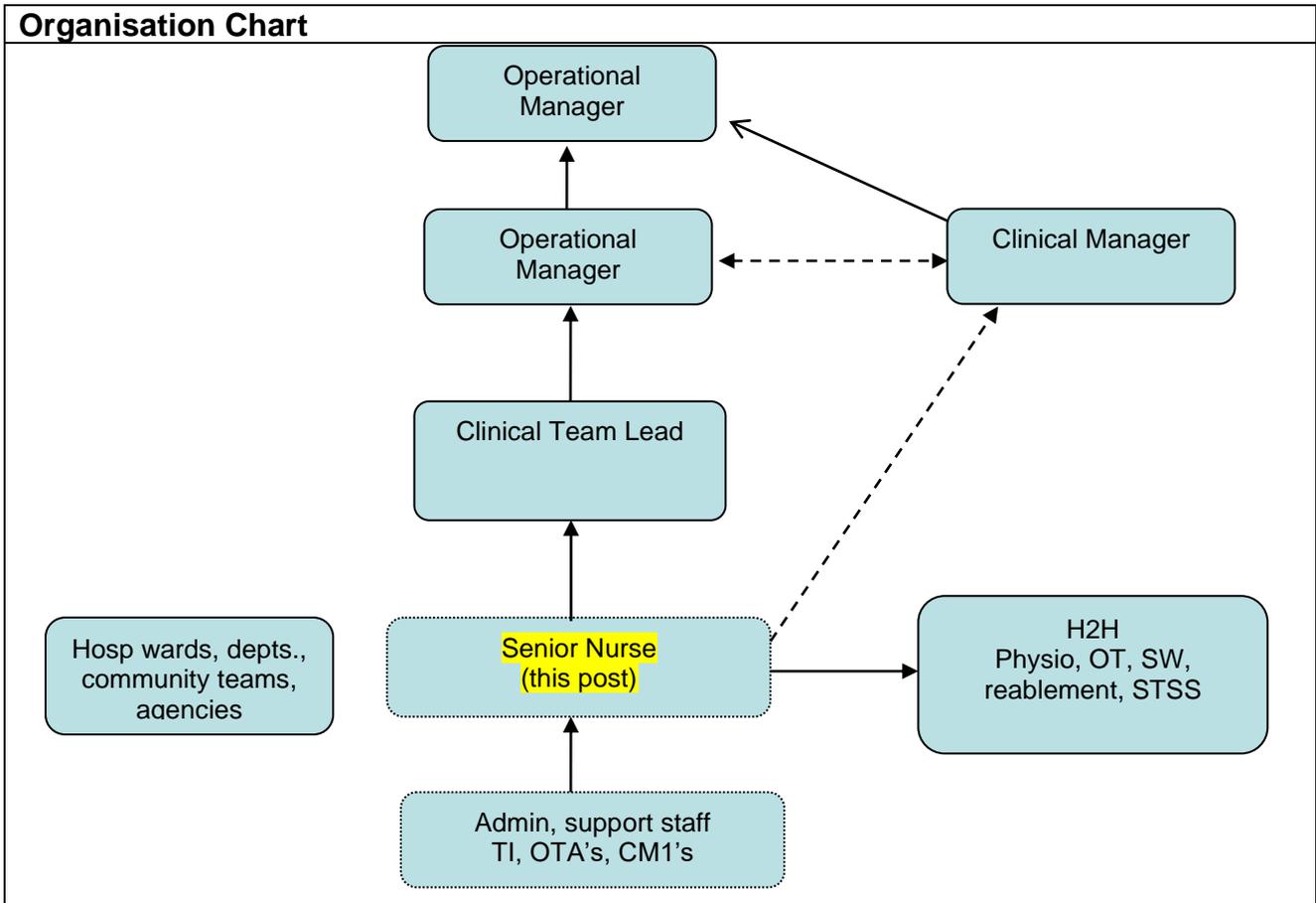


Job Description

| Job Details | |
|---|-------------------------|
| Job Title: | Senior Staff Nurse |
| Business Unit: | Community Business Unit |
| Department/Ward: | Care Point |
| Location: | Trustwide |
| Pay Band: | Band 6 |
| CAJE No: | COM1490 |
| Main Purpose of the Job | |
| <ul style="list-style-type: none"> • As part of a single, multidisciplinary team, the postholder will provide efficient and effective facilitation of the patient journey through hospital, to achieve safe and timely discharge, seamless transitions and help to avoid unnecessary admission and readmission to hospital. • The post holder will work within a multi-disciplinary team working in the community and hospital setting in order to make the patient discharge pathway as seamless as possible and carry out urgent assessment within a patient's home. • The post holder will be required to provide high quality nursing care to patients with a range of complex care and rehabilitation needs. • To role model compassionate and inclusive leadership in order to shape the creation of a collective leadership culture within the trust. This means demonstrating a consistent leadership style which (a) engages, enables and empowers others (b) uses coaching to promote ownership of learning and quality improvement and (c) facilitates team working and collaboration within teams / departments and across organisational boundaries. | |
| Dimensions | |
| <ul style="list-style-type: none"> • The post holder will be a vital member of a multidisciplinary team, including nurse, social worker, OT, physio. • The post holder will work with clinicians to ensure that patients receive appropriate care by arranging packages of care directly from A&E to avoid admission or by facilitating efficient discharges. The team would deal with all issues relating to community nursing, social care and therapy. • Provide full hospital support in terms of discharge, including attendance and participation at identified ward MDTs, support for complex discharges, advice and guidance re referrals to community services & initiatives. • He/she will work across organisational boundaries in such a way as to enable colleagues to collaborate in providing care and service to patients. Assess, plan, implement and evaluate care within an environment of informed consent. • To work within the community setting providing holistic nursing care as well as advice and support for patients, carers and family as appropriate. | |

