness, fatigue and nutritional support in relation to ILD;
- to support those people in the ILD service to navigate the complex health and social care system during diagnosis and ILD treatment;
- to provide general information and support about ILD and ILD services, to enable people to navigate the health and social care system and make choices. A key aspect of the role involves daily and direct (e.g. face to face and telephone) communication with patients, relatives, carers, and other health and social care professionals. The information and nature of the communication required is sensitive due to the nature of ILD. Communication in this context requires a high degree of empathy, understanding, diplomacy, honesty and integrity;
- To communicate condition related information to patients and relatives and/or sensitive information with empathy and reassurance. To be aware of barriers to understanding and identify different approaches as necessary;
- to triage incoming calls and initiate appropriate response according to protocols and individual pathways, using good communication skills, basic clinical awareness and appropriate tools and procedures, liaising as appropriate when non-routine and referring complex decisions to the team for assessment and review;
- to co-ordinate and order the necessary assessments, appointments or investigations as required;
- to support information on prescription delivery; this role may include prefilling homecare registration forms and registering patients on blueteq;
- to communicate and signpost to appropriate needs related information;
- to guide people through the use of self-assessment resources;
- to document and monitor all aspects of care co-ordination and service delivery, supporting data collection for audit, the British Thoracic Society Registries and NHSE Dashboard;

Co-ordinate care for people with non-complex care needs

- To proactively identify patient and carer needs using knowledge approved tools and procedures to ensure that people get the right support to meet their needs. The role requires use of judgement in responding to the needs of individuals. The level of judgment required relates to identifying the complexity of the situation, providing appropriate advice and escalating to the registered practitioner where appropriate;
- Co-ordinate the care for ILD patients assessed by a registered practitioner;
- See inpatients as required.
- Organise and prioritise the designated workload in relation to identified needs;
- Contribute to assessment with supervised care planning
- Implement, monitor and review the care plan with the patient and carer, in line with standard operating procedures and protocols, and modify as appropriate;
- Evaluate outcomes to care delivery with the registered practitioner;
- Make pre planned outbound telephone calls to patients to assess ongoing needs to enable a proactive prevention approach;
- Identify indicators of needs or changes in need through telephone contact and respond appropriately;

- To be responsible and accountable for specific patient assessment, such as carrying out triage, mobility assessment, functional assessments, nutritional screen, group sessions, within the core competencies for which training has been undertaken.
- To provide follow up contact and /or home visits to review intervention i.e. assessment of equipment, completing of home exercise programme
- Co-ordinate the handover with other teams (e.g. GPs and the patient's local respiratory services) to facilitate safe and effective transition of care between services in order to provide seamless support for people;
- Act as advocate and facilitator to resolve issues that may be perceived as barriers to care.

Co-ordinate education and support for people with non-complex care needs

- To co-ordinate access to the right information and educational resources to support people in making decisions about aspects of their own care, enable independence and support self-management as appropriate. Develop a partnership approach to working in order to empower the patient and carers;
- Keep up to date with relevant information and contacts with local services;
- Advise patients on individual self-care management principles and provide consistent planned aftercare to reinforce and further promote this information;
- Coordinate referral and attendance to health and wellbeing clinics and co-facilitate the clinic with a Health Care Professional. Offer appropriate information and signposting;
- Maintains accurate records of referral and attendance in MyCare;
- Encourage and support active and healthy lifestyle choices;
- Support patients and carers to understand what signs, symptoms or situations to be aware of that would indicate concern and referral back to the relevant registered practitioner;
- Educate patients and carers on how to make contact when they feel that their condition or needs have changed, including what to do out of hours;
- Planning/inviting/organising Health and Wellbeing events or other supported self-management events and patient support groups;

Enable and empower individuals to develop, sustain and improve their overall health and wellbeing. Lone working as required in accordance with Trust policy and procedures.

The **Assistant Practitioner** will be based at:

The Royal Devon and Exeter Hospital (Wonford) with the Interstitial Lung Disease Service

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.

