

**WALSALL HEALTHCARE NHS TRUST
JOB DESCRIPTION**

Post Title Clinical Nurse Specialist – Integrated Front Door Services

Grade 7

Reports to Clinical Team Leader

Responsible to Deputy Director of Operations

Job Summary

- To work as part of a team of the Integrated Front Door service in the Acute hospital care setting. You will be undertaking intensive assessments to apply clinical skills to the Clinical Intervention criteria, to provide the best possible outcomes for an identified group of high risk adults to expediate hospital discharge or avoid avoidable hospital admissions.
- To provide teaching and mentorship to others as the service develops.
- To be an advocate for people with acute conditions and associated issues requiring a Clinical community service.
- Identify and support patients who are vulnerable of hospital admission and implement a Clinical treatment plan to maintain effective care and treatment in a care environment outside of the hospital setting.
- Work in partnership with Nursing staff, managers, Primary care, patients, relatives and the wider health and social care team to maintain high quality care, prevent avoidable patient harms, prevent avoidable hospital admission and reduce length of stay if acute intervention is required
- To apply clinical skills and knowledge to provide the best possible outcomes for patients at risk of hospital admission due to their condition, such as those receiving intravenous antibiotic therapy at home and Covid -19, safe at home pathways.

Key Responsibilities**1. Clinical**

- Use advanced skills and expert knowledge to assess the physical – social needs of a defined client group with complex acute conditions, instigating therapeutic treatments, including extended and supplementary prescribing, based on best available evidence in order to improve health outcomes.
- Use advanced skills and expert knowledge to identify subtle and unpredictable changes in condition.
- Use advanced skills and expert knowledge to make both a comprehensive and focussed assessments.

- Work in partnership with GPs, consultants in secondary care and Advanced Nurse Practitioners to ascertain diagnosis, develop care plans, interpret highly complex factors and situations and initiate follow up for people with acute conditions.
- Negotiate and agree with patients, carers and other care professionals, individual roles and responsibilities with regard to actions to be taken and outcomes to be achieved, referring on to other services or professionals as appropriate.
- Challenge professional and organisational boundaries, identify areas for skill/Knowledge development and apply these to practise to provide continuity and high quality patient centred health care.

2. Care Co-ordinator

- Anticipate short and long term care needs and develop appropriate care plans for client with acute conditions, planning, organising, adjusting care plans and treatment, also referring on to other services or professionals as appropriate.
- Establish a network that can be used to streamline care pathways.
- Responsible and accountable for the case load, coordinator care in all settings in the care pathway.
- Able to work with a multi-disciplinary team to plan and implement high quality care.

3. Leader

- Work collaboratively and in partnership with other practitioners to offer appropriate advice to all professions on care practices, delivery and service development.
- Lead the development, implementation and evaluation and evaluations of protocols, policies and integrated care pathways that are consistent with National and International Standards and current research, facilitating change to policy and service delivery across primary and secondary care.
- In conjunction with other health care professionals develop and regularly review patient information using a variety of mediums that take into account cultural diversity and communication difficulties.
- Act as an advocate of issues surrounding people with acute conditions in variety of Professional Groups.
- Operate within a self-managed team as an authorized signatory and delegated budget holder.
- Provide excellent evidence based clinical practice,
- Identify poor professional practice and take appropriate action to address it.
- Act in a professional manner at all times whilst on Walsall Healthcare NHS Trusts business and demonstrate excellence in clinical practice, ensuring compliance to Walsall Healthcare NHS Trust policies and procedures.

- Assist the nurse lead in strategies that promote quality assurance, clinical governance and quality audit, including Developing clinical skills and access training as required / directed to enable participation in future service developments.
- Assist in identifying the physical resource needs of the team and contribute to plans for improvements and maintenance of equipment in respect of available resources.
- Assist in the supervision of qualified and unqualified staff and facilitate their continuing professional development.
- Ensure effective learning experiences and opportunities to achieve learning outcomes for students and the provision of learning opportunities.
- To prepare lesson plans, deliver training programmes to the multi-disciplinary team members, and to review and elevate these programmes.
- Work collaboratively and in partnership with other practitioners to offer appropriate advice to all professions on care practices, delivery and service development
- Lead the development, implementation and evaluation of protocols, policies and integrated care pathways that are consistent with National and International Standards and current research, facilitating change in own practice which improve clinical outcomes and meet the needs of patients and carers
- Influence changes to policy and service delivery across primary and secondary care
- In conjunction with other Health Care Professionals develop and regularly review patient information using a variety of mediums that take into account cultural diversity and communication difficulties

