

## Job Description

1. Job Details	
Job Title:	Clinical Site Manager
Responsible to:	Head of Patient Flow
Professionally Responsible to:	Head of Patient Flow
Grade:	Band 7 AFC

2. Job Purpose
<p>To provide senior nursing support whilst acting as a role model demonstrating clinical leadership and advice to all clinical areas within the Trust.</p> <p>To participate in and co-ordinate the Trust's Emergency Response Teams to Fire, Security alerts, Cardiac Arrests and other clinical emergencies, and to be responsible for the co-ordination and first line Management of Major and Serious Untoward Incidents and verification of death as required.</p> <p>Responsibility for the management of the emergency and elective admission processes across the Trust, safe and appropriate patient placement, and the achievement of related Trust targets. This requires the ability to balance the demand for an optimal level of elective activity, with fluctuating emergency rate on a daily basis.</p> <p>Responsibility 'out of hours' for the operational management of the Trust, implementing Policies and Procedures as required and providing support and advice to Trust employees.</p> <p>To manage Site Support workers/Transport co-coordinators overseeing their rosters, annual leave, training and development and development and reviews.</p> <p>To manage Night Support Workers, overseeing their rosters, annual leave, training and development and development and reviews.</p> <p>To recruit and manage the Pool Nurses/Emergency Response Nurses overseeing their rosters, annual leave, training and development and development and reviews.</p> <p>To manage the staffing levels on a day to day basis by redeploying as appropriate and the booking of NHSP/ agency workers in line with Trust guidelines in conjunction with Safe Care.</p> <p>To assist in effecting a smooth and timely discharge/transfer and identifying appropriate patients whom maybe transferred out of their existing setting.</p>

To liaise with all directorates on a daily basis to effect the sound usage of the total bed stock across the Trust.

Participate in the management of major trauma cases :

- Responsibility for clinical coordination and the facilitation of safe and appropriate care for trauma patients during their admission at NDDH
- Co-ordination of repatriations from the Major Trauma Centre and act as the case manager for the period of the patient's admission
- Liaise with all relevant clinical specialties to ensure that all aspects of the patient's care are undertaken
- Provide support to other clinical staff within the hospital and provide teaching as required
- Support the governance of the Trauma Unit validating Trust KPIs, supporting the Trust's Trauma meeting and any audit requirements.

To respond to calls out of hours from Chemotherapy/Haematology patients and act accordingly following the guidelines.

Work in partnership with Devon Partnership Trust to provide clinical and site support at the NDDH when required.

To provide nursing leadership to the Hospital at Night Team using the current IT system to facilitate the identification of Amber patients.

### 3. Dimensions

Responsible for the effective use of Trust resources and compliance with Trust Standing Financial Instructions (SFIs).

To use human and financial resources in an effective way for the benefit of patients and to achieve operational objectives.

Co-ordination of all admissions, transfers and discharges through 247 acute beds and 6 ICU/HDU beds.

Liaise with ward managers, nursing and admin staff across 14 wards and departments and 6 community hospitals.

Work in partnership with all agencies to enable smooth flow of patients through the beds.

#### 4. Organisational Chart

Director of Operations

Associate Divisional Director Medicine

Head of Patient Flow

**Clinical Site Manager**

Clinical Site Support worker/Transport co-coordinator

#### 5. Main Tasks/Duties and Areas of Responsibility

##### Clinical:

To provide senior nursing support, and professional and clinical advice to all areas within the Trust

To undertake patient assessment, advising on immediate care or referral for medical intervention ensuring the prompt and effective management of patients.

To assess and follow up patients who call for advice out of hours and liaise with the medics on call for further advice.

To respond and assess hematology patients who require Factor 8 and facilitate cannulation and treatment according to hematologist on call and guidelines.

To undertake a range of advanced clinical interventions such as Advanced Life Support Skills according to clinical competence.

To support staff in the management and care of patients requiring hdu/icu care and to provide an escort service for patients who require their level of care stepping up.

To respond to and provide senior nursing support in the event of a clinical emergency or as a member of the Trust Resuscitation Team.

Participate in the training needs of staff to ensure teams are equipped to fulfill the needs of the service.

To assist in the development of clinical roles of others in the team.

To support the patient journey prioritising safety at all times whilst optimizing the experience for the patient.

In negotiation with directorate senior nurses and ward managers ensure that staff are allocated to, and deployed appropriately across the Trust, by using the Workload Assessment Tool.

Work in a professional and harmonious way with other members of the multi-disciplinary team and support services in the delivery of patient care.

Support Hospital at night meetings and act as lead nurse for the team at night.

**Patient Placement:**

To maintain an accurate and contemporaneous bed state, monitoring actual / potential occupancy at all times, and contribute to the required daily collection and analysis of data relating to bed management. Using Trakcare to facilitate timely discharges and challenge decisions.

To monitor the trigger factors associated with and when necessary implement the Trust's Bed Escalation Strategy in order to minimise bed crises through effective planning. And to co-ordinate the Trust response to patients who are likely to exceed the targets set out in the NHS plan.

To co-ordinate the transfer of patients through the in-patient system to allow for sufficient capacity and safe placement of emergency admissions and to assist in the achievement of the Trust related target of reducing A&E waiting times.