KEY WORKING RELATIONSHIPS

Areas of Responsibility: (type of work undertaken)

No. of Staff reporting to this role: N/A

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

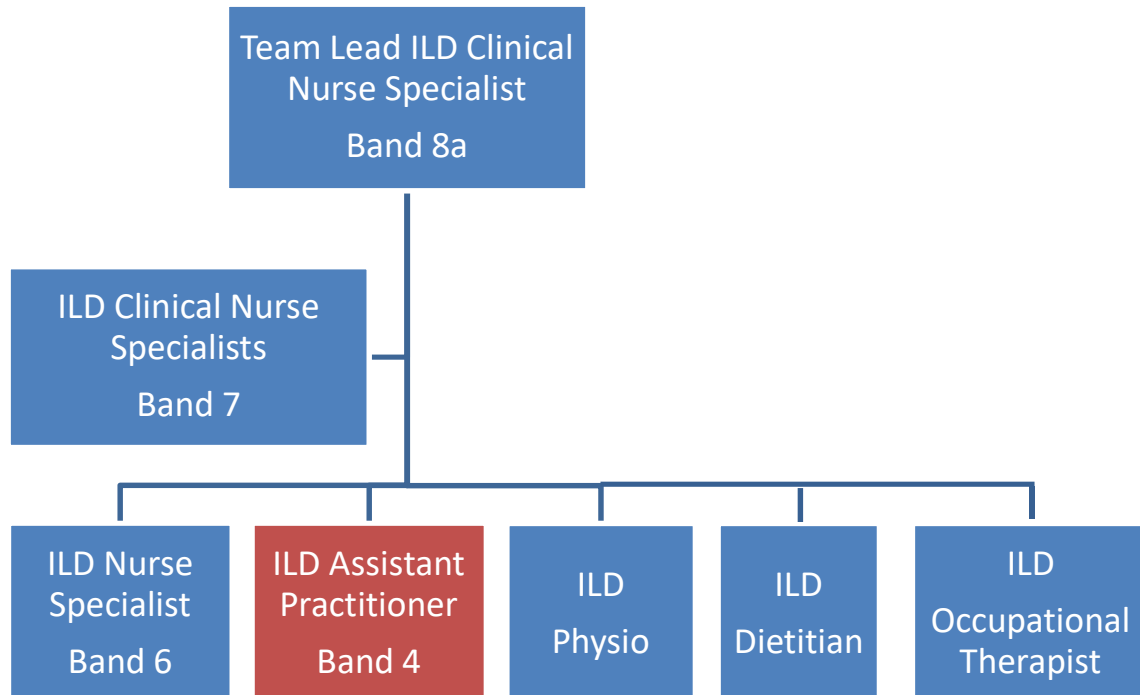
In addition, the post holder will deal with the wider healthcare community, external organisations and the public.

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">• ILD multidisciplinary team• Research Team• Respiratory Nurse Specialists• Respiratory Consultants and Registrars• Ward based HCPs• Clinical Physiologists• Admin and Clerical Staff• Medical electronics• GOPD staff	<ul style="list-style-type: none">• Patients families and carers• Referring secondary care hospital consultants, admin staff and HCPs• Community matrons, nurses and respiratory nurses• Community Therapies HCPs• Community phlebotomy services• patientMpower• Air Liquide• Hospice teams

ORGANISATIONAL CHART



FREEDOM TO ACT

Adhere to professional and organisational standards of practice, and work within guidelines.

Work alone at times in a variety of settings, under the direction of the Registered Practitioner with access to support and supervision.

Work within organisational Policies, Procedures and Standard Operating procedures (SOP)

May be required to take decisions alone and then escalate to the registered practitioner.

COMMUNICATION/RELATIONSHIP SKILLS

This role requires excellent communication skills, verbal, written and use of IT

Exchange information with patients/clients requiring support, tact and reassurance.

Form professional relationships with patients/clients and communicate and cooperate with them in a way that respects their views, autonomy and culture.