Organisation Chart



1. Communications and Relationships

- Develop and sustain good working relationships with clinical and professional colleagues both in hospital and the community, to ensure timely discharge.
- Be accessible to all professions to provide support, advice and information to clinical staff on the management of patients with either simple or complex discharge planning needs.
- Liaise with patients, families and carers to facilitate informed decision making when discharge planning is complex or difficult.
- Support and facilitate case conferences involving the MDT and patients, families and carers
- Communicate very sensitive information to patients, relatives and other professionals and organisations. This includes information about legislation, advocacy and financial arrangements.
- Collaborate with Senior Matrons, Ward Managers, Medical Teams, Bed Managers, Infection Control and Operational Managers to ensure optimal bed utilisation.
- Through working as part of an integrated team, to actively strengthen links with community teams and stakeholders to ensure a safe and efficient transfer of patients from hospital into the community.
- To build relationships, communicate and receive complex and sensitive information concerning patients' medical conditions, with the following stakeholders:
 - General Practitioners
 - Primary care and community colleagues, including Community Matrons, District Nurses, Practice Nurses and Allied health professionals (AHP)
 - Mental health teams
 - Social Services
 - Carers and Families
 - Voluntary Services
 - Intermediate Care Services
 - Nursing and Residential Homes
 - Funded Nursing Care Services
 - Wards and departments at Northumbria Healthcare NHS Foundation Trust
 - Community Hospitals
 - Specialist nurses
 - Community Pharmacy Services
 - Northern Doctors
 - NHS Direct
 - North East Ambulance Services
- To use effective advanced communication skills to motivate and encourage participation in treatment and achievement of client-centred goals.
- To provide written reports of assessments and of recommendations which clearly demonstrate clinical reasoning?
- To communicate the outcome of assessments, this may involve the imparting of unwelcome news. This may then lead to dealing with difficult family situations or circumstances e.g. helping a patient come to terms with their illness and its functional implications.
- Must be able to demonstrate the English Language proficiency level required for this post.