Report daily bed status to Ambulance control confirming Red, Amber or Green. Red is less than 8 acute beds and at risk of cancelling elective work. Amber is more than 8 beds and able to accommodate elective admissions dependent on discharges. Green is to accommodate all admissions both elective and emergency without delay. NB It is possible that beds can be Amber/Red but A/E is Green.

To assist A&E with preventing Ambulance waits.

Manage the movements of outliers and report and act on any delays with patient's journey within hospital setting.

To co-ordinate the elective admission process reconciling the demand for optimal activity and meeting of Trust targets, with the need to provide sufficient capacity for emergency admissions.

Responsibility for the collection and analysis of bed management data for both internal audit and external reporting requirements.

**Patient Journey:**

To be highly visible, accessible and available to all staff, wards and departments

concerning the discharge planning of patients. To ensure all patients are discharged in a timely and appropriate manner to the right care setting for the individual.

Support and advise nursing staff in providing agreed standards of care related to patient assessment, discharge planning and transfer to areas other than usual care setting.

Ensure discharge planning commences on admission and the discharge date is recorded by maintaining regular contact with the wards on a daily basis providing supportive challenges to wards on any delays using Jonah to inform.

To educate and promote North Devon alternatives to admission by regular liaison with A&E and the acute assessment units.

### **Site / Duty Management:**

The immediate co-ordination and first line management of the Trust's emergency response to Fire, Major Incidents, Security alerts and Serious Untoward Incidents

To manage and implement the Trust's Complaints, Disciplinary, Violence and Aggression Policies and other policies as required.

To liaise with Security managers and Public Relations, and on behalf of the Trust external agencies such as the police and media

To act as a trouble-shooter, and give support and advice to all Trust employees.

Use Workload Assessment Tool to risk assess wards/departments within the organisation to inform decision making when redeploying staff.

### **General:**

To liaise with Ward Managers, Heads of Nursing and General Managers regarding the clinical and operational management of their areas.

To ensure that critical / untoward incidents which includes failure to meet related targets as set out in the NHS Plan, are reported as per locally agreed Trust Policies.

To participate in the development of the Site Practitioner service by maintaining accurate records for the Audit process, and by liaising with clinical areas and other service users in order to receive feedback and to evaluate the effectiveness of the service.

To act in accordance with relevant professional codes and statutory guidelines and

be wholly accountable for professional practice at all times.

To be responsible for individual professional development and to participate in projects and research that enhances personal performance and the operation of the service. And, to contribute towards meeting the objectives of the Nursing & Midwifery Strategy.

To be aware of and work within the policies and procedures of Northern Devon Healthcare Trust, carrying out such duties as may be required and which are consistent with the responsibility of the grade.

To undertake any other duties which may be appropriate to the post.

Maintain a communication network which is accessible and utilised by all members of the department team.

Advise and inform appropriate managers and heads of department of problems and decisions which affect their services.

Be a point of contact for patients, relatives and the public to enable local resolution of concerns and where possible prevent formal complaints.

To reinforce the Saving Lives programme across the organization by reducing infection and delivering clean and safe care. To ensure the protection of patients from infection and ensure procedures are correctly undertaken every time and all staff follow policies and guidelines to this end.

To develop systems to ensure quality standards are set and met inline with the Trusts' directorates' governance framework.

## **6. Communication and Working Relationships**

Senior Nurses  
Directorate Management Teams  
Unit/Ward/ Department Nursing Team  
Multidisciplinary teams  
Pathfinder  
Other Trust Departments, e.g. Pharmacy, Pathology, Radiology, and Sodexo  
Patients  
Carers/Families  
Community Hospital Staff  
Modern Matrons  
Medical Staff  
External Agencies  
SWAST

## Person Profile

Job Title:	Clinical Site Manager
Grade:	Band 7
Department:	General Medicine

Criteria Required	Essential	Desirable
Qualifications & Training	<p>Registered Nurse</p> <p>Evidence of on-going professional development.</p> <p>Evidence of further study – diploma/degree or equivalent</p> <p>Teaching/Assessing Qualification</p>	
Specific Knowledge & Skills	<p>Enhanced clinical skills developed through experience and additional training.</p> <p>Computer literacy.</p> <p>Excellent verbal and written communication.</p> <p>Proven leadership ability.</p> <p>Commitment to teach/train.</p> <p>Supportive in change management.</p> <p>Ability to meet targets and work under extreme pressure.</p> <p>Negotiating skills.</p> <p>Understanding of individual and corporate responsibilities towards Health and Safety.</p>	

	<p>The application of Clinical Governance in practice.</p> <p>Well developed interpersonal skills.</p>	
Special Experience	<p>Five years within acute specialty, to include 2 years at Band 6 AFC.</p> <p>Evidence of ongoing personal and professional development.</p> <p>Leadership and Management experience.</p> <p>Clinical Risk Management.</p>	
Physical Skills & Effort	<p>Constant walking.</p> <p>Pushing beds and trolleys.</p>	
Emotional Effort	<p>Provides emotional support to CSM team and others within organization.</p> <p>Provides leadership and support to junior staff.</p> <p>Resilience and calm under pressure.</p>	
Mental Effort	<p>Regularly multi-tasks in a constantly changing environment to maintain required standards of care.</p> <p>Prioritising and managing care and staffing across the Trust.</p>	
Requirements due to working environment	<p>Dealing with aggressive behaviour.</p> <p>Exposure to bodily fluids.</p>	