Constructively manage barriers to effective communication and works cooperatively with patients and team members.

Instruct and guide individuals/groups of patients in therapeutic programmes and activities.

Understand the implications of the Mental Capacity Act and acts to assess capacity as appropriate.

Understand the safeguarding adult's issues and act within the guidance of the policy to keep adults within their care safe.

Able to keep accurate contemporaneous documentation using and supporting the organisation's documentation.

Report effectively to the relevant team on patients' progress.

Feedback accurately to the appropriate team member any interventions taken and the outcomes achieved.

Communicate with other staff and agencies as appropriate in written and oral format to report on patient progress.

Attend meetings and feedback relevant information.

Assist in obtaining valid patient consent and work within a legal framework with patients who lack capacity to consent to treatment.

Contribute to multi-disciplinary meetings and case conferences helping to ensure that there is an integrated approach which benefits the patient's overall care and discharge plans.

ANALYTICAL/JUDGEMENTAL SKILLS

Carries out delegated assessment of patients and their condition, monitors the patient's response to intervention and adapts treatment as necessary with own competence.

Recognise the need for further advice, guidance and support as appropriate.

Undertake delegated risk assessments providing accurate feedback to the team as necessary e.g. in relation to lone working.

PLANNING/ORGANISATIONAL SKILLS

The post holder will be expected to:

Support the planning, implementing and evaluating programmes of care for individual patients.

Record appropriate outcome measures, contributing to the development and implementation of these as required.

Work without direct supervision of the registered practitioner in the implementation of programmes of care and evaluate the effectiveness of interventions and feedback appropriately.

Prioritise own tasks under the appropriate delegation of the registered practitioner.

Liaise with other providers regarding care provision.

PATIENT/CLIENT CARE

To always work within clearly defined accountability framework.

To demonstrate clinical competence developed through continual professional development, reflective practice and maintain a skills portfolio relevant to the service specification.

To recognise and appropriately address risk factors to patients/clients and carers within their healthcare setting and feedback appropriately to the registered practitioner.

To prepare patients for assessment and diagnostics and / or implement treatment within therapeutic programmes of care.

To report any incidents, untoward incidents, complaints and near misses to self, patients or carers to the appropriate professional within the stated timescales and record these on datix.

Utilises, and prescribe when appropriate, specialist equipment where required to provide care.

POLICY/SERVICE DEVELOPMENT

To work to Trust Policies, Procedures and Standard Operating Procedures (SOP).

To maintain Trust Standards of Clinical Governance.

To support Professional Standards of Practice.

To contribute to areas of service development with support from registered professionals.

FINANCIAL/PHYSICAL RESOURCES

Support the efficient use of resources including; maintaining stocks and supplies and ordering equipment & resources as agreed or directed.

Ensure safe and efficient use of stock and equipment including; ensuring equipment is checked appropriately and any defects reported

Demonstrate and instruct the use of equipment to ensure safety.

Where appropriate understand and apply the eligibility criteria for services

HUMAN RESOURCES

Supervising, assessing and supporting peers, including bank and agency staff in the clinical area.

Maintain own professional development and attending training, including all mandatory training to enhance the role within the clinical area.

Be prepared to share knowledge and experience both formally and informally.

Take a flexible approach in supporting colleagues during times of caseload pressures.

Participate in the training and induction of other staff/students as appropriate.

Participate in supervision and appraisal process, identifying own areas of development, & undertaking relevant activities to meet objectives set in Personal Development Plan.

Keep a record of own training and development, maintain a portfolio, working to sustain acquired competencies for the post.

INFORMATION RESOURCES

Inputting, storing and providing information on relevant IT systems and patient records.

Accurately completing and maintaining effective patient records including confidentiality issues.

RESEARCH AND DEVELOPMENT

Contribute to developing own and team evidenced based practice including quality improvement, audit and research activity.

PHYSICAL SKILLS

A range of clinical skills including; dexterity and accuracy for therapeutic interventions

Able to carry out clinical observations of patients interpreting and acting on these as required and escalating concerns as necessary.

