

JOB DESCRIPTION

1. General Information

JOB TITLE: Neighbourhood Nurse Clinical Nurse Lead

AREA/SPECIALITY: Neighbourhood Nursing

GRADE: Band 7

DEPARTMENT: Integrated Local Services

RESPONSIBLE TO: Neighbourhood Nursing Team

ACCOUNTABLE TO: Deputy Head of Nursing

LOCATION: Lambeth & Southwark

Guy's and St Thomas' NHS Foundation Trust comprises five of the UK's best known hospitals – Guy's, St Thomas', Evelina London Children's Hospital, Royal Brompton and Harefield – as well as community services in Lambeth and Southwark, all with a long history of high quality care, clinical excellence, research and innovation.

We are among the UK's busiest, most successful foundation trusts. We provide specialist care for patients including heart and lung, cancer and renal services as well as a full range of local hospital and community services for people in Lambeth and Southwark.

We have a long tradition of clinical and scientific achievement and – as part of King's Health Partners – we are one of England's eight academic health sciences centres, bringing together world-class clinical services, teaching and research. We have one of the National Institute for Health Research's biomedical research centres, established with King's College London in 2007, as well as dedicated clinical research facilities.

Royal Brompton and Harefield hospitals joined Guy's and St Thomas' in February 2021 and is the largest specialist heart and lung centre in the UK and among the largest in Europe. We provide treatment for people with heart and lung disease, including rare and complex conditions, offering some of the most sophisticated treatment that is available anywhere in the world.

Our integrated approach to caring for patients from before birth, through childhood, adolescence and into adulthood and old age has been replicated around the world and has gained Royal Brompton and Harefield an international reputation as a leader in heart and lung diagnosis, treatment and research.

We are working in partnership with King's Health Partners, to deliver our vision of creating a new centre of excellence, which will be the global leader in the research into and treatment of heart and lung disease, in patients from pre-birth to old age.

We have around 22,700 staff, making us one of the largest NHS Trusts in the country and one of the biggest employers locally. We aim to reflect the diversity of the communities we serve and continue to develop new and existing partnerships with local people, patients, and neighbouring NHS organisations, local authorities and charitable bodies and GPs.

We strive to recruit and retain the best staff as the dedication and skills of our employees lie at the heart of our organisation and ensure that our services are of the highest quality, safe and focused on our patients.

Department Information

Integrated Local Services at Guy's and St Thomas' NHS Foundation Trust provides a range of community and inpatient health services for adults within the communities of Lambeth and Southwark, with some services also provided in Lewisham. Our hospital-based inpatient and outpatient services provide care for adults from across the region.

The services provided by the directorate include Neighbourhood Nursing, Specialist Rehabilitation and Reablement (bed and home based), Palliative and End of Life Care, Vulnerable Adults and Prevention Services, GSTT@Home, and site administration services. Services are delivered in various locations including health centres, community bed-based units, patients' homes and a range of other community locations. Our inpatient hospital services serve the Guy's and St Thomas' sites. Our services work closely with all inpatient teams at Guy's and St. Thomas' NHS Foundation Trust and King's College Hospital, and collaborate closely with social services, mental health services and the voluntary sector.

The Neighbourhood Nursing service consists of 20 small self-managed teams. You will be part of a new culture of working, helping the patient and families to self-support in achieving self-care and independence within the communities.

Working closely with GP's and the whole multi-disciplinary team, you will be working with qualified nurses, Nursing Associates and other Health Care assistants at the centre of the neighbourhood ensuring patient focussed care at the point of need.

Covering a number of teams of between 8 -12 staff, you will lead and provide first line management and clinical and pastoral support. These teams work closely with patients, relatives, carers, GP's and other community service providers to search together to provide solutions to gaining independence.

Organisational Values:

Our **values** help us to define and develop our culture, **what we do** and **how we do it**. It is important that you understand and reflect these values throughout your employment with the Trust.

