

# Recruitment Information Pack



## About KCHFT

We provide wide-ranging NHS care for people in the community, in a range of settings including people's own homes; nursing homes; health clinics; community hospitals; minor injury units and in mobile units.

We are one of the largest NHS community health providers in England, serving a population of about 1.4 million across Kent and 600,000 in East Sussex and London. We employ more than 5,000 staff, including doctors, community nurses, physiotherapists, dietitians and many other healthcare professionals.

We firmly believe our trust belongs to our people – both the people we care for and the people who work here. Our people are our most valued asset and the best resource we have to deliver all that is required of us. They shoulder enormous responsibility for the lives of patients and their working life must reflect this; they should be trusted, have compassionate leadership and be duly recognised for their contribution.



## Our values

KCHFT colleagues are expected to be kind and responsive, professional and informative and to contribute to the quality of our services by demonstrating our 'CARE' values:



### Compassionate

This is about putting our patients and service users at the heart of everything we do so that the way we deliver our services empowers them, meets their expectations and caters for their needs. It is characterised by having a positive attitude, being kind and polite, understanding diversity and demonstrating respect, patience and tolerance. It is equally about making staff feel truly valued so they feel cared for and are engaged with our vision and values and display these values to each other, whatever their role in the trust.



### Aspirational

This is about empowering and being aspirational for ourselves and our patients and service users. It is seeking and supporting continuous improvement, a focus on research, generating ideas and innovations and being adaptable to change. Sharing information, resources and ideas to deliver excellent outcomes. It is characterised by openness, transparency, and thinking creatively.



### Responsive

This is about listening and acting and is characterised by effective relationships, communicating clearly, doing what we say we will when we say we will, asking and taking account of opinions, planning with patients and service users and working across organisational boundaries. It is about working with and being responsive to our commissioners and stakeholders and designing services with them. It is also about effective working relationships within teams and across internal boundaries to deliver outcomes that improve our patients' experience. It is equally about applying these principles every day, working with staff so they feel valued and empowered.



### Excellent

This is about striving to deliver the best care we can. It is about providing high quality services and wanting the best for our patients. It is also about leading by example and supporting and growing a culture of excellence in our teams. It is characterised by challenging complacency, tackling inappropriate and challenging behaviour and striving for continuous improvement.

## Community Nurse Job Description

AFC Banding:	<b>Band 5</b>	Base:	<b>Unit G, Hermitage Court</b>
Hours:	Up to 37.5hrs	Contract Type:	Permanent
Responsible to:	Team Leader	Locality/Directorate:	Adults

### Role overview

This role is part of the community nursing team visiting housebound patients in their own home. As a Community Staff Nurse you will utilise knowledge and skills to work within the scope of your competencies and deliver nursing care to a designated caseload of patients. You will undertake holistic assessment of routine and complex patients in order to plan care in collaboration with patients and family that will meet nursing needs. Working predominantly unsupervised your work will be allocated on a daily basis to assess or provide the planned care required, document your intervention within the clinical record, report back your findings and escalate any concerns to your seniors. You will participate in daily handover and undertake additional tasks required for the patients seen that day such as ordering equipment or liaising with GPs and colleagues.

You will offer health education advice and promote independence in all consultations so you can support your patients to self-manage. You will recognise situations and circumstances that will impact on patient's ability to improve and need to work collaboratively with the multidisciplinary team of health and social care colleagues so that patients' needs can be met to keep them safe. Acting as a supervisor to our Academy and university students as well as junior colleagues, you will assist in developing their skills and competencies and act as a role model for their profession.

You may have some additional responsibility for certain caseloads such as continence assessments and reviews. Within the team there are additional champion and link worker opportunities for you to engage in that supports the wider team. As you progress you will allocate visits and lead team handover in the absence of the Senior Nurse.

The Community Nursing service is offered to all housebound adults, daily including bank holiday and weekends so the shift patterns cover 8am until 6pm although some flexibility can be considered.

