

Job Title: Single Point of Contact (SPOC) & In-reach Triage Clinician
Band: 7
Responsible to: Operational Service Lead
Accountable to: Operational Service Lead
Base: Watford General Hospital, Watford

JOB PURPOSE

The post holder will work autonomously and in collaboration with team members, CLCH rehabilitation units and wider system partners from acute NHS hospital trusts, adult social care and commissioners. The purpose of the role is to facilitate patient flow to the most suitable pathway and in doing so contribute to the delivery of timely and excellent standards of patient care.

The post holder will be required to:

- Work on a rotational shift basis within the Unplanned Care team across a 7 day a week service (flexible working arrangements can be considered).
- Deputise for the Operational Lead and act as the single point of contact (SPOC) clinician which forms part of a multi-organisation team based at Watford General and made up of acute hospital, adult social care and voluntary sector representatives.
- Take designated responsibility for discrete areas of operational management.
- Prioritise and manage own workload with minimal supervision.
- Work within professional standards and clinical guidelines, promote best practice and to undertake all aspects of clinical duties as an autonomous practitioner including assessing and treating own caseload of patients/clients and maintaining professional documentation.
- Be responsible for the supervision of junior clinicians within the service.
- Support self and service development through active participation in Continuing Professional Development (CPD) and by participating in any audit or research being undertaken by the service.

The post holder will be responsible for:

- Operational
- Communication
- Governance
- Personal and Professional Development

KEY WORKING RELATIONSHIPS

Internal

- Operational Lead for SPOC/In-reach team
- In-reach team
- Bedded Unit clinicians
- Bedded unit Administrators and Progress Chasers

External

- Various system colleagues (Acute hospitals, Adult Care Services, Integrated Care Board (ICB))

MAIN DUTIES AND RESPONSIBILITIES

- Work in partnership between primary and secondary care, assist with the development, implementation and evaluation of a discharge planning service, for patients that are being discharged from acute hospital services into the care of community-based services.
- Assist the discharge planning teams in acute hospitals to ensure that service users are referred to the most suitable community pathway. Where disagreement exists, to work collaboratively to ensure the best outcome for the patient.
- Assist with the monitoring of patients readmitted who are known to bounce back into the system inappropriately and develop systems of management around these patients.

- Optimise use of resources, especially increasing the number of patients moving into and out of acute and community hospital beds.
- Co-ordinate good bed management through monitoring and planning. This involves liaising with discharge teams and other referrers to check that admissions are to the most appropriate location and bed type by ensuring that 'trusted assessment' protocols are followed. This will involve interaction with members of staff within CLCH, the acute trusts and adult care services.
- Take swift action to directly address service issues, initiating and chasing referrals, making links between services and escalating issues to senior managers where required. This will require daily work with Ward Managers, Nurses, Discharge-coordinators, Therapists and Doctors responsible for service users moving between acute hospitals and CLCH community-based services.
- Using established systems and processes when co-ordinating, monitoring and tracking the usage of rehab beds and therapy capacity in the community.
- Escalating issues which fall beyond the scope of responsibility for the post holder to senior managers relating to patient referrals and information requests from internal and external sources.
- Reporting progress, issues and updates to the service manager on a regular and ad hoc basis.
- Where necessary, inform partner organisations on supply and demand during times of high pressure on acute services.
- The post holder will be required to act as the CLCH representative on system wide conference calls regarding daily bed status of referrals.
- Be innovative and pro-active in developing more effective ways of working as the SPOC and In-reach team evolves.
- Ensure ongoing review of own performance to meet deadlines and performance targets set for the team.

COMMUNICATION

- A high standard of both verbal and written communication is key. The post holder will need to be able to articulate a frequently complex situation to other system partners in a way they can understand. Email communication will need to be of a high standard and the ability to express written communication in a fast-moving environment is key.
- The post hold will need to draw on their clinical skills when triaging patients by adapting their communication to meet the needs of the service user and often their relative, NoK.

MANAGEMENT AND LEADERSHIP

- The post holder will have to show leadership qualities when representing CLCH on system wide forums.
- The post hold will need to be able to manage a large volume of information and use their clinical knowledge and experience to triage referrals primarily face to face but also via telephone and email.
- Where conflict in professional opinion exists between teams, the post holder will use novel and lateral-thinking to resolve the situation.