The post holder will:

- **Put patients first**
- **Take pride in what they do**
- **Respect others**
- **Strive to be the best**
- **Act with integrity**

Our [values and behaviors framework](#) describes what it means for every one of us in the Trust to put our values into action.

2. Job Summary

You will lead and first line manage your Neighbourhood Nursing Teams and will participate in the clinical case management of patients who have a wide variety of complex, high-risk and supported / self-care conditions.

Utilising knowledge and experience you will lead, support and guide your teams in the delivery of high standards of care and meeting key performance and quality indicators. Monitoring and ensuring an appropriate response and management of sickness and other absence in the team and addressing performance issues as they arise.

In the absence of the locality Nurse Coach / manager to deputise for that role.

You will primarily be responsible for your client group, liaising directly with the other members of your team as well as other health care providers to ensure the provision of a high standard of nursing care and health promotion.

In order to maintain the integrity of the team and consistency of care for patients, you will ensure that rostering is efficient and effective to minimise the need for Bank & Agency and provide safe staffing levels.

Care is provided in a range of settings including: patients' homes, residential homes, nurse led clinics and GP practices.

Responsibilities include:

- Utilising knowledge, experience and expertise acting as an expert clinical resource in the teams.
- Supporting and guiding other team members in the day to day running of the team and in meeting key performance and quality targets of the service.
- Responsible for ensuring the submission of accurate data and participation in relevant Sitrep and other meetings to account for teams' performance.
- Holistic goal setting, assessment; implementation and evaluation of care plans for patients with long term conditions and needing skilled nursing care and promoting/facilitating patient independence.
- Ensure that organisational and national policies, protocols and guidelines are understood and adhered to by all staff.
- Providing public health and health promotion programmes to improve health and reduce inequalities eg winter vaccination programme.
- Maintaining contemporaneous written and computerised records in accordance with professional standards.
- Provide education, supervision and training across the neighbourhood nursing teams and integrated care more widely.

3. Key Relationships

Neighbourhood Nursing Team members, Locality Nurse Coach Manager, Practice Development Nurses', Deputy Head of Nursing, Heads of Nursing, Deputy Director of Nursing, General Practitioners, Community and Complex care Matrons, Clinical Nurse Specialists, Allied Health Professionals, Business Support Staff, @home and intermediate care services.

4. Duties and Responsibilities

Clinical

- To co-ordinate and ensure the smooth running of all aspects of the clinical functioning of the team.
- Accountable for clinical and quality standards and KPI's delivered by the team.

- To undertake high standards of nursing care including assessment and review, care planning, implementation, evaluation, and advanced assessment and prescribing skills.
- To review and advise on complex patients and complete risk assessments and onward referrals as needed.
- To support the active management of patients with long term conditions and work towards preventing complications to reduce the need for hospital admissions.
- To participate in multidisciplinary working, involving other agencies as appropriate.
- To maintain good working relationships with other health care professionals, statutory and voluntary organisations.
- To utilise links with other agencies and service to facilitate appropriate care packages and provide information for clients that focus on promoting independence, self-care and wellness and keep people out of hospital.
- To work in collaboration with own team and others to ensure all patients that require care are supported appropriately.
- To undertake planned and opportunistic health promotion and education activities with patients, carers, family and neighbours, making every contact count.
- Maintains regular communication with GP's and other members of the Primary health care team to promote effective coordination of care including attendance at practice meetings.
- To take responsibility for evaluating and reflecting on his/her own practice.
- To perform and maintain competence in a wide variety of clinical skills to meet the needs of the service.
- To work collaboratively with allied agencies in meeting the needs of clients with long term illnesses.
- To participate and provide professional and clinical supervision.

Education and Development

- To lead on designing learning programmes and practice experience for post registration students including Specialist Practice District Nursing.
- To take a lead on practice assessment and final sign off for Post registration students (including specialist practice students).
- To plan and facilitate learning programmes for students on community placements.
- To participate in and contribute to the work of the wider education team (for example in Welcome days, specific teaching sessions).
- To facilitate the learning of other members of the team.
- To champion and actively participate in organisational learning and organisational change.
- To take responsibility for your own professional development.
- To participate in clinical supervision in accordance with community services within GSTT.
- Practice Assessor / Supervisor to students and junior staff.
- Ensure that own mandatory training and PDR are up to date.
- To undertake performance development review of team members.

