

JOB DESCRIPTION

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| **JOB DETAILS** | |
| **Job Title** | Community Clinical Lead for Patient Care |
| **Reports to** | Director of Patient Care |
| **Band** | 8b (Subject to final matching) |
| **Care Group** | Community Services |

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| **JOB PURPOSE** |
| To provide expert leadership, workforce development and advice in relation to the provision of Nursing and Allied Health Profession clinical services within the Community Care Group, and across the Trust.  Facilitating and challenging Trust wide clinical practice and processes and leading improvements in patient services and quality for clinical services in the Community Care Group.  Developing approaches for the utilisation of best practice and research evidence which supports Nursing and Allied Health Professions and improves patient/carer experience. |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| The postholder provides strong operational leadership and advice across the Trust to ensure that best practice is achieved both within the Community Services and in other services across the Trust.  The postholder will be:  Professional lead/support for:   * All Community Trainee/Advanced Practitioners (including but not limited to Community Hospital and Urgent Community response Advanced Practitioners) * Independent Living Centre Service Lead * *Additional clinical/ professional lead roles in Community Care Group as stipulated by Director of Patient Care*   Line manager for:   * Community Hospitals Therapy Lead * Primary Care Clinical Lead * Care Home Clinical Lead * Community Rehabilitation Pathway Lead * MSK Professional Lead * FCP/ EMC Professional Lead * Podiatry Professional Lead * Bladder and Bowel Adult Professional Lead * Bladder and Bowel Paediatric Professional Lead * *Additional clinical/ professional lead roles in Community Care Group as stipulated by Director of Patient Care*   The postholder will ensure that the Trust complies with all the requirements in relation to delivering safe and effective care for services within the Community Care Group, supported by the Associate/Director Patient Care. This will include advising the Chief Nursing Officer, Trust Directors, Director of Patient Care, Care Group Directors, Management teams, Clinicians and Clinical staff across the Trust in relation to compliance with statutory guidance and best practice guidelines for services within the Community Care Group, supported by the Associate/Director Patient Care.  The postholder will also assist the Chief Nursing Officer and the Care Group Triumvirate in delivery of the implementation of the Nursing and AHP vision as it relates to services within the Community Care Group taking a strategic lead when requested, contributing to an effective quality improvement work programme as part of the corporate nursing and AHP agenda.  This will include advising on and monitoring the standard of patient care/clinical practice for services within the Community care Group; often with a need to be transformative and innovative as services expand and relationships across the Trust and system are developed to meet local need.  The postholder will promote and embed a culture where all patients and their families, are empowered and treated with dignity and respect.  Participate in the Care Group On Call Rota |
| **KEY WORKING RELATIONSHIPS** |
| Areas of Responsibility: Clinical  No. of Staff reporting to this role: ~ 10 (although this may fluctuate)    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.  The post holder will be required to work closely with other lead nurses to ensure consistency.  Of particular importance are working relationships with:   |  |  | | --- | --- | | **Internal to the Trust** | **External to the Trust** | | * Chief Nursing Officer * Directors of Nursing * Medical Directors * Care Group Deputy Medical Directors * Care Group Directors of Patient Care * Care Group Directors * Lead Nurses, Senior Nurses, Matrons, Midwives * AHP Clinical/ Professional Service Leads * Associate Directors/General Managers/Head of Services * Specialist Nurses and AHPs * Consultants and other medical staff * Nursing and AHP Staff * Safety and Quality Improvement Managers * People Business Partners * Care Group Accountant * Corporate Services i.e. safeguarding, patient safety, patient experience | * Patients/Carers/Relatives * External Agency Managers/staff * Regulators * Other NHS Trusts * ICB * NHS England | |
| **ORGANISATIONAL CHART** |
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| **FREEDOM TO ACT** |
| The post holder has the freedom to act autonomously to ensure that areas within portfolio achieves its objectives through the core areas of strategic planning; general management; financial management; performance management; planning, policy and service development, including transformation; service quality; workforce management; and information Management.  The post holder will make decisions based on their own interpretation of broad clinical and professional policies advising the organisation how these should be interpreted. There will be significant autonomy in this role with the post holder being responsible for a wide range of duties. This would include complex patient care and safety decisions, professional leadership, staffing skill mix challenges, and complex HR issues. |
| **COMMUNICATION/RELATIONSHIP SKILLS** |
