

**Job Title:** Case Manager – Physical Disability (RGN)

**Band:** Band 7

**Responsible to:** Lead Nurse CHC and PHB

**Accountable to:** Lead Nurse and CHC

**Location:** The post holder may be required to work at any establishment at any time throughout the duration of their contract, normally at ICB HQ, or as set out under the terms of their contract.

## **1. JOB SUMMARY AND KEY RESPONSIBILITIES**

### **Job Purpose**

- To case manage CHC patients on the case load as part of the Case Manager team
- To ensure continued roll out of personal health budgets(PHB) in order to ensure NHS targets are met
- To ensure all packages of care are cost effective and deliver the outcomes intended for patients
- To provide clinical advice to the commissioning CHC team and provide support including fast tracks approval
- Work as a member of the ICB's clinical team providing support as required.

### **1. Main Responsibilities**

- To work closely with the Lead Nurse, Continuing Health Care and Personal health budgets with regards to packages of care funded by CHC as well as PHBs
- To clinically review highly complex CHC packages ensuring the care is specified and delivered to deliver the best outcomes for patients.
- To highlight any concerns regarding safeguarding or quality and safety of packages of care within the ICB .
- To ensure that there is a clarity of responsibility around packages and providers
- To receive referrals regarding any specific follow up to package or risks that may need monitoring out with the CHC review framework
- Make referrals to various services and coordinate the different referrals ensuring that referrals have been picked up and acted upon
- To liaise with all providers, providing clinical challenge into packages of care
- To work alongside Lead Nurse, Continuing Health Care and Personal health budgets and other case managers ensuring innovation, governance and 6 C's are embedded throughout all processes.
- To monitor and review high-cost placements to ensure quality and value for the ICB and patient
- Support the Finance Team with regard to costs and the changing costs of care packages
- To receive referrals and manage the PHB process within the ICB, ensuring all PHB's are set up in a timely manner and all clinical needs are met for those patients on the case managers caseload as well as those requiring a therapy PHB
- Advise the ICB on future/ potential development areas, gaps in service or risks.
- To act as Duty Clinician as required.
- To provide cover for other Case managers as appropriate.
- To act on initiative for effective service deliver
- To provide accurate and legible recording of information.
- To ensure that communication remains professional and appropriate at all times.
- Deliver against objectives, achieving quality outcomes, prioritizing own workload and working to tight deadlines.
- Support training and induction of new staff

### **2. Information Management**

- Handling sensitive material in accordance with the ICB information governance policy
- Sharing information with partner organisations in accordance with the ICB information governance policy
- Supporting the use of broadcast within the ICB CHC team
- Adherence to information management policies

### **3. Professional Nursing**

- Work within NMC code of conduct
- Reflect 6 C's in all practice and support its development across care settings
- Reflect supporting clinical excellence in the ICB
- Reflect service innovation through quality and safety development
- Develop a broader understanding within the ICB of the needs and challenges of individuals and their families
- Act as advocate for families and adults at risk.
- Should be compliant at level 3 of the Adult Safeguarding: Roles and Competencies for Health Care Staff

The job description and person specification are an outline of the tasks, responsibilities and outcomes required of the role. The job holder will carry out any other duties as may reasonably be required by their line manager.

The job description and person specification may be reviewed on an ongoing basis in accordance with the changing needs of the Department and the Organisation.

## **2. KEY WORKING RELATIONSHIPS**

ICB CHC commissioning colleagues  
ICB nursing team  
Nottinghamshire Health Care Trust determining nurses & universal services teams  
Local Authority commissioners  
Patients and Families  
Social care providers  
ICB Case Manager team

## **3. EQUALITY, DIVERSITY AND INCLUSION**

NHS Nottingham and Nottinghamshire ICB is fully committed to promoting inclusion, equality, diversity and human rights in employment and commissioning of services for the people of Derbyshire. The ICB is committed to providing an environment where all employees, visitors, and patients whom services are commissioned for, experience equality of opportunity by means of understanding and appreciating the value of diversity.

The ICB works to eliminate all forms of discrimination in line with the Equality Act 2010, and recognises that this requires, not only a commitment to remove discrimination, but also action through positive policies to redress inequalities. The ICB actively encourages its employees to challenge discrimination and promote equality of opportunity for all. Employees of the ICB are required to comply with its policies, processes and procedures and must recognise the values around equality, inclusion, diversity and human rights.

## **4. SAFEGUARDING ADULTS AND CHILDREN**

The ICB as a statutory NHS Body has a statutory duty to ensure adults and children are safeguarded. All staff within the ICB are required to attend safeguarding children and adults training in line with the Adult safeguarding: Roles and Competencies for Health Care Staff (2018) and Safeguarding Children and Young People: Roles and Competencies for Healthcare Staff (2019) and know who to speak to for advice, guidance and support if they are concerned about the welfare and safety of a child or adult.

All ICB staff are also required to adhere to the Nottingham and Nottinghamshire Multiagency Safeguarding Children and Adults Procedures.

## Person Specification

### Supporting Evidence

In the supporting evidence of your application form, you must demonstrate your experiences by giving specific examples for the criteria within the person specification.

Factors	Description	Essential	Assessment
<b>Education/ Training/Qualification</b>	Educated to degree level in relevant subject or equivalent level qualification or significant experience of working at a similar level in specialist area, ideally CHC	✓	A/I
	Registered General Nursing Qualification and current registration with NMC	✓	
	Evidence of post qualifying and continuing professional development	✓	
	First line management qualification or experience or evidence of working at this level	✓	
<b>Experience/Knowledge</b>	Able to demonstrate knowledge base around MCA and consent issues	✓	A/I
	Evidence of teaching/mentorship		
	Knowledge of safeguarding process and responsibilities	✓	
	Understanding of the public sector Demonstrated experience in a Healthcare environment	✓	
	Aware of Caldicott principle and information governance	✓	
	Experience and previous knowledge of NHS Continuing Healthcare		
	Evidence of continued professional development Experience of managing risks and reporting		

<b>Skills/Abilities</b>	Demonstrated capability to plan over short, medium and long-term timeframes and adjust plans and resource requirements accordingly Experience of setting up and implementing internal processes and procedures	✓	A/I
<b>Interpersonal skills</b>	Ability to prepare and produce concise yet insightful communications for dissemination to senior stakeholders and a broad range of stakeholders as required Effective communication skills Negotiation and conflict management skills and the ability to influence in formal settings	✓	A/I
<b>Analytical</b>	Ability to analyze very complex issues where material is conflicting and drawn from multiple sources. Demonstrated capability to act upon incomplete information, using experience to make inferences and decision making	✓	A/I
<b>Autonomy</b>	Demonstrated capabilities to manage own workload and make informed decisions in the absence of required information, working to tight and often changing timescales	✓	A/I
<b>Equality and Diversity</b>	The promotion of equality of opportunity and good working A/I relations (providing practical leadership)	✓ ✓	A/I
<b>Special aptitudes</b>	Awareness of equality and valuing diversity principles Understanding of Confidentiality and Data Protection Act	✓	A/I

<b>Mobility</b>	Car driver/owner	✓	
<b>Other</b>	Experience of managing the performance of a team without supervision Demonstrate ability to travel and work in a variety of settings	✓	
<b>Post Holder's Signature</b>			
<b>Manager's Signature</b>			