

Job Description -

Job title – SHCP Nurse or paramedic (as referred to as Senior Healthcare professional) The term SHCP will be used to describe nurses, paramedics .

Reports to – Clinical Lead

Job purpose – To deliver and support clinical excellence and to focus on the continuous personal development of the HCP team. utilise effectively and efficiently all resources allocated to the contract to meet the KPIs outlined by the force in the contract . establish and maintain , close relationships with all staff at all levels, customers, and other key stake holders. In conjunction with the head of clinical operations and head of operations to ensure local processes comply with national clinical governance, best practice, and professional standards in line with the requirements of the relevant professional registration body .

Key responsibilities –

To act as a Senior Healthcare Professional, providing advice support and guidance:

- Provide key support for the Clinical Lead in the management of all Custody Nurses and Paramedics within the relevant contract area
- Lead by example to deliver the requirements of the forensic examination and healthcare services following the Codes of Practice of the Police and Criminal Evidence Act 1984, whilst also adhering to CRG Medical Services policies and procedures.
- Deputise for the Clinical Lead during periods of leave.
- To support, train and develop the Custody Nurses and Paramedics to ensure the highest levels of Clinical service and productivity.
- Assist with the delivery of custody nurse foundation training.
- Report to the Clinical Lead a high-level summary of Custody Clinician's Appraisals
- Support Clinical Lead with Clinical Supervision for Custody Nurses and Paramedics
- Develop as a Clinical Champion in supporting Custody Nurses and Paramedics.
- Provide support mentorship and appraisals for Custody Nurses and Paramedics.
- Ensure all Custody Nurses and Paramedics meet the required competency and compliance levels.
- Develop and monitor audit systems for working practices in conjunction with the Head Of Clinical Operations and Clinical Lead where appropriate.

- Work with the Clinical Lead, head of clinical operations and head of operations to address Client concerns.
- Assist and support with the writing witness statements.
- To support the Contract Lead(s) with the clinical governance agenda, including maintaining compliance standards, policies and procedures, audits, incidents, complaints and plaudits, root cause analysis, training attendance and lessons learned programmes.
- Develop links with local (Primary and Secondary Care Trusts) and national agencies to support the development of robust and clear clinical pathways for detainees and victims.
- Report instances of unsafe or inappropriate working practices to the Clinical Lead, Head Of Clinical operations and Head Of Operations.
- Develop the service provided to the Client within current legal frameworks and professional constraints.
- Undertake any other role appropriate to the Senior Health Care Practitioner role as delegated by the Clinical Lead.
- Support the local management team to ensure that all operational KPI's are met

To act as a Senior Health Care Practitioner, providing the highest level of clinical support to detainees and custody staff:

- Work autonomously within the scope of clinical practice, policies, guidelines, and relevant law as a Senior Custody Practitioner on the contract rota
- Undertake clinical assessments and offer care to persons detained by the police or other agencies as required – to assess fitness for detention, interview, release, or transfer.
- Provide healthcare interventions to manage minor illness or injury and take appropriate actions and refer onwards for more serious conditions.
- Complete forensic examination of persons in police care and record injuries and/or collect DNA evidence.
- Undertake forensic examination of police officers/staff injured whilst on duty – to record injuries and manage these appropriately.
- Undertake hospital blood procedures when appropriate, supporting the contract.
- To attend unexplained death as required and pronounce life extinct .
- To assess alcohol and drug intoxication and withdrawal.
- To maintain your own clinical/forensic skills and competencies and maintain an auditable record of experience.
- To undertake mental health assessments where appropriate.
- Collect specimens as required under legislation.
- Undertake intimate body searches/facilitate safe removal of concealed items or drugs with consent of the detainee. (Searches to be conducted in an Accident and Emergency department only).
- Make contemporaneous notes and maintain complete and accurate clinical records.
- Provide written statements as required.
- Give oral testimony as required in any Court or Tribunal
- To support the investigatory process and any disciplinary under the direction of HR/clinical lead
- To undertake any other HR related staffing documentation such as sickness, informal investigatory meetings, PIP's, annual leave, liaising with Med team, new starter documentation, probation reviews and any other HR requirements under the direction of the Clinical Lead.
- Undertake all duties as required of a Healthcare Professional in custody and to comply with the competencies, knowledge, and skills framework of the Department of Health.

- Support the development of medical services with the Lead FMEs and peers.
- Carry out any other activity or action appropriate to the role of a Senior Custody Practitioner as required.
- To comply with all requirements and/or legislation of the post.

The tasks and responsibilities detailed above are not exhaustive but should merely be regarded as a guide. The jobholder will be expected to conduct any reasonable activities according to the business needs at that time. These will be subject to periodic review and may be amended to meet the changing needs of the service. The job holder will be expected to participate in this process and the company would aim to reach agreement to changes.

Our Values

Our values are our moral compass and core to our DNA. They underpin the way we deliver our services and treat those who use our services. To many organisations values are just words which don't translate into reality of the day to day but our values flow through everything that we do, they define who we are, what we stand for and set the expectations of our colleagues, communities, customers, and partners. They have been defined by our colleagues and have been integral to our journey so far and will be integral to our future as well.

Throughout our secure healthcare business, we consistently aim to deliver against the five principles laid out below

- **High Quality** – All our services are quality assured by deployment of a range of audit tools, developed in line with the evidence-based practice and the guidance of HMIC/P, CQC and other relevant bodies.
- **Established** – We have substantial experience of well-proven quality managed services and operate under a Quality Management Strategy (QMS), successfully achieving consistently high standards of service.
- **Adaptable** – Provision of bespoke forensic medical services and responsive to the changing needs of the Force where required.
- **Reliable** – We provide a service staffed by people who are highly trained, qualified, specialised and experienced in all aspects of forensic medical examination.
- **Trustworthy** – Proven track record, but we are also transparent with our MI data and take every opportunity to share good practice and lessons learned across our contracts via our bi-annual Customer User Group.