| The post holder will:   * Demonstrate a high level of effective communication with all staff, including often communicating highly sensitive condition related information to patients, relatives, staff and carers. * Utilise excellent communication and negotiation skills in order to influence and persuade others, engender cooperation in relation to service improvements and the implementation of change within the Trust. * Demonstrate empathy and all aspects of effective emotional intelligence. * Provide and receive complex, sensitive/highly sensitive or contentious information, and be aware of and able to manage the barriers that can compromise effective communication. This will also include providing expert advice to managers and clinicians where required. * Support complex negotiation and discussions with external Trusts, other agencies and non-health services. * Lead sensitive and complex communication strategies on behalf of patients and families with complex health and social care challenges. * Lead effective liaison, communication and collaborative working with other professionals, other services and non-health agencies. * Attend external multi-agency meetings to discuss and solve complex challenges with regard to Community Care Group Services. * Strong presentation skills are required, as is the ability to influence views convincingly and coherently by using a variety of media. |
| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| The post holder has a high degree of autonomy and responsibility for interpreting / implementing organisational policies, anticipating problems for which there is no precedent and for proposing solutions to these.  Strategic priorities and objectives will be agreed with the Director of Patient Care but day to day prioritisation and planning of work will be largely self-directed in line with agreed objectives. This will also include:   * Providing overarching leadership skills which employs complex analytical and synthesis systems to interpret options for a variety of different challenges across the Trust. This can range from leading a multi-professional//agency complex discharge strategy for a family with social, health and safeguarding issues to leading on development of a service/ workforce strategy for relevant services within delegated portfolio. * Making complex clinical and operational judgements, manages conflicting views/ reconciles inter and intra professional differences of opinion. |
| **PLANNING/ORGANISATIONAL SKILLS** |
| The post holder will:   * Be required to plan and organise complex activities and programmes, some of which will require adjustment; acting independently and with autonomy, whilst also directing the work of others. * Work collaboratively with General Managers and Senior Operational Managers and provide expert advice on professional, clinical and workforce challenges. * Act as a key member within the Care Group management team in implementing and maintaining the clinical governance and risk management work plan, including the evidence of CQC Essential Standards and Outcomes. * Facilitate and challenge clinical practice and processes, and involve relevant staff in improving patient services. * Be accountable for the professional leadership and development of Community Care Group services (within delegated portfolio) including the relevant policies and service development both within the Care Group and across the Trust. * Take a lead role in formulating and leading strategic plans for advancing the development of Community Care Group services locally, Trust wide and nationally as required. * Plans specialist service provision in area of responsibility, including education and training. |
| **PATIENT/CLIENT CARE** |
| The post holder will:   * Be accountable for the delivery of highly speciality programmes of care within Community Care Group and the provision of specialised advice. * Function at an advanced expert level of clinical theory and practice having a breadth of knowledge and skills. * Provide and demonstrate expert knowledge and skills, ensuring and promoting credibility amongst relevant stakeholders. * Have patient/carer contact within their overall leadership role. * Develop highly specialist care models / pathways and care delivery for individual patients across Community Care Group services (within delegated portfolio) in support of referring clinicians. * There will also be occasions when they may need to provide senior nursing support within one of the areas they are responsible for, or throughout the Trust when providing Senior Nurse On-Call. * They will also have patient and carer involvement when involved in leading complex care strategy meetings and care planning. |
| **POLICY/SERVICE DEVELOPMENT** |
| The post holder will:   * Maintain an awareness of up-to-date professional and clinical practice issues and ensure that national policy is reflected in practice. * Lead Community Care Group services (within delegated portfolio) on behalf of the Trust; particularly managing the current risk to the Trust. * Propose, develop and implement policy and/or service changes and develop standards to support service development and delivery, some of which will impact beyond own area of responsibility. * Work with the named professionals for safeguarding to ensure that individual safeguarding concerns are effectively acted upon within the guidance. Involvement may include external agencies and providing evidence in court proceedings. * Provide assurance that systems and processes are in place to monitor patient safety and quality performance and to take remedial action when required. * Represent Royal Devon University Healthcare NHS Foundation Trust on local, regional and national groups as required, working closely with other stakeholders to provide the strategic vision for the development of relevant clinical and social care services within the Trust and further afield. * Implement policies, guidelines and standards in regards to Community Care Group services (within delegated portfolio) which have been developed at a local, regional and national level in relation to providing the highest quality safe, effective and inclusive person-centred care and services across the Trust. |
