JOB DESCRIPTION

Oxford Health NHSFT

Job Title:	Single Point of Access Clinical Coordinator
Band:	6
Responsible to:	Single Point of Access Clinical Lead/Operational Manager
Accountable to:	Head of Service
	Place of work: Fiennes Centre, Horton General Hospital Banbury or Vale Resource Centre, Abingdon Community Hospital
Hours:	30 hours Monday-Sunday 8am-8pm
	Shift patterns are 8:00-16:00, 10:30-18:30, & 12:00-20:00
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JOB PURPOSE

- To act as the Single Point of Access (SPA) for urgent and non-urgent referrals from Health Care Professionals and members of the public with the aim to prevent avoidable hospital admissions.
- Triage referrals to identify the most appropriate service to meet patients' need.
- To initiate and co-ordinate the care pathway processes by close liaison with all levels of staff and services in a timely manner.
- You will be expected to deliver and maintain a high quality of triage. Using your enhanced assessment, problem solving, and decision-making skills to identify the patient's need and appropriate destination service, including the management of clinical risk.
- To liaise with all levels of relevant medical, nursing and therapy staff, patients, carers and their families to support admission avoidance.
- To maintain an overview of the whole system and facilitate patient flow to the most appropriate service.
- To facilitate safe and timely discharges from Community Hospitals to other community and intermediate care settings within and external to Oxfordshire health and social care systems.
- To train and educate a wide range of staff including pre and post registration health and social care students, non-registered staff from all professional groups.

DUTIES AND RESPONSIBILITIES

<u>Clinical</u>

To co-ordinate referrals to community services:
- To be responsible, as the Single Point of Access, for the receipt and recording and processing of all referrals during the shift (including weekends, bank holidays and evenings).
- To develop advanced knowledge and understanding of health services, including their access criteria and availability. This includes urgent community response, crisis and social care, community hospitals, and a range of community/specialist services such as district nursing, community therapy, falls service, and palliative care.
- To check various sources for information on previous health services & social services involvement and to register new service users and referrals on the patient information system.
- To liaise with referrers on the outcome of their referrals.
- To triage referrals and identify priority. Liaise with team management and team members to escalate concerns in accordance with legislation, policies and procedures. e.g., Safeguarding Adults, incidents and complaints.
- To transfer care back to the referrer or escalating as appropriate if services are not available, to ensure patient safety.

<u>To facilitate the safe and timely referral of patients:</u>

- To maintain accurate patient and service records sharing information as appropriate and in line with Caldicott principles.
- To provide a daily report of patient flows to relevant managers, senior managers and chief executives in both health and social care
- To lead service specific audit and participate in wider research / audit initiatives to inform future service development.
- To develop and maintain close working links with all partner services and agencies.
- To understand existing local and national policies for intermediate care in order to contribute to the development of local policy and practice.
- To develop and maintain standard operating procedures and policy to support best practice and the delivery of quality service.

Professional

To work within all Trust policies and procedures and the Nursing and Midwifery Council Code of Conduct:
- To participate in professional development review and implementation of a personal development plan to improve individual performance.
- To participate in clinical supervision as agreed.
- To undertake ongoing professional development in line with the needs of the post and requirement of professional bodies to maintain clinical knowledge and experience.
- To participate in a positive manner to train and develop the needs of other team members.

Management responsibilities:

- To deputise for the Clinical Lead as required including representing the Service at meetings.
- Line management of support workers.
- Acting as coordinator for day to day needs of the service.

Education and training

- To act as a mentor for any students placed within the department.
- To provide formal and informal education and training to a range of registered and non-registered health and social care colleagues including medical staff, nurses, therapists, social workers, and care managers. This may be as groups or individuals.

CODE OF CONDUCT

All staff are required to work in accordance with their professional group's code of conduct (e.g., NMC, GMC, DoH Code of Conduct for Senior Managers).

This job description is intended as a basic guide to the scope and responsibilities of the post and is not exhaustive. It will be subject to regular review and amendment as necessary in consultation with the postholder.

In addition to undertaking the duties as outlined above, the post-holder will be expected to fully adhere to the following:

Personal Development
- To actively participate in an annual performance review (appraisal) and the development and implementation of a personal development plan.
- To take responsibility for your own professional development ensuring professional standards are maintained and statutory and mandatory training is in date.
- To attend any training as requested.