PHYSICAL EFFORT

Daily work involves frequent driving, sitting/standing, walking, moving equipment and manual handling.

Lift and carry equipment (wheelchairs, health care equipment) and furniture frequently.

Treatment will necessitate working in restricted positions or limited space.

Travelling to meet the requirements of the post

Moving & handling of patients and equipment in relation to assessment, treatment and rehabilitation

MENTAL EFFORT

Work in an unpredictable pattern when required

Read and decipher patient information.

Help patients to make appropriate choices.

Help motivate patients.

Have the ability to communicate with the appropriate response and manner to both patients and carers/family during emotional times.

Ability to use and concentrate for long periods using IT.

Being an advocate for patients even in pressurised situations.

EMOTIONAL EFFORT

Caring for patients at end of life, chronic conditions and their families, carers and friends. This may include supporting patients, relatives and carers in dealing with emotional circumstances.

Working with patients with mental health, learning disabilities and challenging behaviour.

Ability to cope and deal with areas of conflict.

WORKING CONDITIONS

Frequent contact with body fluids, infection and unpleasant smells.

Some roles will require the frequent need to visit patients in their own homes.

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.

APPLICABLE TO MANAGERS ONLY

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.

PERSON SPECIFICATION

Job Title	Assistant Practitioner
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Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING		
Relevant Foundation Degree Programme (as agreed by TAP programme Leads)	E	
Level 2 or above qualification (e.g. NVQ 2, QCF 2)	E	
GCSE English and Maths grade c / level 4 or above or Functional English and Maths level 2.	E	
KNOWLEDGE/SKILLS		
Sound knowledge of a range of clinical presentations and how to escalate concerns.	E	
Knowledge of correct assessments of patients and their condition and monitors the patient's response to intervention.	E	
Knowledge of accountability, relevant SOP's policies and importance of patient documentation.	E	
Knowledge of client conditions related to the setting.	E	
Health, safety and risk awareness.	E	
Safeguarding and MCA understanding.	E	
Demonstrates a commitment to lifelong learning.	E	
Knowledge / understanding of promoting patient's independence.		D
EXPERIENCE		
Proven experience of working in an appropriate health care setting.	E	
Experience of working directly with patients providing care or treatment interventions.	E	
Experience of training others in technical skills/life skills		D
PERSONAL ATTRIBUTES		
Good communication skills, written and verbal.	E	
Ability to work autonomously.	E	
Ability to work under pressure and with flexibility.	E	
Empathetic and demonstrates patient focus.	E	

Able to manage own emotions and cope in sometimes difficult situations with patients or their relatives.	E	D
Basic computer skills.	E	
Understand the need for professional conduct.	E	
Demonstrate understanding of the boundaries of their existing competence and authority levels for delegation of tasks.	E	
Competent listening and observation skills.	E	
Positive interpersonal skills.	E	
Good co-ordination/organization skills.	E	
Ability to work positively and professionally as part of a team.	E	
Able to contribute to the training of other staff/students.		
Willingness/commitment to undertake training.	E	
Understands and demonstrates commitment to the Trust's values.	E	
OTHER REQUIREMENTS		
The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.	E	
To be willing to work throughout the Trust.	E	
Flexible working re working in a range of clinical settings and environments and shift patterns.	E	
Able to travel to meet needs of the job	E	
Able to manage the moving and handling duties required of working with patients in various settings.	E	
Dextrous and accurate for therapeutic interventions.	E	

		FREQUENCY			
		(Rare/ Occasional/ Moderate/ Frequent)			
WORKING CONDITIONS/HAZARDS		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	Y		X		
Contact with patients	Y				X
Exposure Prone Procedures	N				
Blood/body fluids	Y				X
Laboratory specimens	Y		X		
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	Y		X		
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				X
Heavy manual handling (>10kg)	Y			X	
Driving	N				
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	Y				X
Mental Effort	Y				X
Emotional Effort	Y				X
Working in isolation	N				
Challenging behaviour	Y		X		