2. Knowledge, Skills, Training and Experience

- Registered General Nurse, UK
- B.Sc. (Hons) degree health related studies or equivalent relevant qualifications or equivalent relevant experience
- Post registration mentorship or relevant teaching qualification
- Relevant post registration experience
- Previous experience of change management.
- Conversant with discharge planning processes
- Experience of developing and implementing creative care pathways
- Ensuring the delivery of 'Compassion in Practice' - Nursing, Midwifery and Care Staff Vision and Strategy, incorporating the 6C's.
- Knowledge of primary/social care systems
- Up-to-date on current or associated legislation in relation to discharge planning
- Conversant with Community Care Act 2003 (Delayed Transfers of Care Act)
- Conversant with the revised framework on NHS Continuing Healthcare/NHS Funded Nursing Care
- Computer literate in terms of MS Word, Excel, PowerPoint, Outlook and clinical information systems
- Ability to communicate and negotiate with staff at all levels.
- Tactful and diplomatic.
- Ability to influence the decisions of others.
- Ability to work as a member of the team and manage own workload
- Ability to cope with change and uncertainty
- Must be willing to work flexible hours
- Must be willing to work on all sites
- Clean current Driving License
- To lead, inspire and motivate others to high performance by agreeing clear goals and objectives, providing support and guidance and creating opportunities for development
- To contribute to the development of a culture of high engagement, where staff are empowered and entrusted to provide the best services and care for patients
- To promote and facilitate innovation and continuous improvement to deliver better services for service users and patients
- Accountability for the leadership of post holders staff / teams / departments
- Evidence of qualification to undertake the supervision, teaching and assessing of students (essential requirement for post, expectation this will be completed within an 18 month period)
- It is an essential requirement of the role that the post holder has a valid driving licence and is either a car owner and able to use the car for work purposes, or has a Trust personal lease vehicle which may be used for the role. However, the Trust would consider making reasonable adjustments to the role, if necessary, to enable a disabled person to undertake the role.

Desirable

- Relevant experience working in the community
- Experience of working within a rehabilitation setting.
- Knowledge of or experience in coaching and mentoring practices and tools.
- Knowledge of or experience in Quality improvement tools, techniques and methods.

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| <p>3. Analytical Skills</p> <ul style="list-style-type: none"> • Understand individual care needs • Identify, escalate and act on all delayed transfers of care, liaise with MDT and drive action plans to resolve barriers to discharge. • Decision-making on plans for community care. • Ensure that all formal delayed discharges are correctly identified and escalated within the Trust. • Exercise clinical judgment, often being the first point of contact for patients providing assessment both nursing and functional, in a variety of clinical and non-clinical settings. |
| <p>4. Planning & Organisational Skills</p> <ul style="list-style-type: none"> • Be responsible for ensuring that discharge planning process starts on admission and this process is documented accordingly. • Ensure the discharge planning process and plans to help patients remain in their own homes is responsive to the needs of individuals and their carers/family thereby ensuring they feel fully involved in discharge planning/admission avoidance arrangements • Be part of the conduit for people's pathways between primary, community, intermediate and secondary care services. • Supervise the discharge of patients classified as 'acute medical outliers' to ensure patients' discharge planning meet the same high standards as patients on base wards • Ensure that discharge planning is focused around the Estimated Date of Discharge (EDD). • Plans and co-ordinates pre-hospital discharge multidisciplinary activities, including case conferences, reviews and patient/relative meetings. • Work with the multi-disciplinary teams both in hospital and in patients own homes to ensure that the patients experience is of an optimum standard. • Act as a mentor for the nursing team. • Putting government guidelines into practice within the specialism, considering the impact of professional ethics and advising line and professional managers. • Ability to work as a member of the team and manage own workload. • To support and participate in appraisal and clinical supervision. • Deal with any untoward incidents or complaints, in accordance with Trust policies and procedures, ensuring investigation and resolution within required timeframes • Work with the multi-disciplinary teams to ensure that the patients experience is of an optimum standard. |
| <p>5. Physical Skills</p> <ul style="list-style-type: none"> • Combination of sitting, standing, walking and frequent light effort for short periods • Effort required for carrying out clinical technical duties • Keyboard skills and computer literacy required • To work a flexible shift pattern to suit the needs of the service. |