Code of Conduct
- To adhere to the Professional Code of Conduct relating to your profession (if applicable).
- To uphold the principles and values set out in the NHS Code of Conduct for Managers.
- To support the organisation in developing an effective work/life balance for employees that meets the needs of the organisation.
- To ensure that the health and wellbeing of patients is at the centre of all activities and that all staff engage and communicate with patients as appropriate.
- To always promote quality and safety of patients, visitors and staff thus enabling the Trust to meet its regulation requirements (Care Quality Commission Registration - Regulations and Outcomes) that relate most directly to patients and strive for continuous quality improvement.

Equal Opportunities/Diversity
- To observe Oxford Health NHS Foundation Trust's Equal Opportunities Policy providing equality of treatment and opportunity to employee's, service users and service providers irrespective of sex, sexuality, age, marital status, ethnic origin, or disability.

Health & Safety
- To take responsibility for the health & safety of themselves and other persons who may be affected by their omissions or actions at work.
- To promote the Trust's Health and Safety policy and ensure matters are managed in accordance with it.
- To co-operate with the Trust to ensure that statutory and departmental regulations are adhered to.
- Report accidents, incidents and near misses, implementing corrective action where necessary.

Infection Control
- To comply with Trust policies for infection control and hand hygiene such as hand hygiene, decontamination policy, uniform and workwear code and standard precautions policy to reduce the spread of healthcare-associated infections (HCAIs).
- Employees with clinical responsibilities must incorporate into their clinical activities up-to-date evidence that supports safe infection control practices and procedures, such as the use of aseptic techniques and the safe disposal of sharps.

Confidentiality and Data Security
- To comply fully with the duties and responsibilities outlined in the Trust's Information Governance Policy.
- To comply with the Data Protection Act 1998, NHS Confidentiality guidelines (e.g., Caldicott, GMC.) and any code of practice on Confidentiality and Data Protection, as accepted by the Trust. Departmental codes of practice and procedures for confidentiality are available from the head of department.
- To ensure that all information collected, stored, and used is done in compliance with the above Act and any relevant Trust Policy.
- To preserve the confidentiality of any information regarding patients, staff records in your area (in connection with their employment) and the Trust business. This obligation shall continue in perpetuity.
- To raise any matters of concern with your Manager/Director.

Safeguarding
- To recognise that promoting the welfare and safeguarding children, young people and adults is everyone's business and access training and supervision as appropriate to the role.
- To support the organisation in ensuring service users are protected from abuse, or the risk of abuse and their human rights are respected and upheld.
- To ensure concerns are responded to appropriately in line with the Trust's Safeguarding Adults Policy and the Child Protection Policy and interagency safeguarding procedures.
- To comply with recruitment and other checks as requested by the organisation including undertaking an Enhanced Disclosure via the Criminal Records Bureau.

Other
- To be aware of and work in line with all Trust policies and procedures.
- To carry out any other tasks as reasonably directed.

Person Specification

Job Title: Single Point of Access Clinician **Band 6**

Criteria for Selection	Essential Requirements	Desirable Requirements
Qualifications – Academic/Skills/ Professional	• Registered health professional qualification • Evidence of post-qualification courses • Educated to degree level or equivalent. • Good IT skills • Well-developed negotiation skills • Enhanced assessment skills • Well-developed communication interpersonal skills	• Post registration course in an area relevant to the post • Mentor qualification • Diploma or Degree • Teaching and Assessing qualification
Experience	• Able to communicate with those who may have a barrier to understanding • Experience of working with older people • Understanding of discharge planning • Ability to work as a reflective practitioner • Ability to work collaboratively with the multi-disciplinary team and other professionals	• Clinical supervision • Change management • Recent/current Community knowledge and experience • Experience of whole system working • Formal mentorship training
Contractual Requirements or other requirements	▪ Ability to attend meetings countywide. ▪ Flexible approach to working practice.	▪ Car driver ▪ Knowledge of local and national policies

	- An understanding of the drivers for change across the NHS - Commitment to change through development of the post - Able to cope with the physical demands of the post - Awareness and acceptance of the rights and needs of service users and staff	

Oxford Health **NHS**

NHS Foundation Trust

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Head of Service
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Operational Manager 8A
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SPA Unit Manager B5                                   |
    18/4/22                                           |
        |                                             |
   +---------+---------+            +-----------------+-----------------+
   |                   |            |                                   |
Team Lead         Team Lead    Clinical Lead                      Clinical Lead
(North) B4        (South) B4   (North) B7                         (South) B7
   |                   |            |                                   |
Admin Team        Admin Team   SPA Clinical                      SPA Clinical
Banbury B3                     Coordinators B6                    Coordinators B6
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