

## JOB DESCRIPTION

### JOB DETAILS

**Job title:** Rapid Response Practitioner  
**Job code:** **GHC751**  
**Band:** 7  
**Location:** Countywide - TBC  
**Accountable to:**

### JOB PURPOSE

The Rapid Response Practitioner has responsibility for the triage, history taking, clinical assessment and examination, documentation and care planning and discharge of the acutely unwell adult in a community setting. Urgent Care and Specialist Services falls under the auspices of Gloucestershire Health and Care NHS Trust. The functions of the rapid response service is to avoid hospital admission by managing acutely ill people living in their own homes. It is likely that the primary need will be health related and require immediate stabilisation but due to complexity social care needs will also need to be addressed. Staff will respond within the time parameters of the urgent care 2 hour response, they will assess, plan and actively deliver treatment for up to 72 hours. At the same time they will co-ordinate with other services as appropriate once acute needs have been addressed.

### DIMENSIONS

- Providing an appropriate rapid response assessment and care provision service to patients with acute medical and care needs.
- To provide short periods of care for adults with acute medical needs who are at risk of hospital admission. Facilitate safe and timely discharge for patients within the community environment.
- To use advanced and highly specialist skills and knowledge to assess clinical needs and care and signpost, liaise and refer to other health and social care providers. Identify, promote and develop these skills and knowledge within the wider team.
- Provide clinical leadership, participate in service development and clinical audit, promote and deliver education to the wider team.

### CORE KEY RESPONSIBILITIES

#### Clinical:

- To provide advanced, skilled, effective and evidence based health and social care assessment and intervention in a variety of community settings.
- To identify, prioritise and implement programmes of care using advanced, specialist skills and knowledge that meets the physical and psycho-social needs of the patients.
- Undertake the role of Red Lead within SPCA to triage referrals made to the service directly in the Out of Hours period, allocating referrals within the urgent care response time parameters
- To deliver the Rapid Response service across the county for all aspects of the Urgent Community response ensuring the 2 hour target is met.

- To utilise advanced, specialist care/apply advanced, specialist skills and knowledge in the delivery of the service in order that clients be cared for appropriately and safely in their own homes.
- To make risk assessments of patients' abilities to stay at home safely, and liaising with appropriate care providers
- To provide advanced highly specialist clinical treatments based on best possible evidence that will improve health outcomes, such as intravenous infusions.
- To undertake health promotion and disease prevention and to provide information and support to promote and optimise positive health and social wellbeing and to constantly champion the principles of self-care and patient empowerment, referring on as appropriate.
- To provide care and attention to the needs of vulnerable adults including risk assessments and taking appropriate action and referral as required.
- To use non-medical prescribing and PGDs where applicable and to ensure that all duties in relation to medicines management meet required professional and Trust standards.
- To work in partnership with the wider Integrated Community Team and other GHC services to strengthen relationships. Undertake joint reviews and assessments as necessary to support timely and effective care at home.
- For all staff to respond to a fall even if it s level 1 non-injurious fall if appropriate due to their location and as directed by the red lead or another senior colleague.
- To act as the patients advocate facilitating the patient's own choices with regard to care whilst promoting independence and self-care.
- To have an innovative approach to practice in response to changing service needs and priorities. Acting as a change agent and facilitating the change process.
- To have knowledge of, and be able to effectively use, local services and resources to promote client care.
- To communicate effectively at all levels, with a variety of health and social care professionals, users and carers.
- To provide and receive complex sensitive information related to patients and relatives and maintain confidentiality
- To demonstrate the leadership qualities required to ensure all urgent care teams are working efficiently together on a day to day basis and support the senior decision makers in effective patient flow while reducing clinical risks

## **Educational**

- To actively participate in the teaching and support of junior staff and act as preceptor for new and less experienced colleagues in a comparable role.
- To provide training and mentoring support to the wider Multi-disciplinary team, including students
- To actively participate in clinical supervision on a regular basis in line with Trust guidelines.
- To participate in an annual appraisal and KSF and maintain a personal development plan.
- To participate in and where appropriate identify and initiate research and audit to ensure the development of effective and innovative practice and maintenance of standards.
- To develop and ensure an active learning environment for all staff grades and disciplines

- To ensure that local induction programmes are in place for new members of staff. To participate in the induction, training, mentoring, and support of the Rapid Response Team and the wider Integrated Community Team.