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| <p>6. Patient/Client care</p> <ul style="list-style-type: none"> • To provide evidenced based treatment plans based on sound clinical decision making using the knowledge of the unique presentation • Develops, co-ordinates and arranges packages of care for clients with complex needs, including the monitoring and review of those packages • Assesses, develops and implements arrangements for programmes of care to maintain patient in the community or to enable patient discharge from hospital. • Provides specialised advice to clinical teams on care arrangements in the community to enable discharge • Responsible for undertaking new assessments and re assessment in hospital and community. • Assist ward teams in delivering effective systems and processes to make certain that patients are discharged efficiently and in a safe manner. • Support the ward in removing internal barriers to timely discharge, e.g. delays to diagnostics, transport. • Ensure outcomes of continuing care panels are acted upon by ward nurses. • Acting as patient's advocate to ensure optimum quality of care and timely discharge. • Maintain clinical records in accordance with NMC 'Guidelines on Record Keeping' and Trust Policies. • Maintain confidentiality while communicating data and document in accordance with legal requirements and adhere to Trust and NMC (2002) regarding record keeping • Ensure appropriate, timely communication with patients and relatives/carers, advising, instructing and supporting them as needed. • To undertake risk assessment to identify potential or actual risks or hazards to patient, staff or carers in a variety of settings. |
| <p>7. Policy & Service Development</p> <ul style="list-style-type: none"> • Ensure that formal and informal complaints are received courteously and to assist in their resolution, as appropriate. • Utilise the Trust's risk and governance processes to implement learning from discharge incidents and complaints. This will include reviewing all IR1s relating to discharge from both acute and community side and cascading learning. • Attend meetings to represent the Trust as required, promoting the effectiveness of discharge planning process to all internal; and external agencies. • To carry out all duties in accordance with trust policies and procedures • To use evidence based practice, audits. • To participate and discuss areas for service improvement or change based on evidence or knowledge and implement accordingly as agreed. |
| <p>8. Financial & Physical Resources</p> <ul style="list-style-type: none"> • No specific responsibilities, other than good governance and making best use of these resources, in line with Trust policy. |
| <p>9. Human Resources</p> <ul style="list-style-type: none"> • Provide specialist advice, education, training and support, in particular to ward teams, on the management of patients with complex and simple discharge planning needs. • To contribute and lead when appropriate the induction, training and education of students and other staff in this area. • To provide in-service training and education to staff, other professionals and students and provide support to the failing student. |

10. Information Resources

- Work with staff to ensure accurate discharge planning records are kept.
- Maintain accurate and comprehensive records, using appropriate documentation and computer-based Information systems and ensure their confidentiality and safe keeping, in line with data protection legislation and Trust policy. This includes ensuring that patient records are up-to-date and stored safely as required by the Data Protection Act 1996.
- Ensure that communication with patients and their significant others is established and that contact details are accurate and documented.
- Record and understand which external agencies are involved in care delivery, to ensure smooth pathway and transfer of care from hospital to community setting.
- You will be expected to have basic functional skills, including literacy, mathematics and digital skills. Digitally literacy is the ability to locate, organise, understand, evaluate and analyse information using digital sources. This is in line with 'digital readiness indicator for health and social care', which has been developed in the Building and Digital Ready Workforce Programme (BDRW), between Health Education England (HEE) and NHS Digital, and is part of the Government's Digital Transformation Portfolio (DTP) (2019)

11. Research & Development

- Dissemination of good practice with regard to discharge planning within the clinical area.
- Contribute to journal articles for publication.
- Contribute to presentations and educational events promoting the service.
- Participate in audit.

12. Freedom to Act

- Acts autonomously, without direct supervision in fulfilling role.
- Responsible for interpretation of legislation with regard to individual patients.
- Accountable for own professional actions
- Manage and prioritise own caseload supported by Team Leader
- Provide specialist advice within designated clinical area.
- Participate in whole team discussion at regular meetings to further develop the team.
- Update Line Manager with any areas of concern regarding quality issues that may arise during the patient's journey.
- Act in accordance with NMC 'Code of Professional Conduct' with particular reference to limitations of competence and conduct.
- Keep abreast of updated Trust clinical practices, guidelines and policies
- Act in a manner that promotes high standards of care.
- Act as a senior nursing role model in all aspects of patient care and professional behaviour.
- Be responsible for maintaining personal workloads, training sessions, project work and audit as required.
- Undertake and participate in self-directed continuing professional development in order to maintain high standards of clinical competence and comply with professional regulations.
- Be willing to expand his/her scope of clinical practice to enhance the effectiveness of proactive discharge planning.

Standards

The statements outlined below are the standards of which all employees of Northumbria Healthcare Trust are expected to comply.

Works to the standards expected in the Northumbria Healthcare NHS Foundation Trust statement of values.

Risk Management - to deliver the quality standards and targets outlined in the Trust's Risk Management Strategy and local operational policies

Infection Control:

It is your responsibility to adhere to infection control policies and guidelines in order to promote cleanliness and reduce infections. Hand hygiene must be undertaken correctly to prevent the spread of infection. Personal protective equipment must be used in accordance with Trust policy. You must contribute to the cleanliness of the work environment and keep it "clutter free" and tidy. You must also attend mandatory training and updates to ensure you receive training appropriate to your role

Health and Safety:

Managers have a duty to ensure that safe systems of work are used within their area of responsibility; to investigate accidents and incidents; to arrange for risk assessments to be conducted annually, and to ensure staff attend appropriate health and safety training.