### Service overview

Community Nursing Teams provide interventions for housebound patients aged 18 and over delivering personalised nursing care to those with complex and long-term conditions. The aim of our service is to enable patients to stay safe and well in their chosen environment. The service actively works to prevent avoidable admissions by providing tailored care that meets the patient need and assists them in actively achieving their long-term health goals and self-care where possible. The service operates in teams aligned to Primary Care Networks and provides integrated care founded in the framework of the Multidisciplinary Team.

Healthcare Professionals within the team are supported to develop advanced skills to manage the complexity of patients on the caseload through a variety of training opportunities. The most common interventions follow the principles of best practice and include:

- Palliative and end of life care provision including symptom control, advance care planning and verification of death
- Administration of medication including IV therapy
- Wound management including leg ulcers, post-operative surgical wounds, drains
- Bladder and bowel care
- Health promotion, education and support to manage long-term conditions

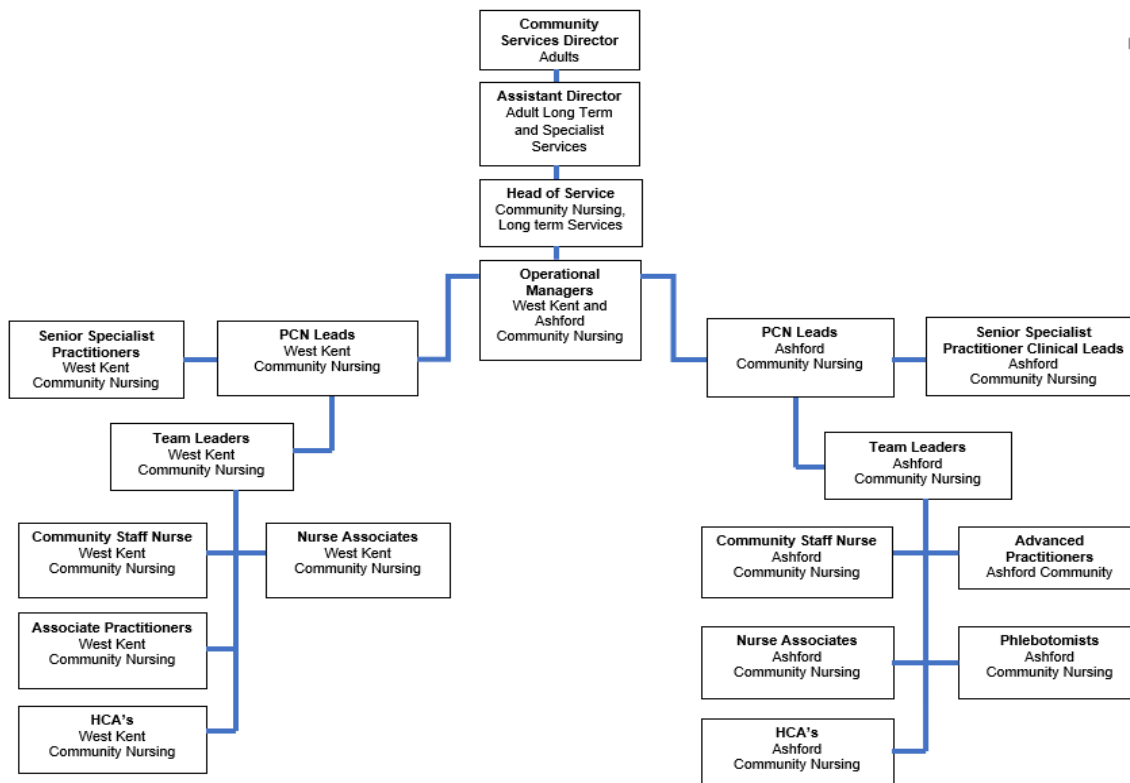
Together with our patients and their carers, we will undertake a holistic assessment, care planning and care delivery in partnership. As part of this process, the service regularly reviews and evaluates care provision. With a focus on hospital avoidance measures, Community Nursing work collaboratively with patients, their families and carers to ensure the best possible health outcomes. This is undertaken in conjunction with the multidisciplinary team integrated with the Primary Care Network and care homes.