### **Professional**

- To initiate and where appropriate take lead responsibility for specific areas in the development and local implementation of the Trust's clinical and operational guidelines and policies
- To be aware of, and act in accordance with, the Trust's clinical and organisational policies and guidelines.
- To be aware of, and act in accordance with the relevant Professional Regulatory Body and National and Local policies and procedures.
- To maintain appropriate and up to date knowledge and skills by undertaking continuing education in accordance with personal and service needs.
- To be responsible for own professional development through active learning and reflective practice.
- To maintain accurate and contemporaneous records.

### **Research and Audit**

- To participate in and lead on clinical and organisational audit activities related to the service.
- To critically evaluate and interpret evidence-based research findings from diverse sources making informed judgements about their implications for developing or re-designing services and clinical practice.
- To collect accurate computerised and paper records and statistical returns about service use and impact.
- To contribute to the wider development of professional practice through networking locally and nationally.
- To participate in appropriate research projects.
- To monitor standards and performance of the service, in line with clinical governance objectives.

## **SPECIFIC KEY RESPONSIBILITIES**

### **Education and Training**

Of others:

- Identify and facilitate the educational needs of the Integrated Community Team with regard to Rapid Response and provide specialist education and training through both formal learning sessions' and one to one skills training.

Of self:

- Participate in continuing professional development opportunities to ensure that up-to-date evidence based knowledge and competence in aspects of the role is maintained.

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## **Research and Development**

- Actively participate and promote clinical governance to ensure healthcare standards are adhered to.
- Support staff to adopt a flexible and evolving approach towards the provision of care within rapid response which challenges existing boundaries.
- Provide innovative practice which is both effective and measurable in terms of clinical outcomes that are patient centred
- Work with the audit department to facilitate and develop local audit processes that promote evidence based practice including guidance issued by the Care Quality Commission (CQC)

## **Systems**

- Ensure all records are accurate, complete and permanent in line with practice policy and professional standards.
- Assist in the development and redesign of rapid response Health and Social Care pathways, to provide appropriate timely interventions for patients.
- Assist the Team Manager to produce reports as required: on patient referrals and outcome, education delivery and programmes, and progress on implementing policies, procedures and standards to national and local objectives as appropriate.

