Royal Devon University Healthcare NHS Foundation Trust

JOB DESCRIPTION

JOB DETAILS	
Job Title	Hospice at Home Clinical Lead
Reports to	Nurse Team Manager
Band	AfC Pay Scale 7
Department/Directorate	Integrated Pillar Community Services

JOB PURPOSE

- The post holder will provide professional practice excellence through supervision, case management and practice development. They will provide clinical leadership at point of care and across the service
- On a day-to-day basis the post holder will provide clinical leadership, manage safer staffing and undertake clinical activity (including triage) for the Hospice at Home Team. They will ensure that the Hospice at Home Service delivers its core specification within allocated resources in collaboration with the Professional Lead and Operational managers for the services.
- Work in a Neighbourhood Team approach to ensure that the local population receive the appropriate multi-disciplinary care in their preferred place of residence enabling them to maximise their independence and optimise their quality of life.
- Leads on clinical standards for the local Community Nursing Teams, supporting and developing a learning environment within the MDT to ensure a skilled knowledgeable and proactive workforce.
- The post will be clinically focused 80% of the time; this will include triage, notes audit, staff supervision (clinical caseload) and direct patient contact. 20% of time will be allocated to support non-clinical activity – for example rostering for safer staffing and line management.
- The post holders will be visible and accessible Clinical Leaders. They will be a point of contact for complex case discussion and clinical escalations.
- The post holder will undertake holistic clinical assessments, facilitating diagnosis (where appropriate), care planning, providing intervention/ management and ongoing review/ evaluation.
- Undertake triage activity which may include travel to co-locate with colleagues.
- They will demonstrate effective communication and will demonstrate high standards within locality and cluster teams.
- Where the Community Nursing Clinical Lead has completed the Specialist Practitioner Qualification (SPQ) there is an expectation that they will act as a Supervisor/Assessor to District Nursing apprentices,
- Support learning for pre and post registration students.
- The post holder will lead, collaborate and contribute to projects and service development as delegated by the Community Nursing Leads and Senior Operations Manager.
- Where qualified, the post holder will regularly prescribe medications within their scope of practice and inline with the Trust's Non-Medical Prescribing policy.

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

- Work collaboratively with the Operational managers on performance and management of the workforce within the teams.
- Safer Staffing HealthRoster management including the twice-yearly safer staffing audits.
- Accountability and oversight for caseload of the clinical teams
- Governance – working in collaboration with clinical leads for audit, incident management and investigations
- Clinical Complaint management and timely investigations through the Patient Safety processes
- Safeguarding – ensuring awareness and compliance with professional standards.
- Setting and maintaining high standards of clinical care reflecting evidence-based practice and compliance of standards.

- Responsible for effective communication skills for themselves and the team including taking the lead and delivery of service development.
- Training and education for clinical team members
- Utilises strength and place based approach.

KEY WORKING RELATIONSHIPS

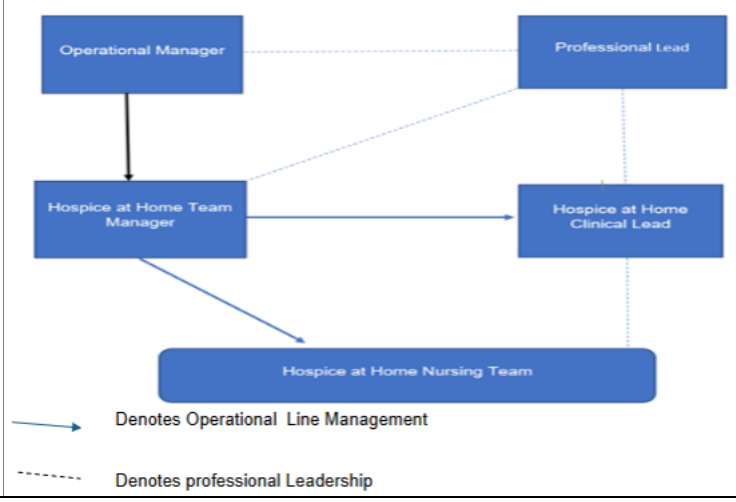
Areas of Responsibility: Sidmouth Locality Community Nursing Team

No. of staff reporting to this role: 12

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
• Operational and Clinical/ Professional Leads within the Care Group. • Core Clinical Teams • Senior Operations Manager • Community Matron • Multi-Disciplinary Teams including Independent Living Centre • Palliative Care Teams • Continuing Healthcare Team • Safeguarding Services • Urgent Community Response Team • Single Point of Access Team/Discharge Teams • Hospital Outreach General Practitioners. • Acute Hospital at Home (AHAH) • Community and Acute Hospitals • Specialist Nurses/Teams • Out of Hours Services • Workforce and development including Practice Educators • Care Group Governance Team	• Patients Relatives and Carers • General Practitioners and other members of the Primary Health Care Team • Out of hours Services eg, PPG • Statutory and Voluntary Agencies • Other Agencies/Provider

ORGANISATIONAL CHART



FREEDOM TO ACT

- Work autonomously without direct supervision and will be a specialist within their service.
- Work will be prioritised work according to time scales required considering any clinical risks.
- Work within codes of practice/conduct and professional guidelines.
- Work within organisational Policies, Procedures and Standard Operational Procedures (SOP).
- Is responsible for making decisions alone.
- Acts as a responsible clinician escalating any risk as required.
- Decide when appropriate to refer to Specialist Services, other Community Services and/or external organisations (including but not limited to SWAST, DCC, DPT, VCSE).