As an HCP, we will always welcome your input to ensure that we continuously improve our service and our processes. In addition to a transparent and honest dialogue with our customers regarding the service we provide, we believe passionately in staff engagement and ensuring that every member of the organisation has a voice.

Wherever you have worked before joining the CRG family, you will bring a new perspective and a wealth of experience which we encourage you to share with us, allowing our organisation to continue to stay at the cutting edge of high-quality healthcare solutions.

Confidentiality and Information Security

As our employee you will be required to uphold the confidentiality of all records held by the company, whether patients/service records or corporate information. This duty lasts indefinitely and will continue after you leave the company's employment. All information which identifies living individuals in whatever form (paper/pictures, electronic data/images or voice) is covered by the 2018 Data Protection Act and should be managed in accordance with this legislation. This and all other information must be held in line with NHS national standards including the Records Management: NHS Code of Practice, NHS Constitution and HSCIC Code of Practice on Confidential Information and should only be accessed or disclosed lawfully. Monitoring of compliance will be undertaken by the Company. Failure to adhere to Information Governance policies and procedures may result in disciplinary action and, where applicable, criminal prosecution.

Information governance responsibilities

You are responsible for the following key aspects of Information Governance (not an exhaustive list):

- Completion of annual information governance training
- Reading applicable policies and procedures
- Understanding key responsibilities outlined in the Information Governance acceptable usage policies and procedures including NHS mandated encryption requirements
- Ensuring the security and confidentiality of all records and personal information assets
- Maintaining timely and accurate record keeping and where appropriate, in accordance with professional guidelines
- Only using email accounts authorised by us. These should be used in accordance with the Sending and Transferring Information Securely Procedures and Acceptable Use Policies.
- Reporting information governance incidents and near misses on CIRIS or to the appropriate person e.g., line manager, Head of Information Governance, Information Security Lead
- Adherence to the clear desk/screen policy
- Only using approved equipment for conducting business

Governance

Clinical governance is a framework through which organisations delivering health and care services are accountable to continuously improving the quality of their services and safeguarding high standards of care by creating an environment in which clinical and other forms of care flourishes. Employees must be aware that by creating an environment in which clinical and other forms of care

flourishes. Employees must be aware that clinical governance places a duty on all staff to ensure that the level of care services they deliver to patients is safe and high quality, and that they follow/comply with our policies and procedures. Registered Health Professional All staff who are a member of a professional body must comply with standards of professional practice/conduct. It is the post holder's responsibility to ensure they are both familiar with and adhere to these requirements.

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Risk Management/Health & Safety

The post holder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the company. Staff are required to observe the Hygiene Code and demonstrate good infection control and hand hygiene. Employees must be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for other employees, patients and visitors. It is essential to always observe strict fire and security precautions. All staff must report accidents, incidents and near misses so that the company can learn from them and improve safety.

Safeguarding Children and Vulnerable Adults Responsibility

We are committed to safeguarding and promoting the welfare of children and adults at risk of harm and expects all employees to share this commitment.

Medicines Management Responsibility Nursing or registered healthcare professionals Undertake all aspects of medicines management related activities in accordance within the company's medicines policies to ensure the safe, legal and appropriate use of medicines. Skilled non-registered staff Undertake all aspects of medicines management related activities in accordance with the company's medicines policy where appropriate training has been given and competencies have been achieved.

Policies and Procedures

All colleagues must comply with the Company Policies and Procedures which can be found on the company intranet.

General

We are committed to serving our community. We aim to make our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so. We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will recognise the commitment from our staff to meeting the needs of our patients.

The company recognise a “non-smoking” policy. Employees are not able to smoke anywhere within the premises or when outside on official business. Job Description HCRG Care Ltd, company number 5466033 registered in England and Wales at The Heath Business and Technical Park, Runcorn, Cheshire WA7 4QX Equal Opportunities It is the company’s intention to be an employer of choice and ensure that no job applicants or employees are unfairly disadvantaged on the grounds of gender, disability, race, ethnic origin, colour, age, sexual orientation, religion or belief, trade union membership or any other factors that are not relevant to their capability or potential. To this end, the company has an Equality and Diversity policy, and it is the responsibility of each employee to contribute to its success. Flexibility Statement This job description is not exhaustive and may change as the post develops or changes to align with service needs. Any such changes will be discussed directly between the postholder and their line manager.

Personal Specification

Essential

- Registered Nurse general/mental health or paramedic
- Minimum 5 years qualified
- Lived in the UK for 3 years
- Venipuncture
- Valid UK Driving License with access to a car for work purposes.

Desirable

- Worked in previous management experience (desirable)
- Lived in the UK for 3 years
- A&E, ITU, drug & alcohol workers, EAU, SAU, Nurse practitioner, practice Nurse Experience but other nursing backgrounds will be considered. Paramedics front line experience only
- Understand the limits and concepts of confidentiality and principles of the Data Protection and Freedom of Information Acts
- Excellent communication and interpersonal skills, ability to build and develop relationships and strong customer service skills.
- Must be confident and capable of autonomous practice with strong leadership and management skills
- Strong planning and organizing skills with the ability to prioritize service needs.
- Ability to deliver clinical training to new and existing staff
- Confidence in challenging poor behaviour and practices.
- A&E, ITU, EAU, SAU, Nurse practitioner, practice Nurse
- Training in conducting clinical appraisals