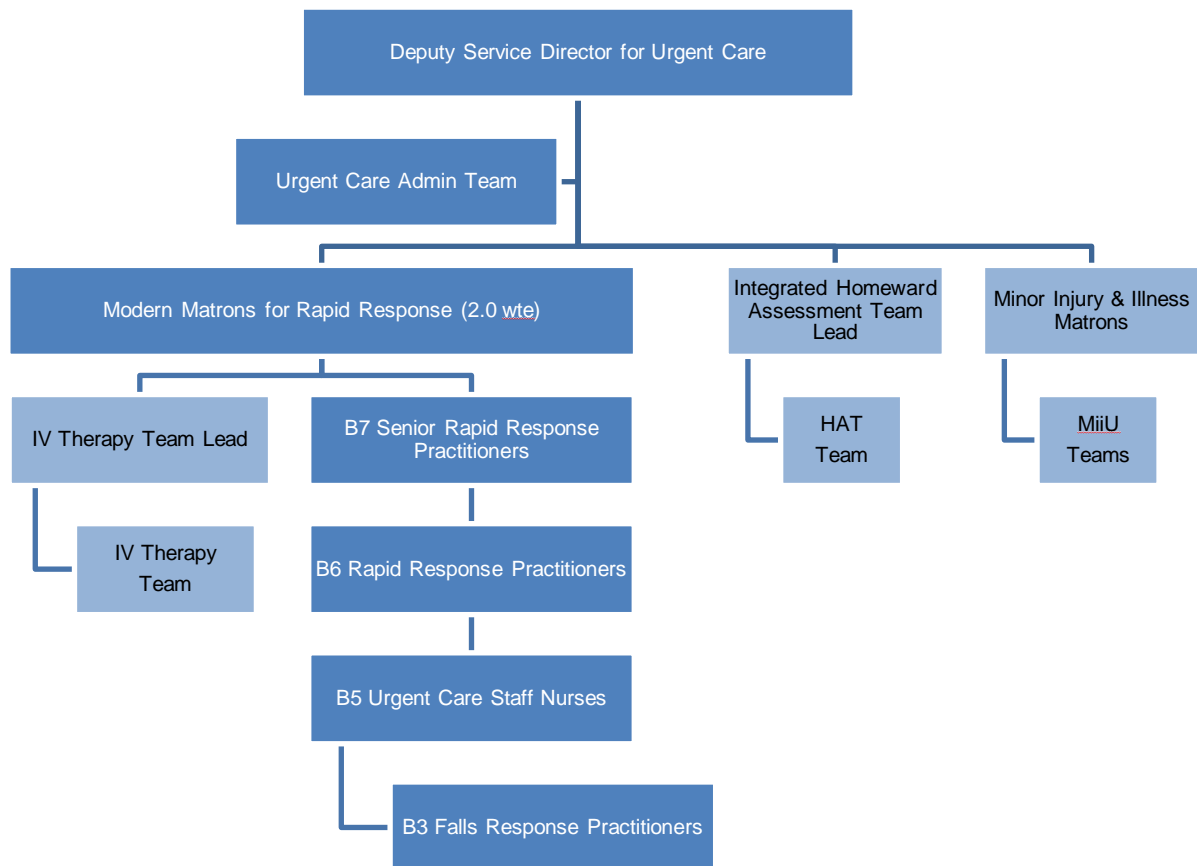
## **Assignment and Review of Work**

- Work with other members of the team to organise workload, work flexibly with team members across the County to cover the service
- To actively participate in one to one sessions with Team Manager to review development and performance.

## **Decisions and Judgements**

- Be responsible for assessing and recognising emergencies. To interpret information and take appropriate action and to lead others to do the same
- Participate in the formulation of new policies, standards and guidelines for rapid response and act as an expert to implement and disseminate any changes made.

## ORGANISATIONAL CHART



## COMMUNICATIONS AND WORKING RELATIONSHIPS

### Key Working Relationships:

- Patients and Carers
- Urgent Care Clinical Lead
- Urgent Care Operational Lead
- Deputy Director of Urgent Care
- Single Point of Clinical Access
- Adult Community Services
- General Practitioners and other members of the Primary Care team
- Community Hospitals
- Palliative Care Teams
- Specialist Nurses
- Professional leadership team
- Intermediate Care Teams
- Statutory and Voluntary Sector Organisations
- Secondary Care Services including Discharge Teams
- Complex Care Teams
- Out Of Hours Services
- South West Ambulance Service Trust (SWAST)

- Adult Mental Health Teams
- Other Agencies

## **EFFORT AND HEALTH & SAFETY FACTORS**

### **PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS.**

#### **Physical Effort**

- The following activities will take place at any time during the span of a shift, on any given working day including during the unsociable hours period
- This post may involve manual handling of adults and/or children with and without mechanical aids, in confined spaces especially in emergency situations
- This post may involve standing for extended periods of time whilst undertaking clinical procedures.
- This post may involve stooping or leaning and stretching to reach supplies/equipment in under worktop or wall mounted cupboards.
- This post will involve sitting and entering patient data, in between seeing patients

#### **Mental Effort**

The following activities will take place at any time during the span of a shift, on any given working day including during the unsociable hours period.

- The post holder will be expected to be alert to the needs of the patients, and be aware of any change to their clinical condition.
- The post holder will be expected to concentrate whilst carrying out complex clinical tasks such as examining patients, suturing or dressing a wound.
- The post holder will be required to act in a flexible way to manage the changing needs of patients

#### **Emotional Effort**

The following activities will take place at any time during the span of a shift, on any given working day. This post will involve the management of complex and highly sensitive and potentially distressing situations e.g.

- Child protection/vulnerable adults issues
- Using specialist communication skills to assess the needs of patients
- Imparting unwelcome news to staff or patients.
- Dealing with severely challenging behaviour
- Difficult family situations
- Emergency, life-threatening illness
- Imparting news of unexpected death
- Needing to meet local and national access targets
- Emotional effort involved in negotiating with others over difficult decisions – including with staff / other agencies
- Supporting staff who may have been involved with any of the above

#### **Unavoidable Hazards**

The following activities could take place at any time during the span of a shift, on any given working day.



The working environment may have demands placed upon them caused by adverse conditions or hazards that are unavoidable e.g.