COMMUNICATION/RELATIONSHIP SKILLS

- Able to effectively communicate at all levels in the organisation, to a variety of Health and Social Care professionals, patients, relatives and carers, to ensure patient care is holistic and managed effectively.
- Effectively communicates complex and sensitive information relating to patient's health and clinical care. Utilises higher levels of interpersonal skills to resolve conflict and support patients, relatives and carers in the decision-making process regarding their nursing care. This includes early resolution of concerns and compliance.
- Acts at all times in a manner which illustrates care, compassion, courage, competence, communication and commitment.
- To promote effective partnerships with a wide range of individuals and organisations in the statutory, voluntary and private sectors, in relation to the delivery of health and social care within the cluster.
- Clinical Leadership and management of Community Nursing teams including demonstrating innovation and change management skills to meet national and local objectives for service delivery.
- Understand the implications of the Mental Capacity Act and acts to assess capacity as appropriate in relation to communication.
- Maximise the full use of the electronic patient record.
- Completed the Advanced communication skills course and ensures this is updated every 5 years.

ANALYTICAL/JUDGEMENTAL SKILLS

The Clinical Lead is expected to;

- Facilitate a holistic approach to the interpretation of complex data to enable effective decision making.
- Analyse and act appropriately in complex situations and escalate where required eg, to Professional Leads/Safeguarding Lead.
- Engage in clinical audit, including monitoring of compliance against national and professional standards.
- Use their advance clinical assessment skills to aid clinical diagnosis, to ensure appropriate plan of care.
- Manages incidents and complaints, assessing risk and undertaking investigation/escalation where indicated.
- Analyse audit reports and organisational performance data to evidence quality care and ensure appropriate cascade to teams. This will contribute to service improvement plans

PLANNING/ORGANISATIONAL SKILLS

- Accountability for the Hospice at Home service clinical caseload ensuring that the clinical service delivers high quality, safe and effective patient care.
- To prioritise workload to manage unpredictable and competing demands to ensure safe and effective care.
- Ensures the patient caseload is managed and patients are discharged from the case load when appropriate ensuring clear safety netting is in place prior to this.
- Clinical Leadership and management of the Community Nursing teams, working with Operational colleagues to ensure that the service delivered within allocated resources.

- Ensure safe staffing levels in line with organisational and escalation guidance

PATIENT/CLIENT CARE

The Clinical Lead will;

- Ensure that self and team members are aware of and work within their professional standards
- Monitor standards of care through supervised practice and clinical audit
- Support staff training and development to ensure delivery of high-quality evidence-based care and clinical competence. Escalating where gaps in knowledge is evident through unintended consequences of an innovation/change in practice.
- Demonstrate own clinical competence developed through continual professional development, reflective practice and maintenance of a skills portfolio.
- Undertake holistic assessments of patients, including those with complex health needs, make a clinical diagnosis, within scope of practice, and develop appropriate plans of care with clear timelines for evaluation.
- Provide emotional, psychological and practical support to patients, families, carers and other professionals.
- Recognise ethical dilemmas relating to care and act as the patient advocate when required
- Recognise and appropriately addresses risk factors to staff, patients and carers within the community healthcare setting; undertake risk assessments and escalate as appropriate.
- Report and manage any incidents, complaints and clinical emergencies to the appropriate professional within the appropriate times.
- Promotion of health and well-being.
- Demonstrate the quality of service delivery through organisational data.
- Ensure there is a robust process for quality control/competency/maintenance of any medical devices used to deliver nursing care/interventions.

POLICY/SERVICE DEVELOPMENT

- To work within the Trust's Policies, Procedures and Standard Operating Procedures (SOP).
- Participate in setting standards and taking part in audits or quality improvement initiatives.
- To maintain the Trust's Standards of Clinical Governance
- To implement and audit policies, protocols and pathways, facilitating change in practice which will improve clinical outcomes and meet the needs of patients, relatives and carers.
- Support and take an active lead in service development within the community nursing service.
- To be aware of the National Community Nursing Plan and contribute to implementation of initiatives throughout the Care Group

FINANCIAL/PHYSICAL RESOURCES

- Work with Operational managers, Senior Operations Manager and the professional leads to monitor and review staff resources ensuring appropriate skill mix to meet service delivery.
- Contribute to service planning using clinical expertise and innovation to ensure the efficient use of resources and maintain financial balance within the remit of the service budget.
- Authorised signatory for expense claims and supplies; oversees the maintaining of stocks and supplies.
- Higher level skills in assessing and authorising of equipment to support patients within the home setting.