All employees have a duty to take reasonable care for their own health and safety, and that of others who may be affected by their activities; to cooperate with the Trust by complying with all health and safety rules and safe systems of work; and to inform their line manager of any work situation, or practice which may be considered a danger to health and safety.

Patient, Carer & Public Involvement:

Managers have a duty to ensure that the principles of patient, carer and public involvement are adhered to throughout all areas of responsibility in line with section 242 of the NHS Act 2006 (as amended by the Act 2012) which requires the duty to involve and consult users. A 'user' is defined as someone who is using services, or someone who may use them. In addition, this requires NHS organisations to involve and consult patients and the public in; The planning and provision of services and the development and consideration of proposals for changes in the way services are provided.

This ensures that patients are the focus of everything we do, we share good practice in line with Trust policies and procedures, this includes learning from complaints and concerns.

Safeguarding:

The safeguarding of all those who are vulnerable is an enormous obligation for all of us who work in the NHS and partner agencies.

Safeguarding children and adults at risk of abuse or neglect is complex, frequently under review and we must all take responsibility to ensure that it works effectively.

Safeguarding is everyone's responsibility. It remains the responsibility of every NHS organisation and each individual healthcare professional working in the NHS to ensure that the principles and duties of safeguarding adults and children are holistically, consistently and conscientiously applied with the needs of adults at risk or abuse or neglect at the heart of all that we do.

Partnership working is also key and it is vital that local practitioners continue to develop relations and work closely with colleagues across their local safeguarding system to develop ways of working that are collaborative, encourage constructive challenge and enable learning in a sustainable and joined-up way.

NHS England will continue to seek assurance that the safeguarding arrangements across the health system are effective.

Environment and Sustainability

The trust aims to be an exemplar organisation that embraces sustainability and meet its corporate responsibility. It is the responsibility of all employees to support the Trusts' vision for sustainable development. To undertake their duties in a way that is not wasteful of environment, financial and social resources throughout their daily activities.

Appendix 2

NOTE: This appendix is not intended to form part of the 'official' Job Description, but is intended for Job Evaluation purposes only.

Effort and Environment:

Physical –

- Considerable sitting in a restricted area for data entry every day.
- Long periods of standing in ward areas every day.
- Considerable amounts of walking the corridors from one end of the hospital to the other every day.
- Move/manoeuvre patients
- Driving to and from a range of clinical and non-clinical environments
- Effort required for carry out technical duties.

Mental –

- Frequent periods of extended concentration required for telephone calls, computer work, paperwork every day.
- Constantly unpredictable work patterns depending on the number of patient admissions and/or changes in patient management plans.
- Constant Interruptions from staff that necessitate a change of direction from previously planned workload.
- Pressure of an unpredictable caseload.
- Frequent pressure in dealing with the lack of immediate response from other professionals that may cause delays with the continuity of patient management plans.

Emotional –

- On a daily basis, required to deal with the following frequently:-
- Distressed patients and relatives.
- Dealing with conflict.
- Challenging the decisions of Medical Staff, Nursing Staff, PAMS, Social Workers, Care Managers, Clinical Support Services etc and then having to deal with the potential conflict.
- The unforeseen circumstances throughout the patients journey and post discharge.

Working Conditions –

- Daily lone working in the community.
- Often required to work in cramped conditions e.g. patients home which can result in kneeling, bending or crouching.
- Involves frequent exposure to highly unpleasant working conditions on a regular basis (i.e. bodily fluids including vomit, urine and faeces), grime, lice and fleas.