### Key working relationships

Internal: Patients, families, carers, health professionals, management team etc.

External: Visitors, general public, outside agencies, other hospitals or NHS organisations etc.

### Organisational chart



### Job Summary

Band 5 Registered Healthcare Professionals works closely with all users of our services and their families, friends and carers who all play an invaluable contribution in how our users experience our services. Band 5 Registered Healthcare Professionals are expected to be kind and responsive but professional and informative and contribute to the quality of the services provided across the health economy by:

- Keeping the people who use our services as safe as possible through the use of sound clinical skills and effective risk assessments
- Ensuring the best possible clinical outcomes by using up-to-date skills and adhering to evidence-based policies and procedures
- Ensuring the people using our services have a good experience by respecting, empowering and working in partnership with people throughout the care planning process

Registered Healthcare Professionals who work in all these services require a range of core skills as follows:

- Assessment, planning, implementation and evaluation of holistic care linked to packages of prescribed care
- The development of integrated care programmes in partnership with the patient
- To support in the supervision and development of all junior staff including Health Care Support Workers and Students
- To actively work as a member of the multi-professional team to provide high quality care to patients
- To undertake a range of competent clinical interventions to support the outcomes of both individual and group therapy

- Manage a caseload of patients on a daily basis consisting of patients with complex needs associated within a specific speciality.

## **Dimensions**

- To participate in rotational programmes across health economy (where relevant)
- To ensure that resources are used effectively, planning workload to meet the priorities of patient care by the most efficient use of time, equipment and manpower and other resources (medicines, medical devices)
- To comply with professional codes of conduct, relevant organisational policies and procedures.

## **Knowledge, Skills and Experience Required**

- Registered First Level Healthcare Professional (NMC)
- Evidence of degree or Level 6 equivalent study
- Awareness of National Service Frameworks relevant to care setting and its application across health care services
- Be responsible for maintaining own competency to practice through continued professional development activities and maintain relevant professional registration.
- Maintain a portfolio / professional diary that reflects personal development and practically demonstrates theory learned.

## **Key Result Areas**

All staff are committed to providing safe, effective services and providing patients and families with a positive experience.

### Patient Safety

Band 5 Healthcare Professionals contribute to the provision of safe and reliable services by:

- Using their clinical judgement and risk assessments to keep the people using our services as safe as possible
- Safeguarding people by recognising and responding when an adult or child might be at risk from abuse but also recognising their own limits and asking for help and escalating concerns when necessary
- Escalating safety concerns and by doing so acting as effective advocates for those who use our services
- Being open and transparent about their own practice
- Supervising the work of others
- Reflecting on everyday practice to identify areas where improvements in safety or quality can be made
- Working with others to create a culture of continuous improvement
- Maintaining accurate, legible, comprehensive records and undertaking regular audits of compliance
- Maintaining compliance with their mandatory training requirements.
- Maintaining professional registration and demonstrate adherence to the Code of Conducts in line with relevant professional bodies (NMC (Nursing and Midwifery Council))
- Integrating best practice and identification of areas where improvement in practice is required.
- Utilising effective communication skills in the building of trusting partnerships with patients

- Being responsive when delegating interventions to junior staff.