HUMAN RESOURCES

- Supports with recruitment, induction, training and clinical supervision of all staff, including multi professional pre and post registration students, work experience students, and support workers.
- Undertakes appraisals and clinical supervision for the community staff within teams responsible for ensuring that all staff have supervision and a yearly appraisal.
- Ensures own and registered members of the team comply with revalidation and ongoing registration with their professional body.

- To manage capability and initiate any appropriate initial investigation with support from the Clinical and Professional Leads and/or Community Service Manager.
- Acts as a Supervisor/Assessor for Apprentices.
- Participate in supervision and appraisal with Senior Operations Manager and Professional Lead to support professional development and ongoing service delivery.
- Individual responsibility to maintain prescribing competence and registration as per the trust policy (where applicable)
- Work with Operational colleagues to support team members with their own Health and Wellbeing.

INFORMATION RESOURCES

- Inputting, storing and providing information in relation to patient records following GDPR guidance.
- Accurately completing and maintaining effective patient's records.

RESEARCH AND DEVELOPMENT

- Promote innovative practice and ensure relevant research findings are incorporated into practice.
- To regularly review the community service/team's performance by the completion of monthly audits, ensuring that outcomes are acted upon.
- Support workforce development in line with organisational requirements.
- To promote patients, relatives and carer feedback of the community services, to help facilitate learning and improvement.

PHYSICAL SKILLS

- Complete a range of developed physical clinical skills that include clinical assessment, and delivery of clinical interventions within scope of professional practice and competence. For example, intravenous injections or advanced therapeutic handling to facilitate movement, function and independence while ensuring safe practice.
- Frequent use of display screen equipment (DSE) including mobile IT equipment.

PHYSICAL EFFORT

- The physical effort of the role will be a combination of sitting, standing, walking but will depend on the challenge of the at the time. The teams covered are across the locality so will involve driving between teams and also to patients during clinical time.
- At times the individual will need to be physically active, for example in the provision of direct patient care.
- Frequent manual handling and treatment of patients in restricted positions.

MENTAL EFFORT

- The role has unpredictable work for example, the patient condition may be unknown and there is a need to assess and diagnose patient care needs, and the post holder will be required to frequently concentrate, and will likely experience interruptions (for example, regular referrals are received throughout the day and the Clinical Lead will need to triage and prioritise the caseload accordingly). This may include challenging situations.

EMOTIONAL EFFORT

- The post holder will be required regularly to deal with conflicting view points or information which may be complex or of sensitive nature where negotiation skills will be required.
- The nature of the role the post holder may have direct or indirect exposure to distressing and emotional circumstances. This can include bereavement or mental health challenges for staff and patients or distressing safeguarding issues.

WORKING CONDITIONS

- The role involves providing care to patients within their home. There is a frequent exposure to unpleasant working conditions including bodily fluids and verbal aggression.
- Frequent use of display screen equipment (DSE) including mobile IT equipment.

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 (DSE) if appropriate to role.

APPLICABLE TO MANAGERS ONLY

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 1:1s / 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

Job Title	Band 7 Community Nursing Clinical Lead

Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING		
Registered Nurse with relevant NMC registration	X	
Master's degree qualification, or equivalent experience (including Masters modules) relating to role, e.g Specialist Practice or Advanced Practice	X	
Leadership/Management qualification or commitment to work towards	X	
Practice Assessor and/or Supervisor for post registration students/Apprentice District Nurses	X	
Non- Medical Prescribing qualification		X
Advance Physical Assessment Skills qualification		X
KNOWLEDGE/SKILLS		
Specialist knowledge and experience of community nursing care of patients with complex health and social care needs	X	
Leadership skills and excellent decision-making skills	X	
Significant clinical knowledge relating to nursing practice.	X	
Evidence of continual professional development	X	
Specialist knowledge and understanding of current issues relating to community nursing, social care, integration and the wider national agenda.	X	
Advanced clinical assessment skills	X	
Intermediate IT skills	X	
Working knowledge of clinical audit and governance agenda	X	
EXPERIENCE		
Significant and proven community nursing experience at leadership level	X	
PERSONAL ATTRIBUTES		
Professional role model	X	
Excellent communication and interpersonal skills, both written and oral	X	
Higher level organisational skills	X	
Self-reliant, ability to demonstrate resilience	X	
Ability to motivate and support the development of teams	X	

Patient and quality focused	X	
Flexible approach to change	X	
Sensitive and empathetic	X	
Prepared to work flexibly	X	
OTHER REQUIREMENTS The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust	X	
Be willing to work throughout the Cluster, Locality, Care Group and Trust according to service need.	X	
Flexible working re working in a range of clinical settings, environments and shift patterns.	X	
Participation in Community Care Group on call rota	X	
Valid driving licence and use of car for work purposes	X	

WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent) R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	Y		X		
Contact with patients	Y				
Exposure Prone Procedures	Y			X	
Blood/body fluids	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)	Y				
Animals	Y				
Cytotoxic drugs	Y				
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	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