

Job Description

Job Title	Continuing Healthcare Nurse Coordinator (RGN, RMN & RNLD)
Band	Band 6
Team	Continuing Healthcare
Base	Acton House / St.Owens Chambers
Responsible to	CHC Clinical Lead
Accountable to	CHC Associate Director of Nursing & Quality

Job Summary & Key Responsibilities

Continuing Healthcare nurse coordinators are critical in supporting the ICB to deliver its statutory responsibilities in line with the National Framework for NHS Continuing Healthcare requirements. The main focus of the role is to assess, review and case manage individuals with complex healthcare needs across a variety of care settings and to promote positive relationships both internally and externally to the ICB.

The Continuing Healthcare nurse coordinator is responsible for assessing patients' healthcare needs to determine eligibility for NHS Continuing Healthcare funding, evaluate patients' medical conditions, coordinate assessments with multidisciplinary teams, and ensure accurate documentation and reporting.

The post holder will take responsibility through the delegation process for facilitating assessments and reviews for patients across all client groups; the case management of an identified group of patients; offering continuing support and advice to family and carers in complex situations and provide specialist nursing advice to secondary care, primary care, the independent and voluntary sectors to facilitate the Continuing Healthcare process.

Key Working Relationships

Internal: HWICB Quality and Patient Safety Teams and Safeguarding Vulnerable Adults Lead.

External: Service Users and Carers, Multi-Disciplinary Team, General Practitioners, Universities, Social Care Services, Domiciliary and Residential Home providers, Voluntary Sector and Acute Hospital staff.

- Listen to and understand complex information, both implicit and explicit.
- Listen to and appreciate the complexity of a range of views, adopt effective questioning techniques.
- Respond appropriately to queries and complaints

- Negotiate assertively and present highly developed theoretical and practical knowledge across a range of professional issues.
- Adopt a sensitive manner and use appropriate language for each situation, lead, persuade and influence others effectively.
- Write effectively for a range of complex situations and contexts.
- Assess, review and plan an appropriate care pathway, in liaison with other healthcare professionals involved with the client.
- Provision of expert case management to both health and social care staff, working within the National Framework for NHS Continuing Healthcare and NHS-funded Nursing Care.
- Ensure a review of placement, care package is also undertaken to ensure that all care needs are being met and to ensure best value for the funding authority in line with HWICB Commissioning Policies. When appropriate, proceed to the NHS-funded nursing care process.
- Ensure patient and family are informed throughout the process and aware of set timeframes.
- Ensure effective and timely communication regarding the review process and the outcome of the review, with all professionals involved and with the client and their representatives.
- Assessment skills required, nursing needs, holistic approach to the totality of the client' needs. Page 4 of 8
- Make complex operational judgements and attempt to resolve conflicting views / reconcile inter / intra professional differences of opinion including crisis intervention
- Follow safeguarding policies and guidelines, and know how to seek specialist advice. • Work in an integrated approach with partner agencies, to support the provision of assurance that HWICB commissioned services, are safeguarding adults at risk.
- To be able to recognise the indicators of abuse and how to act on them.
- To be alert to the possibility of harm to children, young people and adults at risk through abuse and neglect. This includes being aware of adults who may find parenting difficult
- To liaise in partnership with key stakeholders in the independent sector and social care to enhance patient assessment outcomes.
- The post holder will ensure the necessary precautions are adhered to when information is transferred only disclosing patient identifiable information in line with Caldicott and Data Protection Act
- Communicate effectively with other professionals and with voluntary organisations
- In the absence of the Clinical Lead, ensure the teams run smoothly and any problems are escalated to the appropriate manager
- Provide administrative support on specific pieces of work and projects as required by the organisation.
- Prioritise and manage weekly workload.