| **FINANCIAL/PHYSICAL RESOURCES** |
| The post holder will:   * In conjunction with General managers and senior operational leads, oversee and be accountable for all nursing budgets within Community Care Group services (within delegated portfolio) through maintaining/improving profitability, compiling with all Trust financial rules, yet still delivering a safe and high quality service for all patients and staff. * Effectively manage charitable funds, recognising and balancing finance v. quality/safety/efficiency. * Participate in annual planning cycle for Community Care Group services (within delegated portfolio) |
| **HUMAN RESOURCES** |
| The post holder will:   * Provide effective line management of senior nursing and AHP staff and other senior staff as delegated by Director of Patient Care. * Lead and hear disciplinary, sickness, performance and grievance procedures as appropriate hearing cases as appropriate ensuring issues in relation to NMC/ HCPC registration/capability/fitness to practice are properly considered and dealt with. * Act as investigating officer when appropriate for complaints, serious untoward incidents or safeguarding investigations, providing expert opinion in areas/complex situations where there is conflicting and a range of opinions. * Oversee and provide expert advice with regard to recruitment and selection. * Provide clinically based teaching sessions within own clinical areas as requested. * Formulate, plan and teach specialist knowledge and packages of learning, relevant to Community Care Group services (within delegated portfolio) to a variety of multi-professional staff across the Trust, also including medical and nursing students. * Be accountable for the compliance of essential and mandatory training for all direct reports including PDRs, absence management, disciplinary & grievance procedures. * Support the provision of training both within the Care Group and the wider Trust. * Represent the Chief Nursing Officer/Director of Nursing/Director of Patient Care/Care Group Director internally and externally when requested. |
| **INFORMATION RESOURCES** |
| The post holder is responsible for generating and recording information appropriately and for monitoring the quality of information generated by others and undertake regular audits as appropriate.  The post holder will use a variety of software packages and will be required to manipulate date via spreadsheets application and use word-processing or PowerPoint packages for the preparation of presentation and reports. |
| **RESEARCH AND DEVELOPMENT** |
| The post holder will:   * Ensure a proportion of the role’s time is utilised to support QI, research and audits within the Care Group, Speciality, and the wider Trust. * Support and lead sections of the Care Group’s Internal Audit programme. * Evaluate research and audit for Community Care Group services (within delegated portfolio) with a view to disseminating research and audit findings across the Trust. * Conduct and lead appropriate complex research projects within Care Group/Specialty, (and wider nursing) which provide outcomes which examine professional practice, and improves patient experience. * Promote the use of evidence-based practice to improve the quality of care and services within area of Community Care Group services (within delegated portfolio) across Royal Devon University Healthcare NHS Foundation Trust. |
| **PHYSICAL SKILLS** |
| The post holder will be required to travel to both Northern and Eastern sites, including the Trust’s Community sites where required. The post will involve a combination of sitting, standing, walking duties and developed skills will be required to work clinically. |
| **PHYSICAL EFFORT** |
| The physical effort for this role will be a combination of sitting, standing or walking, but will be dependent on the challenge at that time. The units covered are spread across the Trust so it will involve a lot of walking throughout the day.  At times the individual will need to be physically active, for example when providing patient care and/or being on-call where their role is varied and broad, and can result in many challenging situations. |
| **MENTAL EFFORT** |
| As part of an unpredictable work pattern, the post holder will be required to undertake frequent and extended periods of concentration that may include frequent interruptions to deal with staff needs or service issues. This may include various challenging situations such as managing aggressive behaviour or emotionally challenging situations/processes. |
| **EMOTIONAL EFFORT** |
| With the nature of the role it is likely that the postholder will have frequent exposure to distressing/emotional, and frequent indirect exposure to highly distressing/emotional circumstances. This can include bereavement, mental health patient challenges, and distressing safeguarding issues  This may involve direct face to face contact with patients, or their relatives, carers, conveying unwelcome news and managing associated challenging behaviours.  The post holder will also be required to regularly deal with conflicting viewpoints or information which may be complex or of a sensitive nature where highly developed negotiation skills will be required. This will often be in a pressurised situation. |
| **WORKING CONDITIONS** |
| The post holder does have a responsibility for being part of the On-Call rota. There are also senior responsibilities with regard to the role if significant incidents are called.  The post holder is required to use VDUs extensively throughout their daily role.  The post holder is expected to carry mobile phone to be contacted when required.  Occasional exposure to uncontained bodily fluids when working clinically. |