4. Educator

- Take responsibility for recognition and assessment of the learning and development needs of colleagues, participating in creation, delivery and evaluation of learning opportunities that fulfil these requirements.
- Take responsibility for teaching professionals and users and carer's in identifying early signs and changes of conditions to facilitate care planning and implementation of care pathways.
- Work with the multi-disciplinary team to co-ordinate the development, implementation and evaluation of teaching programmes for patients and their carers that provide them with the necessary knowledge and skills to gain independence; safely manage/ cope with their circumstances; plan for unavoidable progression in their conditions; effectively access health and social care.

5. Communicator

- Able to effectively communicate at all levels of organisation; to a variety of health professionals; users and carers, to provide the best outcomes for older people.
- Able to provide the interface between Hospital and Primary, Community & Social Care settings.

- Able to maintain a high level of performance and be goal and outcome focussed when faced with opposition or when working under conditions of pressure.
- Able to challenge systems, professionals and decisions effectively communicate the rationale for such challenges.
- Able to communicate the roles and values of the case management to variety of forums.
- Able to keep accurate contemporaneous documentation and care/ plans.
- Able to provide high quality reports and any other written or IT generated documentation as necessary.
- Able to listen and empathise with the needs and wishes of users and their carers.
- Able to use IM&T support systems.

6. Researcher

- Critically evaluate and interpret evidence based research findings from diverse sources making informed judgements about their implications for changing and/ or developing services and clinical practice.
- Continually evaluate and audit the quality and effectiveness of the practice of self and others, selecting and applying a wide range of valid and reliable approaches and methods that are appropriate to needs and context.
- Identify gaps in evidence and/or practice knowledge and participates in their resolution through primary research.
- Contribute to wider development of practice through publishing, presenting and networking locally and nationally.

Other Duties

The information supplied above is intended to summarise the key responsibilities and duties of the role. The post holder may be required from time to time to carry out other reasonable requests and duties as required, consistent with the responsibilities of their Banding and development as agreed between employee and manager.

Confidentiality and Data Protection

All employees who have access to personal data in relation to patients or employees will be aware of their responsibilities under the General Data Protection Regulation (GDPR) (EU) 2016/679. Any breach of the Regulation could result in disciplinary action being taken and criminal charges being brought against the individual who has breached the Regulation.

Health and Safety

Individual employees of Walsall Healthcare Trust and other NHS employees contracted to work on the organisation's premises have an equal responsibility, along with managers and supervisors, for maintaining safe working practices for the

health and safety of themselves and other persons who may be affected by their acts or omissions at work.

All employees must adhere to their duties under the Health and Safety at Work Act 1974 and other associated safety legislation, including all new Health & Safety Regulations. In addition employees must comply with all the Trust's policies relating to Health & Safety and Risk Management to secure a safe workplace and will draw management's attention to any deficiencies and/or hazards, which might prove detrimental to themselves or others.

There is a general responsibility for employees to act sensibly and reasonably, and attend mandatory health and safety training sessions.

Clinical Governance

All employees are required to actively contribute towards the organisation's clinical governance systems, taking responsibility as appropriate for quality standards and work towards the continuous improvement in clinical and service quality.

Safeguarding

Children Walsall Healthcare NHS Trust, working with partner agencies, is committed to safeguarding children and promoting their welfare. All employees have a responsibility to ensure that children and young people are safe from abuse and harm, regardless of their role or where they work. Children include young people up to the age of 18 yrs.

Employees must comply with Walsall Local Safeguarding Board Child Protection Procedures and Trust Child Protection Procedures and recognise the importance of listening to children. All employees must attend child protection training relevant to their role and know how to seek advice or support from their manager or the Safeguarding Children team if required.

Vulnerable Adults

All employees have a responsibility to support the safety and well-being of vulnerable adults and to practice in accordance with legislation. Knowledge, skills and competency are to be maintained according to role and responsibilities in order to fulfil Vulnerable Adults responsibilities. All employees must comply with organisational and Walsall Local Authority Vulnerable Adults policies and procedures.

Equality and Diversity

The Trust is committed to promoting equality opportunities to achieve equity of access, experience and outcomes, and to recognising and valuing people's differences. All employees have an obligation to help achieve this through personal example, open commitment and clear action.