Key Duties and Responsibilities

- The post holder will be responsible for assessing the health care needs of service users within acute and community settings and in the Care Home settings.
- The post holder will use the assessment tools of the National framework to assess eligibility of Continuing Health Care/Funded Nursing Care including clients eligible for Fast Track Funding
- To have a working knowledge of local/national policies and legislation which govern current eligibility for people aged 18 and above, including any other related legislation. Band 6 NHS Continuing Healthcare Nurse Co-ordinator
- Using clinical expertise and experience to assess clinical condition, analyse a range of complex data and compare a range of options to make decisions. The post holder will need to use their expertise to explain to individuals and their representatives the reasons underpinning the recommendations relating to need and eligibility for CHC whilst being sensitive to the possibility of highly charged, contentious situations.
- Case management of NHS Continuing Healthcare Funded placements utilising their own specialist skills/knowledge to analyse information relating to assessments of need, gathered through monitoring and review, to ensure the procurement and delivery of high quality complex care packages
- Provide and/or receive highly complex clinical/social information relating to patients and be able to disseminate this information at a range of different levels for example individuals/family, professional colleagues, MDT/HWICB meetings etc. In delivering the complex information to patients/families/representatives this requires empathy and reassurance skills as there may be barriers to understanding
- To communicate decisions to clients and families regarding funding decisions which include distressing information whereby health funding may not be approved or has been reduced or withdrawn, or a decision has been deferred for further review.
- Provide the clinical and NHS Continuing Healthcare perspective to care planning in respect of cases jointly funded with social care.
- Assist and provide a clinical perspective to complaints management.
- The post holder will support the quality teams with the monitoring of the quality of care provision in conjunction with agreed policies and in conjunction with the lead for safeguarding, including supporting any other identified safeguarding issues
- Support the Quality and Patient Safety Team in ensuring patient experience is captured and commitment to improving of patient experience.
- Identifying and contributing to others training needs and act as a resource to the application of the National Framework. Page 3 of 8
- Ensuring the promotion of issues of equality diversity and rights in accordance with good practice and legislation
- Ensuring effective communication pathways exist.
- Work closely with colleagues in other disciplines of nursing and social care services prompting integrated working in the assessment and delivery of client focused care packages, for those eligible for Continuing Healthcare.

Our Values & Behavioural Expectations

Our Values

Within the HWICB we strive to be a supportive, caring employer and expect our staff to behave in a professional, inclusive and respectful manner and to demonstrate the values which underpin our vision for the population of Herefordshire & Worcestershire:



During the recruitment process, all candidates will be expected to provide relevant examples of how they demonstrate our values. Relevant information will be required during the application stage and, for shortlisted candidates, during the interview process.

Equality and Diversity

We are committed to providing an environment of inclusion and mutual respect where equal employment opportunities are available to all regardless of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, marital status, religion or belief. Our goal is to be a diverse organisation that is representative, at all levels, of the communities we serve and we recognise and appreciate that everyone associated with the HWICB is different and so should be treated in ways that are consistent with their needs and preferences.

In support of this all staff are required to be aware of the HWICB's Equality and Diversity Policy and the commitments and responsibilities the HWICB has to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act
- Advance equality of opportunity between people who share a protected characteristic and those who do not.
- Foster good relations between people who share a protected characteristic and those who do not

We firmly believe that it makes good business sense to have a workforce representative of the communities we serve and so encourage applications from all sections of the community.

Note: For all posts at Band 8a and above, there will be a requirement for candidates to demonstrate relevant E&I experience and/or expertise during the recruitment process.

Safeguarding Children and Adults

All HWICB employees are required to act in such a way that at all times safeguards and promotes the health and well-being of children and vulnerable adults. Familiarisation with and adherence to the policies and procedures of the Local Safeguarding Boards (Children and Adults) and those of the HWICB is an essential requirement of all employees as is participation in mandatory safeguarding training in accordance with the employees roles and responsibilities.

Our Green Plan & Sustainability

We recognise the impact our services can have on the natural environment and, as a commissioner of healthcare services, we seek to minimise these impacts through the adoption of sustainable practices and continual improvement & development in environmental performance, whilst delivering health benefits for staff, patients, visitors and our local communities. All HWICB employees are expected to fully support our aim to operate in a sustainable way, reduce our environmental impact and contribute to the achievement of NET Zero targets

Personal Development

The HWICB is committed to supporting the development of all staff. All employees have a responsibility to participate in the personal development process with their manager, which will provide an opportunity to:

- establish and take action towards achieving goals
- have a conversation about job role, career aspirations and personal development
- align personal aspirations with corporate objectives
- agree actions that are underpinned by the HWICB's value base

As part of development, employees have joint responsibility with their line manager for the development of skills and competencies through identification and participation in training and development activities relevant to their role.

External Interests/Personal Relationships

Each member of the HWICB's staff is responsible for ensuring that any external interest they have and/or personal relationship/s they have with an existing HWICB member of staff, does not conflict with the duties of their posts. All applicants for posts within the HWICB must disclose any such external interest or existing personal relationship at the earliest possible stage of the recruitment process. If an applicant is in any doubt about a possible conflict of interest they should raise the issue and seek advice from the recruiting manager.

