

Job Title:	Band 7   Heart Failure Practitioner Specialist
Reports to (job title):	Service Manager for Specialist Nursing and Respiratory
Line Manager to:	Band 6   Heart Failure Specialist

## Job purpose

HCRG Care Group is committed to providing high quality, proactive care and treatment for its population across community services within Bath and North East Somerset.

## Base

The post holder will be based in Keynsham Health Centre, Level 2, St Clements Road, Keynsham, Bristol, BS31 1AF. You will be required to travel across the Bath and North East Somerset area to visit service users in their own homes or in a clinic setting. There may require travel across the BaNES, Swindon and Wiltshire localities.

## Key responsibilities

Working within the Community Heart Failure Service, you will help deliver Community ECHO Clinics, have your own caseload of heart failure patients, and help support our Cardiac Rehabilitation programme.

This list is intended to summarise the key responsibilities and is not intended to cover every task that may be required of the role: -

- The post holder will work autonomously as an advanced practitioner and have continuous responsibility for proactively managing a caseload of patients in a Community Setting with heart failure in BANES. The post holder will provide high level clinical assessment, care planning, expert advice, extended intervention, and rigorous evaluation. To work collaboratively with Primary and Secondary care to increase primary care management of Heart Failure patients and reduce inappropriate referral and unplanned admissions and provide support following discharge.
- The post holder will engage with multidisciplinary team meetings with acute trusts to discuss patients.

- The post holder will participate in the delivery of community echocardiogram clinic.
- The post holder will work with medical staff including Cardiologist and GPs in Primary Care, develop care pathways, initiate treatment and management plans, and promote optimal self-care. The post holder will work across health, social and voluntary services to initiate and develop care pathways and promote the single assessment process to maximise the quality of life for these individuals and by so doing helping to reduce the number of hospitals admissions.
- Employment in this post requires an Enhanced Disclosure and Barring Service (DBS) check, which the Trust will cover the cost of. Applicants who subscribe to the DBS update service can present a valid DBS certificate instead of requiring a new check.
- To provide compassionate and transformational leadership to create a culture of collaborative working to deliver services and outcomes of the highest standard.
- Must have the ability to work with and build strong relationships with external stakeholders, such as GP's and the Royal United Hospital Bath and as part of the wider integrated care alliance and integrated care system as it evolves.
- Act as an ambassador for the organisation, providing operational leadership when working within the local system.
- Act as a senior support and escalation point for the heart failure team.
- Working with key colleagues, including the service leads and analytics team, to lead on data collection and analysis and ensure provision of data and reports as required.

## Quality & Governance:

- Support the implementation of systems to monitor clinical governance standards, other HCRG Care Group policies and processes and best practice requirements
- Undertake investigation into complaints as delegated to support timely resolution
- Develop, implement, review, and update relevant policies and standard operating procedures ensuring all members of the specialist nursing teams understand their role and are able to effectively support delivery of the pathways.
- Ensure that the experience of people using the services is monitored regularly, acted upon & demonstrated, ensuring any further developments made within heart failure services don't adversely impact service users.

- Timely management of incidents with thematic review to demonstrate good practice, learning and improvement as part of the Patient Safety Incident Response Framework (PSIRF) participating in learning from events monthly meeting
- Ensure health and safety assessments and monitoring for the building are achieved, such as fire safety
- Support the delivery of quality Indicators across relevant services
- Collaborate with service leads to escalate and manage Safeguarding issues
- Support and participate in the audit frameworks
- Delivery of CQC Good or Outstanding ratings within the service

## Management responsibilities

- Ensure all staff receive regular team meetings, appraisals, and one-to-ones as per organisational policy
- Ensure the delivery of Clinical & Safeguarding Supervision for colleagues as per policy
- Ensure any staff management functions are undertaken as per organisational policy, e.g., recruitment, managing sickness absence or disciplinary or grievance proceedings
- Undertake timely investigation for grievance & disciplinary as delegated
- Ensure the registered workforce maintain active registration with the NMC or HCPC & support the completion of appropriate Revalidation as required
- Engage in workforce planning with the Deputy Head of Nursing
- Delivery of proactive supportive management plans & performance management as required