Grid

| | DUTIES AND RISK FACTORS OF THE POST | Yes | No |
|-----|---|------------|-----------|
| 1. | Exposure Prone Procedures (EPP's)* | X | |
| 2. | Manual Handling Operations | X | |
| 3. | Dust, Dirt, Smells | X | |
| 4. | Chemicals, Fumes or Gasses (Glutaraldehyde, fixer, anaesthetic gases, reconstitution/handling of cytotoxic drugs) | | X |
| 5. | Patient Contact | X | |
| 6. | Babies/Children Contact | | X |
| 7. | Food handling / Preparation | | X |
| 8. | Driving | X | |
| 9. | Fork Lift Truck Driving | | X |
| 10. | User of Display Screen Equipment | X | |
| 11. | Noise | | X |
| 12. | Infestation | X | |
| 13. | Blood and Body Fluids/Waste/Samples/Foul Linen | X | |
| 14. | Excessive Cold | | X |
| 15. | Excessive Heat | | X |
| 16. | Inclement weather | X | |
| 17. | Radiation | | X |
| 18. | Laser Use | | X |
| 19. | Heights over 2 metres | | X |
| 20. | Confined Spaces | | X |
| 21. | Vibration i.e. Power Tools | | X |
| 22. | Using machinery with moving/exposed parts | | X |
| 23. | Shift work | X | |
| 24. | Use of latex products | | X |
| 25. | Physical violence / aggression | X | |
| 26. | Employment of young people | | X |
| 27. | Any other hazards please specify | | X |
| 28. | Other | | |

If any hazard is identified above please give details below.

Will visit patients in their own home and may sometimes be alone. Has to drive in hazardous conditions due to winter weather.

*Definition of Exposure Prone Procedures (EPP's)

Exposure prone procedures are those where there is a risk that injury to the Health Care Worker may result in the exposure of the patient's open tissues to the blood of the HCW. These procedures include those where the HCW's gloved hands may be in contact with sharp instruments, needle tips and sharp tissue (spicules of bones and teeth) inside a patients open body cavity, wound or confined anatomical space where the hands or fingertips may not be completely visible at all times.

Person Specification

| | | |
|---------------------------------|--|--|
| Job Title: | Senior Staff Nurse | |
| Department: | Care Point | |
| Location: | Trustwide | |
| Specification | Essential | Desirable |
| Qualifications | <ul style="list-style-type: none"> Registered General Nurse, UK B.Sc. (Hons) degree health related studies or equivalent relevant qualifications or equivalent relevant experience Post registration mentorship, teaching qualification | <ul style="list-style-type: none"> Relevant experience working in the community |
| Experience and knowledge | <ul style="list-style-type: none"> Appropriate post registration experience Previous experience of change management. Conversant with discharge planning processes Up-to-date on current or associated legislation in relation to discharge planning Conversant with Community Care Act 2003 (Delayed Transfers of Care Act) Conversant with the revised framework on NHS Continuing Healthcare/NHS Funded Nursing Care Knowledge of current local and national agendas/policies Evidence of qualification to undertake the supervision, teaching and assessing of students (essential requirement for post, expectation this will be completed within an 18 month period) Experience of developing and implementing creative care pathways Knowledge of primary/social care systems | <ul style="list-style-type: none"> Experience of working within a rehabilitation setting. |

| | | |
|------------------------------------|---|--|
| <p>Other requirements</p> | <ul style="list-style-type: none"> • Must be willing to work flexible hours. • Must be willing to work on all sites. • It is an essential requirement of the role that the post holder has a valid driving licence and is either a car owner and able to use the car for work purposes, or has a Trust personal lease vehicle which may be used for the role. However, the Trust would consider making reasonable adjustments to the role, if necessary, to enable a disabled person to undertake the role • Enthusiasm • Conscientious with an attention to detail • Reliability | |
| <p>Skills and abilities</p> | <ul style="list-style-type: none"> • Computer literate in terms of MS Word, Excel, Powerpoint, Outlook and clinical information systems • Reflective practitioner • Ability to manage patient risk effectively and safely • Must be able to demonstrate the English Language proficiency level required for this post • Ensuring the delivery of 'Compassion in Practice' – Nursing, Midwifery and Care Staff Vision and Strategy, incorporating the 6C' | <ul style="list-style-type: none"> • Presentation skills • Accountability for leadership of post holders staff / teams / departments |
| <p>Personal attributes</p> | <ul style="list-style-type: none"> • Ability to be a proactive change agent • Ability to communicate and negotiate with staff at all levels. • Tactful and diplomatic. • Ability to influence the decisions of others. • Ability to work as a member of the team • Ability to cope with change and uncertainty. • Flexible • Confident and outgoing personality • Enthusiasm • Conscientious with an attention to detail • Reliability • Learning agility and commitment to self-development | <ul style="list-style-type: none"> • Strong analytical skills • Critical thinker |