### Clinical Outcomes

Band 5 Healthcare Professionals contribute to the effective delivery of services by:

- Providing skilled, evidence-based care which adheres to agreed policies and procedures
- Working with patients and families to negotiate and agree a personalised care plan including assessing risks and needs
- Acting as patient advocates in the multi-disciplinary team and overseeing the work of others to ensure that they are also responding to the needs of patients and providing clinically effective care
- Working as autonomous practitioners and taking responsibility for the care they give to patients but within their own limits of competency and confidence

Contributing to creating and maintaining high performing teams by:

- Communicating well with all members of the team
- Understanding their role in the team and how they help the team achieve its' objectives
- Reflecting on their own practice regularly and encouraging the whole team to reflect on their practices in handovers and team meetings
- Identifying how care could be improved.

### Patient Experience

Band 5 Healthcare Professionals contribute to the people using our services feeling respected and empowered to make decisions about their health and wellbeing by:

- Working in partnership with patients and their families and carers
- Gaining consent and, as far as possible, involving people in all decision making
- Signposting patients and carers to alternative services to support behaviour changes with improving current and potential health states
- Reassuring people by being professional, responsive, knowledgeable and confident in order to convey sensitive information around their care
- Responding to complaints or concerns effectively and quickly in line with the service's policy.

### Supporting yourself and others

Engaged staff are more productive and Band 5 Registered Healthcare Professionals play a role in engaging fellow health professional peers and the work we do by:

- Participating constructively in their own supervision and annual appraisal processes
- Demonstrating commitment to optimising their continuation of clinical learning whilst undertaking and maintaining clinical caseloads in different healthcare settings
- Developing mentorship skills to support students and junior staff
- Reviewing and reflecting on own competence and performance through effective use of operational supervision and appraisal and identifying any personal training needs.

## **Working Conditions**

### **Physical Effort**

There will be a requirement for a combination of sitting, standing, bending, stooping, walking and driving  
There may be some requirement for physical effort in relation to patient care, in regards to frequent use of aids to support moving people Use of computer equipment.

<b>Mental Effort</b>	Predictable work pattern, necessitating an ability to adapt to a changing workload in the course of a day Periods of concentration are required on a daily basis, especially when undertaking assessments.
<b>Emotional Effort</b>	Regular requirement to deal with emotional or distressing situations, including working with terminally ill patients and dealing with difficult family situations.
<b>Freedom to Act</b>	The post holder is required to be accountable for his/her own actions, to act on his/her initiative and to be aware of the impact on others In accordance with Trust policies provide care to patients in the community, adapting to a changing workload throughout the course of a shift The post holder will be expected to work unsupervised under the leadership of the Team Leader, liaising when necessary. They will act independently within appropriate service guidance, policies and standards
<b>Working Conditions</b>	Occasional exposure to bodily fluids, smells, noise and violent or aggressive behaviour.

This is an outline job description designed to summarise the key responsibilities of the role and is not intended to cover every task that may be required. The post holder will be expected to be flexible to respond to change and organisational need.

Job description agreement		
Job holder's name:		
Job holder's signature:		
Date:		
Line managers name and title:		
Line managers signature:		
Date:		
Person Specification		
	Essential	Desirable
<b>Qualifications</b>	Registered Healthcare Professional with relevant Professional body (1st Level Nurse/ NMC)  Degree in a health relevant subject or willingness to complete a degree (within 3 years of appointment)	Mentoring qualification
<b>Experience</b>	Experience of recent community/acute healthcare gained through education or work experience placement or previous employment	
<b>Knowledge</b>	Awareness of professional issues and recent developments in the NHS  Knowledge of up to date clinical practice	

<b>Skills &amp; abilities</b>	Sound communication and interpersonal skills (verbal and written)	
	Ability to organise own work	
	Ability to cope with change	
	Ability to use own initiative	
<b>Personal attributes</b>	Ability to motivate and organise others to ensure best practice.	
	Ability to work under pressure	
	Flexible and adaptable	
	Valid driving licence and access to a car for work purposes.	
<b>Ability to manage</b>	Able to support the implementation of local and national agenda for health under the guidance of the team lead / ward manager.	
	Ability to prioritise care delivery in a professional manner, taking into account Trust policies and procedures.	