## Finance & Performance

- Lead the service to achieve recovery plans to bring performance back in line with expectations, this could be financial or qualitative
- Support the delivery of key performance indicators
- To work with the Deputy Head of Nursing to continue to develop and implement systems and processes to enable efficient and effective use of staffing and resources to deliver key objectives
- Ensure financial management and governance of the service and overheads, this should include embedding a productivity focus whilst being mindful of cost control and accurate revenue recovery

## 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.

We have three values which help us stand out from the crowd, not just because there's only three, but because they are unique to who we are. We care, we think, and we do.

Care	Think	Do
<ul style="list-style-type: none"><li>• Inspire</li><li>• Understand</li><li>• Communicate</li></ul>	<ul style="list-style-type: none"><li>• Challenge</li><li>• Improve</li><li>• Learn</li></ul>	<ul style="list-style-type: none"><li>• Accountability</li><li>• Involve</li><li>• Resilience</li></ul>

## 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 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.

## 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 observe strict fire and security precautions at all times.

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 recognises a "non-smoking" policy. Employees are not able to smoke anywhere within the premises or when outside on official business.

## 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

# Job Description

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 post holder and their line manager.

## Personal Specification

Essential	Desirable
<ul style="list-style-type: none"> <li>• Health professional qualification and registered with the appropriate professional body eg NMC/HCPC</li> <li>• Non-medical prescriber (V300)</li> <li>• Educated to a minimum of degree level</li> <li>• Comprehensive recent experience of cardiology to include current experience of heart failure management</li> <li>• Experience in LTCs;</li> <li>• Experience of managing patients with advanced heart failure</li> <li>• Experience of Medical Device therapy, namely CRT and ICD</li> <li>• Experience of working in a primary care setting</li> <li>• ECG interpretation</li> <li>• Management of Chronic Heart Failure / course (at degree level or above)</li> <li>• Knowledge of current research and practice development in heart failure NICE guidance for heart failure</li> <li>• Ability to analyse data and information identifying trends and risks and reporting appropriately</li> <li>• Self-motivated with ability to work autonomously with minimal supervision</li> <li>• Evidence of ongoing development and education</li> <li>• Evidence of excellent leadership qualities</li> <li>• Experience of implementing change across teams (policy, procedure, strategy) to clinical or non-clinical environments</li> <li>• Able to use IT software as part of day-to-day job</li> <li>• Experience of performance management</li> <li>• Self-motivated with a genuine enthusiasm for area of work.</li> <li>• Ability to motivate own team and teams outside of area of responsibility, influence</li> </ul>	<ul style="list-style-type: none"> <li>• Evidence of leadership/management training.</li> <li>• Masters level qualification or working towards</li> <li>• Evidence of continuing professional development.</li> <li>• Experience in the health or social care management /leadership setting</li> </ul>

<p>their thinking and to be a team player</p> <ul style="list-style-type: none"> <li>• Ability to identify gaps in process and support teams in delivering solutions</li> <li>• Delivering governance structures to deliver safe and effective patient care</li> <li>• Ability to engage and network with internal and external stakeholders</li> <li>• To present complex and sensitive information to colleagues, partners and stakeholders, including senior managers and professionals within acute providers, B&amp;NES Council and Primary care.</li> <li>• Must hold full UK driving license and have access to a car for work purposes</li> </ul>	
<p><b>Other Requirements</b></p>	
<ul style="list-style-type: none"> <li>• The role may require flexibility across 7 days and potentially outside of core hours to meet the needs of the service. However, working days will be Mon-Fri.</li> <li>• There will be a requirement to travel across the region and at times to go to meetings and training or elsewhere in the UK.</li> </ul>	