| **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** |
| 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. * Providing effective and supportive clinical leadership that inspires, motivates and empowers all nurses within the Care Group and across the Trust to deliver high-quality care to patients. * 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. |

PERSON SPECIFICATION

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| **Job Title** | Community Clinical Lead for Patient Care |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING**   * Registered Nurse or AHP with current and relevant NMC or HCPC registration * MSc in Health related field, or equivalent demonstrable experience. * Post-registration of qualification/post-graduate diploma & training preferably in relevant area or experience. * Demonstrates evidence of commitment to professional development. | E  E  E  E |  |
| **KNOWLEDGE/SKILLS**   * Relevant extensive experience working at a Senior Nurse or AHP level and relevant clinical and management experience. * Experience of working and influencing at a senior level and leading a team or service. * Experience of achieving changed clinical practice. * Demonstrable experience of developing staff and teams. * Demonstrable experience of implementing and managing change effectively. * Thorough and up to date knowledge of health care theory and best practice, particularly within specialty areas and the application of this in practice. * Understanding of NMC/HCPC Code of Practice and requirements of it for the practice and behaviour of staff and self. * Experience of involvement in Clinical Governance. * Strong organisational skills – able to organise own workload and take responsibility for our clinical actions and systems/standards across area of responsibility. * Highly effective communication skills – able to communicate verbally and written to large groups of staff, patients and relatives including in situations of conflict and distress, ensuring that communication is tailored to the person being addressed. * Thorough understanding of Management of COSHH and Health and Safety of Patients Staff and Visitors across the Trust. * Evidence of involvement in service users’ advocacy and complaints resolution. * Project management experience. | E  E  E  E  E  E  E  E  E  E  E  E  E |  |
| **EXPERIENCE**   * Well-developed clinical practice. Able to advise on and implement improvements to the quality and efficiency of care for patients in wards/units and specialties across the Trust. * Ability to make judgements on clinical and professional standards. * Demonstrates commitment to an empathetic and caring approach to patients and relatives and ability to motivate staff to demonstrate this to ensure that all patients’ dignity and respect are maintained at all times. * Experience in managing change and service development, including often resolving complex situations * Demonstrates ability to apply research-based practice and advocate it to improve the quality & efficiency of wards/units/services. * Demonstrate ability to interpret and analyse data and adapt national and local policy from several sources into Trust standards. * Ability to act as an effective facilitator and clinical supervisor and demonstrate evidence of ability to educate others. * Ability to initiate, undertake and facilitate audit and clinical effectiveness projects and to develop services from research and best practice guidance. * Ability to write management reports identifying investigation findings, clearly documented with appropriate judgement and actions needed. * Able to gain credibility with and influence fellow clinicians, managers and specialty leads – including influencing clinical changes where appropriate. * Able to lead specific nursing and policy development across the wider health community in conjunction with other agencies. * Able to work and cope with rotating shift patterns – early, late over 7 days of the week as required, and to fully undertake on call. | E  E  E  E  E  E  E  E  E  E  E  E |  |
| **PERSONAL ATTRIBUTES**   * Dealing with bad news – ability to sensitively inform service users on emotional and complex issues such as patient death, diagnosis and treatment, complaints, investigation and resolution. Able to support and facilitate own staff in dealing with these issues. * Conflict – ability to deal with conflict within any of the terms for which post is responsible, which may also include service users. | E  E |  |
| **OTHER REQUIREMENTS**   * Management of COSHH and Health and Safety of Patients Staff and Visitors in the ward environment. * Physical skills and ability to manually handle patients and appropriate lifting aids to maintain patient comfort and assist in rehabilitation e.g. patient hoists, commodes, wheelchairs etc. push patients trolleys and beds to the areas of the hospital * Flexible working hours. * 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 with access to own vehicle for purposes of the role. | E  E  E  E  E |  |

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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 | Y | X |  |  |  |
| 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) | Y | X |  |  |  |
| Animals | Y | X |  |  |  |
| Cytotoxic drugs | N |  |  |  |  |
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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) | Y | X |  |  |  |
| 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 | 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 |  |