Health & Safety

In accordance with the Health and Safety at Work Act 1974 and other supplementary legislation, you are required to take reasonable care to avoid injury during the course of work and co-operate with the HWICB and others in meeting statutory regulations.

- To comply with safety instructions and HWICB policies and procedures.
- To use in a proper safe manner the equipment and facilities provided.
- To refrain from wilful misuse of or interference with anything provided in the interest of health and safety and any action which might endanger yourself and others.
- To report as soon as practical any hazards and defects to your senior manager.
- To report as soon as practical accidents and untoward incidents and to ensure that accident forms are completed.

Information Governance, Data Protection and Confidentiality

All staff are expected to:

- Ensure the confidentiality and security of all information that is dealt with in the course of performing your duties in accordance with the requirements of the Data Protection Act 1998 and adhere to the principles of Caldicott;
- Be aware that the HWICB operates a "Code of Conduct for handling personal identifiable information". They should become familiar with the "Code" and keep up to date with any changes that are made. Breaches of the guidelines in the "Code" could be regarded as gross misconduct and may result in serious disciplinary action being taken, up to and including dismissal;
- Comply with and keep up to date with the requirements of legislation such as the Freedom of Information Act 2000 and Computer Misuse Act 1990;
- Ensure that your staff maintain that the confidentiality and security of all information that is dealt with in the course of performing their duties is in accordance with the requirements of the Data Protection Act 1998 and the principles of Caldicott; and

- Ensure that your staff are aware of their obligations under legislation such as the Freedom of Information Act 2000; Computer Misuse Act 1990, and that staff are updated with any changes or additions relevant to legislation.

Smoke Free Policy

In line with the Department of Health guidelines, the HWICB operates a strict smoke-free policy. This includes not permitting the use of E-Cigarettes on the premises.

Notes & Review

This is not an exhaustive list of duties and responsibilities, and the post holder may be required to undertake other duties, which fall within the grade of the job, in discussion with their manager. This job description will be reviewed regularly in the light of changing service requirements and any such changes will be discussed with the post holder.

This job description is intended as an outline indicator of general areas of activity and will be amended in the light of the changing needs of the organisation. It will be reviewed in conjunction with the post holder on an annual basis.

Part 3 - Person Specification

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Responsible for	CHC Clinical Team Leader
Accountable to	CHC Associate Director of Nursing & Quality

	Essential	Desirable	Assessment
Experience	<ul style="list-style-type: none"> Knowledge and understanding of current national and local policy / framework guidance relating to NHS Continuing Healthcare and NHS Funded Nursing Care Knowledge and experience of working with safeguarding issues and policy guidance Knowledge of budget management Experience of working with patients with multiple/ complex needs Ability to address complex or sensitive issues in an organised and appropriate manner both verbally and in writing at all levels; written documents, spread sheets and presentations to a professional standard Ability to self-motivate, to manage and prioritise own workload with a high level of planning and organisational skills; having an innovative, influencing and creative approach to problem solving; being assertive and influencing in negotiation 		Application/ Interview
Qualifications			Application

	<ul style="list-style-type: none"> • First level qualification RGN, RMN or RNLD Registration • Relevant degree or extensive knowledge, skills and experience to equivalent level • Evidence of continuing Professional development • Significant post registration experience 		
Skills, Knowledge & Competencies	<ul style="list-style-type: none"> • Ability to build effective partnerships with a wide number of partners and stakeholders • Advanced communication skills • Ability to conduct nursing needs assessments, analyse the information collected in order to make an informed recommendation as to eligibility for continuing healthcare or for funded nursing care • Ability to chair a MDT meeting • Demonstrates the ability to work independently using own initiative • Leadership; experience providing advice, guidance and support to other team members • Experience of working across organisations, local authorities, other NHS Trusts, voluntary and independent sectors • Successful experience working as part of a multidisciplinary team • To operate with a high level of professionalism, passion and dedication to delivery timely standards of work under challenging deadlines, with a solid capacity for attention to detail and a high degree of accuracy. 		Application/ Interview

	<ul style="list-style-type: none"> • IT literate and advanced working knowledge and computer proficiency of all Microsoft packages (e.g. word processing, spread sheets. • High standard of English literacy skills, written and verbal • Experience in report writing 		
Personal Qualities	<ul style="list-style-type: none"> • Role Model • Able to work as a team leader/membe • Able to work in isolation • Self-motivated and able to motivate others. 		Interview