- Face to face verbal aggression from patients or relatives
- Fleas, lice, body fluids, foul linen
- Unpleasant smells, wounds or noise

### **MOST CHALLENGING PART OF THE JOB**

- Re-prioritisation of clinical and administrative tasks throughout the day based on urgency of need
- Implementing risk assessments and management plans on a daily basis and working with service users with acute medical problems who are frequently distressed, in pain, or approaching the end of life.
- Potential for exposure to violent or aggressive behaviour
- Assessing service users that may present with mental health or substance abuse issues that may not be known to Mental Health Services
- Working within a rapidly changing service, within budgetary limits

### **GENERIC RESPONSIBILITIES – ALL POST / ALL EMPLOYEES**

The following are applicable to all posts and all employees:

#### **Trust Values**

The post holder will be expected to work in line with the Trust values which are:

- Working together
- Always improving
- Respectful and kind
- Making a difference

#### **General Duties**

To undertake any other reasonable duty, which is appropriate to the band when requested by senior staff.

To be familiar with and comply with all Trust and departmental policies, procedures, protocols and guidelines.

To demonstrate an understanding and commitment to Trust values and Staff Charter.

#### **Professional and Personal Development**

All staff must ensure that they are aware of their responsibilities by attending the Trust Mandatory Training and Induction programme.

All staff will have a formal appraisal with their manager at least every 12 months. Once performance/training objectives have been set, the staff member's progress will be reviewed on a regular basis so that new objectives can be agreed and set, in order to maintain progress in the service delivery.

Those with management/supervisory responsibility are required to ensure that their direct reports have an appraisal in line with Trust policy.

All staff will be expected to take responsibility for their own professional development and will be supported by the Trust to achieve development opportunities as appropriate.

## **Infection Control**

All staff have a responsibility to ensure that infection control policies, procedures and guidelines are adhered to and to support the Trust's commitment to preventing and controlling healthcare associated infections (HAI).

## **Health and Safety**

All staff have a responsibility to maintain health and safety of self and others within the performance of duties in accordance with Trust health and safety policies, and to undertake specific health and safety responsibilities as directed. All staff have a responsibility to adhere to the Trust's Risk Management Policies & Procedures.

All staff are required to contribute to the control of risk, and must report immediately any incident, accident or near miss involving patients, service users, carers, staff, contractors or members of the public using the Trust Datix system.

## **Confidentiality**

All staff may gain or have access to confidential information about the diagnosis or treatment of patients, information affecting the public, private or work related staff information, or Trust matters. A breach of confidentiality will have occurred where any such information has been divulged, passed (deliberately or accidentally) or overheard by any unauthorised person or person(s). Breaches of confidentiality can result in disciplinary action, which may involve dismissal.

All staff must maintain a high standard of quality in corporate and clinical record keeping, ensuring information is always recorded accurately, appropriately and kept up to date. Staff must only access information, whether paper, electronic or in other media which is authorised to them as part of their duties.

All staff must ensure compliance with the data protection legislation.

## **Safeguarding: Adults and Children (Section 11 of the Children Act 2004)**

Safeguarding: Adults (Care Act 2014) and Children (Section 11 of the Children Act 2004)

Every member of staff has a responsibility to be aware of and follow at all times, the relevant national and local policy in relation to safeguarding children and safeguarding adults. This includes keeping up to date with relevant training and seeking supervision.

## **Senior Managers**

Under Section 11 of the Children Act, senior managers have a duty to safeguard and promote the welfare of children and young people. There should be a culture of listening to children and taking account of their wishes and feelings (with individual decisions and development of service); effective inter-agency working with awareness of information sharing procedures; safe recruitment and effective Allegations Management procedures in place.

Under The Care Act 2014, there is a requirement to demonstrate compliance with the 6 key principles of the Act: Empowerment, Prevention, Proportionality, Protection, Partnership and Accountability in relation to Safeguarding Adults – Making Safeguarding Personal.

## **Freedom of Information**

All members of staff must be aware of their responsibilities under the Freedom of Information Act 2000. The Act gives individuals or organisations the right to request information held by the Trust. Staff must manage information they hold in such a way that



meets the requirements of the Act. All requests for disclosures under the Act must be passed to the Freedom of information Officer.

### **Working on Non-Trust Premises**

All staff when working on non-Trust premises are bound by Trust policies and procedures, including home working policy; IT security policy; email and internet acceptable use policy information.