PROFESSIONALISM

- The post holder will work within their governing bodies scope of practice in addition to the values and behaviours of CLCH.

TEACHING AND TRAINING

- The post holder will receive full training and graduated exposure to the role (SPOC and In-reach teams) to ensure they are confident and competent to manage the daily duties of these two roles.
- Where the post holders clinical background may limit the depth of their triaging skills the service manager and wider team will be able to provide additional training to ensure any clinical triaging knowledge gaps are fulfilled.
- Opportunity exists to develop knowledge of the discharge to assess process and clinical pathways.
- CLCH offers a range of internal courses in addition to what is available by external providers. Discussion around professional development will form a part of your appraisal and 1:1 meetings with the service manager.
- The post holder will be well supported by the team and service manager and there will always be a senior manager available for support.

RESEARCH & AUDIT

- Participate in audit and evaluation, data review (activity) and outcome measures.
- Participate in the audit of aspects of the service in order to monitor effectiveness and quality.

- Initiate feedback from service users and seek ways to ensure the service is responsive to patients' / clients' and carers' needs.
- Contribute to innovative approaches to practice in response to changing service needs and priorities.
- Put forward examples and ideas for good practice for change in service and care delivery to the service manager.

OTHER DUTIES

- The post holder will also be competent in using Excel, Powerpoint and Word and have prior experience with electronic patient record systems.
- Mental Effort- There is a frequent requirement for prolonged concentration with occasional requirement for intense concentration. The post holder will be required to switch from one issue to another and be able to focus on the evolving priorities. The ability to deal with sometimes conflicting priorities and pressures from all sides, balance these priorities and find appropriate solutions. The ability to show a flexible approach and pragmatic approach to solving problems when under pressure. The ability to persist in finding strategic solutions and getting projects through to completion in a complex and difficult environment.
- EMOTIONAL EFFORT: Working in a challenging environment across partner organisations requires high levels of initiative, communication, personal organisation, self-motivation and self-direction. Develop strong relationships with key stakeholders that are robust enough to cope with demanding and pressured situations where stakeholders may have conflicting priorities. The post holder will need to balance a number of complex responsibilities each requiring drive and leadership. Working across both organisational and professional boundaries will result in frequent indirect exposure to some distressing circumstances such as distraught and anxious relatives.

Person Specification
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Factors	Criteria	Assessment
Education/Qualification		
Essential	<ul style="list-style-type: none"> Registered General Nurse or AHP (OT/PT) RN or Therapy qualification with additional professional qualifications in relevant fields e.g. Continuing Health Care / community rehabilitation discharge planning Demonstratable successful innovation in clinical practice 	
Desirable	<ul style="list-style-type: none"> Evidence of service improvement within previous role Diploma in Management Studies or equivalent 	
Experience		
Essential	<ul style="list-style-type: none"> Previous experience working within either an acute hospital or rehab unit or community service Able to communicate with patients, relatives and MDT and on occasions deal with conflicting views 	
Desirable	<ul style="list-style-type: none"> Knowledge of common causes of delays which lead to a delayed transfer of care (DTC) for patients 	
Skills and Knowledge		
Essential	<ul style="list-style-type: none"> Knowledge of the local health and social care system Knowledge of NHS reforms and key local and national policy drivers Knowledge of acute hospital settings and where common delays to the transfer of care may occur Lead and work as part of a multidisciplinary team Communicate effectively at all levels Negotiation skills Computer literacy Well-developed verbal and written communication skills Highly developed interpersonal skills with the ability to form relationships with senior colleagues from partner organisations Ability to work under pressure to tight deadlines Good attendance record Flexible and pragmatic approach and ability to identify creative solution 	
Desirable	<ul style="list-style-type: none"> Knowledge of community-based nursing and therapy pathways and rehab units 	
Other		
Essential	<ul style="list-style-type: none"> Effective team player, who can work effectively with colleagues from multiple organisations. Creative approach to solving problems Flexible working to meet service demands Leadership and innovation Tact and diplomacy Ability to work independently Eagerness to learn and develop 	
<p align="center">* Assessment will take place with reference to the following</p> <p align="center">AF – Application Form, IV – Interview, P – Presentation, T-Test, C Certificate</p>		