Each individual will take responsibility for promoting inclusive and accessible service provision, employee development and a culture that values and respects difference. All employees should be familiar with, actively promote and work within Equality and

Diversity policies at all times ensuring that they do not unlawfully discriminate, either directly or indirectly, on the grounds of race or ethnicity, nationality, religion or belief, sex, marital or civil partnership status, sexual orientation, disability, gender reassignment, age, pregnancy/maternity or any other grounds.

This applies to all activities as a service provider and as an employer. All employees must adhere to the Equality Act 2010

Patient Experience and Public Involvement (PEPI)

The Trust is committed to gaining feedback from all patients using a variety of methods including electronic, paper based and verbal. Within this Trust that feedback is monitored by the patient experience group and used to ensure that future services meet the needs of the patients and demonstrate continuous improvement. Volunteer, staff and families participate in the collection of this data

Customer Care

The aim of the organisation is to provide patients and other service users with the best possible care and service, therefore all our staff are required at all times to put the patient and our service user first and to do their utmost to meet their requests and needs courteously and efficiently.

Infection Control

Employees will work to minimise any risk to clients, the public and other employees from Healthcare Associated Infection including MRSA and *C. difficile* by ensuring that they are compliant with the Health and Social Care Act 2008 – Code of Practice (and as amended from time to time) for the prevention and control of Healthcare Associated Infections (The Hygiene Code); and by ensuring that they are familiar with the organisations Infection Control policies located on the Intranet.

Further responsibilities involve employees in ensuring that service users and members of the public are actively engaged (using a variety of methods) in appropriate service delivery, service development and decision making within their service area and the wider organisation. Determination of these responsibilities should be in conjunction with your line manager and delivered accordingly.

Smoking

The organisation operates a No Smoking policy.

Duty of Candour

There is also a contractual duty of candour imposed on all NHS and non-NHS providers of services to NHS patients in the UK to 'provide to the service user and any other relevant person all necessary support and all relevant information' in the event that a 'reportable patient safety incident' occurs.

The Duty of Candour is a legal duty on hospital, community and mental health trusts to inform and apologise to patients if there have been mistakes in their care that have led to significant harm

Duty of Candour aims to help patients receive accurate, truthful information from

health providers

The NHS LA's duty of candour guidance seeks to demystify how health providers can deliver on candour, achieving a wholly transparent culture in health provision – being open when errors are made and harm caused

All NHS provider bodies registered with the Care Quality Commission (CQC) have to comply with a new Statutory Duty of Candour

Policies and Procedures

All employees need to be aware of the organisations policies, procedures and protocols relating to their service and work within the guidelines at all times.

Employees have a major role in suggesting and implementing improvement to services and in exercising professional responsibility for both themselves and their peers within an open 'no-blame' culture.

General Medical Council (GMC) Revalidation (Medical and Dental Staff only)

Revalidation is the process by which all licensed doctors are required to demonstrate on a regular basis that they are up to date and fit to practise in their chosen field and able to provide a good level of care. This means that holding a licence to practise is becoming an indicator that the doctor continues to meet the professional standards set by the GMC.

Licensed doctors have to revalidate usually every five years, by having annual appraisal based on our core guidance for doctors, Good medical practice. This needs to be adhered to as per Trust Policies and Procedures. Failure to comply will result in being withdrawn from Medical practice.

Personal Development Review (PDR) (Medical and Dental Staff only)

A part of the revalidation process, all Medical and Dental Staff are required to have an effective IPDR every 12 months. This is a requirement for all staff and will need to be arranged by the individual.

PDR (All Staff)

The NHS Constitution requires organisations to provide staff with clear roles and responsibilities, personal development and line management, to support them to succeed.

An organisation-wide appraisal process that focuses on performance and personal development helps deliver this.

It is required for staff to have a yearly effective and meaningful appraisal with their Manager

Nursing and Midwifery Council (NMC) Revalidation (Nursing and Midwifery Staff only)

Revalidation is the process that all nurses and midwives in the UK will need to follow to maintain their registration with the NMC. Failure to revalidate will result in withdrawal from practice

Revalidation will help you as a nurse or midwife demonstrates that you practice safely and effectively. It will encourage you to reflect on the role of the Code in your practice and demonstrate that you are 'living' the standards set out within it.

Major Incident Planning and Business Continuity

Managerial post-holders, will be responsible for the development and delivery of major incident planning, business continuity and resilience. This will include ensuring there are effective and up to date plans that comply with legislation and guidance that meet the requirements of the Civil Contingency Act (CCA) for their area of responsibility