#### Additional Information

<b>Standards of Business conduct</b>	<p>The post-holder will be required to comply with the Trust's Standing Orders and Standing Financial Instructions, and at all times deal honestly with the Trust, with colleagues and all those who have dealings with the Trust, including patients, relatives and suppliers.</p> <p>All Trust staff may be involved directly or indirectly with people who are receiving a health service. Therefore, the Trust is exempt from the Rehabilitation of Offenders Act (1974) and this post may be subject to a Criminal Records Bureau disclosure.</p> <p>It should also be stated here if the post holder is expected to adhere to any professional guidelines or codes of conduct, for example the Nursing and Midwifery Council Code of Professional conduct.</p>
<b>Risk Management</b>	<p>The post-holder will ensure compliance with the Trust's risk management policies and procedures. These describe the Trust's commitment to risk management, the recognition that our aim is to protect patients, staff and visitors from harm, and stress that all staff have a responsibility to minimise risk.</p>
<b>Governance Standards</b>	<p>Comply with the relevant governance standards applicable to the Trust as communicated to the post-holder from time to time.</p>
<b>Data Protection</b>	<p>To comply with Trust Policies and the Data Protection Act in all respects, with particular relevance to the protection and use of patient information.</p>
<b>Confidentiality</b>	<p>Trust employees are required to ensure that information about patients and staff is safeguarded to maintain confidentiality and is kept securely in accordance with General Data Protection Regulations (GDPR), Data Protection Act 2018 (DPA18),</p>

	the Caldicott Principles 1998 and the National Data Guardian Data Security Standards. The trust's Data Security and Protection policy and the Cyber, Network and Information Systems policy provide guidance on how this can be achieved.
Child/Adult Safeguarding	All staff must be familiar with and adhere to Trust child/adult safeguarding procedures and guidelines, in conjunction with Kent Safeguarding Children/Vulnerable Adults Board procedures and supporting policies/guidelines. All staff are required to attend child/adult safeguarding basic awareness training and additional training regarding child /adult safeguarding, commensurate to their position and role.
Records Management	To maintain Trust and patient records (both paper and electronic) in accordance with Trust policies to facilitate clinical care and effective administration.
Freedom of Information	To provide advice and assistance to all persons who propose to make, or have made requests for information, and to ensure all requests for information are managed appropriately in accordance with Trust Freedom of Information procedures.
Security	To comply with Trust policies to ensure there is a safe and secure environment that protects patients, staff and visitors and their property, and the physical assets and the information of the organisation.
Infection Control	The post holder will ensure compliance with the Trust's Infection Prevention and Control policies and procedures and the Health Act 2006, ensuring that the risk of healthcare associated infection to service users and staff is minimised.
Freedom to Speak Up (Whistleblowing)	The post holder has responsibility for patient and staff welfare and should raise any concerns relating to a breach of NHS policies and procedures with their manager or refer to the Freedom to Speak Up Policy for alternative options.
Environmental Impact	The post holder will ensure compliance with the Trust's environmental management policies and procedures. These describe the Trust's commitment to climate change and carbon management, the recognition that our aim is to protect the environment and the use of natural resources that all staff have a responsibility towards.
Performance review	<p>This Job Description will be used as a basis for individual performance review between the post holder and the manager.</p> <p>The Job Description covers only the key result areas and, as such, does not intend to provide a comprehensive list of objectives. Specific objectives will be reviewed each April, and may develop to meet the changing needs of the service. The post holder will need to take due account, in the way they achieve the key result areas, of Trust policies and procedures.</p>
Equality and Diversity	The Trust aims to maintain the goodwill and confidence of its own staff, service and users and the general public. To assist in achieving the objective it is essential that at all times employees carry out their duties in a courteous and sympathetic manner. The post holder will carry out their duties in accordance with the Trust's Equal Opportunities Policy respecting the differing backgrounds of colleagues and clients.