Service Development / leadership

- To work across the organisation to support and promote Neighbourhood Nursing.
- To support continuous improvement and research through clinical and management activity.

- To promote research and implement change as well as quality improvement projects in the teams.
- To undertake investigations as needed into patient complaints, quality alerts, clinical standard concerns, rapid reviews and learning reviews.
- Participate in recruitment and onboarding of new staff.
- Informal performance management and management of behaviours.
- Participation in and contribution to formal HR cases.
- Monitoring and managing sickness absence appropriately.
- To ensure Health and Safety and Risk requirements are met.

Professional

To adhere to the Nursing and Midwifery Council [NMC] Code of Professional Conduct and ensure that registration is current and revalidation is undertaken.

The post holder is required to follow Trust policies and procedures which are regularly updated including:

Confidentiality / Data Protection / Freedom of Information

Post holders must maintain the confidentiality of information about patients, staff and other health service business in accordance with the Data Protection Act of 2018. Post holders must not, without prior permission, disclose any information regarding patients or staff. If any member of staff has communicated any such information to an unauthorised person, those staff will be liable to disciplinary action up to and including dismissal. Moreover, the Data Protection Act 2018 also renders an individual liable for prosecution in the event of unauthorised disclosure of information.

Following the Freedom of Information Act (FOI) 2000, post holders must apply the Trust's FOI procedure if they receive a written request for information.

Information Governance

All staff must comply with information governance requirements. These includes statutory responsibilities (such as compliance with the Data Protection Act), following national guidance (such as the NHS Confidentiality Code of Practice) and compliance with local policies and procedures (such as the Trust's Confidentiality policy). Staff are responsible for any personal information (belonging to staff or patients) that they access and must ensure it is stored, processed and forwarded in a secure and appropriate manner.

Equal Opportunities

Post holders must at all times fulfil their responsibilities with regard to the Trust's Equal Opportunities Policy and equality laws.

Health and Safety

All post holders have a responsibility, under the Health and Safety at Work Act (1974) and subsequently published regulations, to ensure that the Trust's health and safety policies and procedures are complied with to maintain a safe working environment for patients, visitors and employees.

Infection Control

All post holders have a personal obligation to act to reduce healthcare-associated infections (HCAIs). They must attend mandatory training in Infection Control and be compliant with all measures required by the Trust to reduce HCAIs. **All post holders must comply with Trust infection screening and immunisation policies** as well as be familiar with the Trust's

Infection Control Policies, including those that apply to their duties, such as Hand Decontamination Policy, Personal Protective Equipment Policy, safe procedures for using aseptic techniques and safe disposal of sharps.

Risk Management

All post holders have a responsibility to report risks such as clinical and non-clinical accidents or incidents promptly. They are expected to be familiar with the Trust's use of risk assessments to predict and control risk, as well as the incident reporting system for learning from mistakes and near misses in order to improve services. Post holders must also attend training identified by their manager, or stated by the Trust to be mandatory.

Flexible Working

As an organization we want to support you to work in a way that is best for our patients, our staff and for you. Speak to us about how we might be able to accommodate a flexible working arrangement, if it works for the service, we'll make it work for you.

Safeguarding children and vulnerable adults

Post holders have a general responsibility for safeguarding children and vulnerable adults in the course of their daily duties and for ensuring that they are aware of the specific duties relating to their role.

Sustainability

It is the responsibility of all staff to minimise the Trust's environmental impact by recycling wherever possible, switching off lights, computers monitors and equipment when not in use, minimising water usage and reporting faults promptly.

Smoking Policy

The Trust is committed to providing a healthy and safe environment for staff, patients and visitors. Staff are therefore not permitted to smoke on Trust property or in Trust vehicles

Review of this Job Description

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

IJA/AM – 11/04/2024