### **Smoke Free Premises**

The Trust is committed to protecting and improving the health and welfare of staff, service users, carers, visitors and contractors, and protecting smokers and non-smokers from the health dangers of second-hand smoke. Therefore all Trust premises are 'smoke free' and staff (and external contractors and visitors) must refrain from smoking in Trust buildings, vehicles and grounds.

### **Diversity and Promoting Dignity at Work**

The Trust recognises the contribution of all employees to deliver responsive and quality services. We expect staff to value and respect the diversity of those who use or contact our services and to respond to the differing and diverse needs of others. We aim to have an environment free of bullying or harassment which would create an intimidating and unpleasant atmosphere impacting on staff wellbeing and service delivery. We want staff to be able to report issues knowing they will be dealt with promptly and sensitively.

All forms of bullying and harassment are unacceptable and will not be tolerated.

### **Data Quality**

The Trust recognises the role of reliable information in the delivery and development of its services and in assuring robust clinical and corporate governance. Data quality is central to this and the availability of complete, comprehensive, accurate and timely data is an essential component in the provision of high quality mental health services. It is therefore the responsibility of all staff to ensure that where appropriate, information is recorded, at all times, in line with the Trust's Policy and Procedures for Data Quality

This job description seeks to provide an outline of the duties and responsibilities of the post. It is not a definitive document and does not form part of the main statement of Terms and Conditions. The job description will be reviewed as part of the annual appraisal process and will be used as the basis for setting objectives.

## PERSON SPECIFICATION

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**Band:** 7  
**Location:** Countywide - TBC  
**Accountable to:**

QUALIFICATIONS	ESSENTIAL OR DESIRABLE	METHOD OF ASSESSMENT
Registered Professional – NMC, HCPC etc.	Essential	Application
Advanced Patient Assessment Qualification	Essential	Application
Evidence of continued professional development	Essential	Application
Evidence of post-registration training and education at degree or <b>preferably</b> masters level	Essential	Application
Non -Medical Prescribing Qualification or willingness to undertake within 12 months	Essential	Application
Leadership training	Essential	Application

LENGTH AND / OR NATURE OF EXPERIENCE	ESSENTIAL OR DESIRABLE	METHOD OF ASSESSMENT
Significant post registration experience	Essential	Application
Experience of providing acute patient care	Essential	Application
Community experience	Desirable	Application
Urgent Care Experience	Essential	Application
Experience of working autonomously within a developing area and professional scope of practice	Essential	Application
Experience of lone working out of hours	Desirable	Application
Knowledge and understanding of clinical issues	Essential	Application
Experience and understanding of audit process and evidence based care	Essential	Application
Experience of teaching and supporting colleagues	Essential	Application

PROFESSIONAL / MANAGERIAL / SPECIALIST KNOWLEDGE	ESSENTIAL OR DESIRABLE	METHOD OF ASSESSMENT
Acute Assessment skills	Essential	Interview
Demonstrable skills in risk assessment and management	Essential	Interview
Knowledge of Urgent Care Services	Desirable	Interview
Experience of managing patients with complex needs	Essential	Interview

Evidence of Post Graduate Study	Desirable	Interview
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PERSONAL SKILLS ABILITIES AND ATTRIBUTES	ESSENTIAL OR DESIRABLE	METHOD OF ASSESSMENT
Approachable and flexible	Essential	Interview
Good communication skills (written and verbal)	Essential	Interview
Be able to prioritise tasks and manage time effectively	Essential	Interview
Ability to work under pressure	Essential	Interview
Ability to assimilate new concepts and approaches to care	Essential	Interview
Ability to engage positively with service users	Essential	Interview
Ability to work effectively as a team member	Essential	Interview
Ability to undertake all statutory and mandatory training	Essential	Interview
Working knowledge of Microsoft Office packages e.g. Word, Excel, PowerPoint, Publisher and Outlook	Desirable	Application

OTHER REQUIREMENTS	ESSENTIAL OR DESIRABLE	METHOD OF ASSESSMENT
Ability to work flexibly to cover a 24 hour, 365 day service	Essential	Interview
Able to attend and participate in all mandatory and statutory training events	Essential	Interview
Ability to travel around the County as requested, independently and efficiently. Full Driving Licence Business Insurance Access to own vehicle (There will be an expectation to drive trust vehicles where required)	Essential	Application