

Job Title:	Clinical Triage Lead
Reports to (job title):	Care Coordination Lead

## Job purpose

At HCRG Care Group, our approach to delivering healthcare services is innovative, refreshing and above all caring. We are committed to putting patient care first and we are looking for dedicated professionals who share our values and our passion for delivering quality care.

This is an exciting time to join our established clinical triage team based in our Care Coordination Centre (CCC) in Peasedown St John. The clinical triage team is responsible for initial triage over the telephone using a range of clinical systems and plays a crucial role in promoting a 'home is best' ethos, through integrated working with Urgent Community Response and Virtual Ward teams amongst others. The care coordination process is complex and keeping the system flowing with the right skills of staff, deployed to the right tasks will require excellent knowledge of pathways within HCRG Care Group with experience and interest in transformational leadership.

The successful candidate will hold significant knowledge of Urgent Care and community-based services and demonstrate knowledge/skills of working as part of a multidisciplinary team across the primary, secondary and social care interfaces in BaNES. They will lead a team of triage clinicians in coordinating the provision of specialist interventions to meet the urgent health care needs of people at risk of hospitalisation, or those requiring a facilitated timely discharge from ED and supporting a more intensive level of care in the community.

## Base

BaNES Care Coordination, Unit 2, Bath Business Park, Roman Way, Peasedown St John, BA2 8SG

## Key responsibilities

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

- Work in accordance with the organisation's values and behaviours, integrating this into everyday clinical and leadership practice.
- Triage complex referrals by telephone, electronic system, or email, from health professionals and other partner organisations, service users, carers and relatives.
- Handle calls, referrals and ad-hoc requests and record information in line with local Standard Operating Procedures such as 4 Steps call quality tool and SBAR communication tool.
- Utilise advanced clinical reasoning skills and evidence-based practice to triage and direct referrals to the relevant team/professionals, based on patient need and exceptional knowledge of pathways and Directory of Service (DoS) within BaNES and partner organisations.
- Adopts and supports others in delivering a 'home is best' ethos, identifying barriers and working with service leads to provide a patient centred approach, escalating to the Care Coordination Lead where required.
- Maintain clinical oversight of referrals and support the triage team in effective processing of these, as per CCC Key Performance Indicators, based on urgency and level of clinical risk, escalating where required to Care Coordination Lead and Deputy Head of Nursing for Urgent Care and Flow.
- Acts as the first point of clinical escalation within the wider CCC team (including wellbeing and social care) in supporting a holistic patient centred approach for those with complex needs: developing strong links with service leads across multiple organisations to identify and resolve barriers to service delivery, escalating to Care Coordination lead where required.
- Provide professional advice and guidance to non-registered staff, involving the smooth day to day management of the CCC team, including data gathering, analysis, recording and reporting, interpreting, and recommendations for future improvements.
- Work co-operatively with services across Bath and North East Somerset (BaNES), building professional relationships to allow bi-directional feedback, promotion of integrated Health, Social and Well-being services, to provide holistic care to patients.
- Use advanced analytical/problem solving techniques to understand the causes of declining health and social situations. Find solutions based on limited information and use evaluation, judgement and interpretation to select the best course of action.
- Lead and contribute to multi-professional/multiagency team meetings, to share knowledge and learning across teams, taking the lead on actions/workstreams where appropriate.

- Use excellent communication skills to share information across professional and organisational boundaries in line with information governance policies and procedures. This will involve managing complex and sensitive situations regarding capacity and demand.
- To understand and apply knowledge of multiple clinical systems to enable appropriate documentation of clinical records.
- Demonstrate a flexible approach to work and the ability to work across 7 days, between the hours of 08:00 – 20:00
- Be logged in to all relevant systems and ready to start work at scheduled shift start time.
- Support non-clinical staff where required, assisting in individual/team development and understanding of health conditions and clinical pathways as appropriate.
- To provide operational leadership to the clinical triage team, ensuring delivery of agreed objectives and performance targets, through regular informal supervision, formal 1:1 sessions and annual appraisal.
- Support the Care Coordination Lead in implementing continual development of systems and processes, to deliver a safe and effective service.
- Comply with Local and National Policies along with specific professional regulatory body.
- Lead management of triage team capacity through use of health roster, identifying times of staff shortage and raise any concerns and/or issues with Care Coordination Lead.
- Ensure Mandatory training is kept up to date and identify, discuss additional learning needs/requests with your line manager.
- Treat all colleagues and customers with respect and in line with HCRG Care Group's values (see below).
- Support the Care Coordination Lead in developing the CCC to deliver the vision including the use of new technologies and partnering with the third sector to support people to live well in their own homes and communities.
- To support the Care Coordination Lead in effective delivery of the Governance Framework, including HCRG Care Group policies and procedures, to ensure the CCC is a safe, cost-effective, person focused, accessible, responsive service which complies with the policies relating to corporate and clinical governance.
- To ensure key performance indicators and audit reports are produced in line with internal and external performance requirements, in line with best practice and supporting quality.

- To lead the development, implementation and review of relevant standard operating procedures, while delegating and supporting senior triage clinicians to build skills in this area.
- Ensure that robust clinical governance and risk management systems are in place and adhered to.
- To support the Care Coordination Lead in delivering the CCC Service within a defined budget through efficient use of resources.

## 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 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

- Degree or equivalent professional qualification / registration relevant to the role (Nurse, Occupational Therapy, Physiotherapy, Paramedic, Social Worker)
- Evidence of Continual Professional Development.
- Knowledge of system wide health and social care processes.
- Evidence of excellent leadership qualities.
- Experience as a clinical supervisor.
- Experience of leading teams of professional, clinical and non-clinical staff.
- Excellent communication skills, both verbal and written and ability to communicate with internal and external staff and agencies.
- Ability to regularly deal with and synthesize complex information and situations requiring analysis, and interpretation of such information to support decision making.
- Excellent IT skills being able to use IT software as part of day-to-day job.
- Professional role model.
- Self-motivated with a genuine enthusiasm for area of work and promoting service improvement, engaging and leading the process of change.
- Ability to identify gaps in process and support teams in delivering solutions.
- Acute and/or community experience
- Experience of working with other agencies.
- Ability to assess, prioritise and co-ordinate care for people with complex needs.
- Ability to work under pressure and meet deadlines.
- Ability to work in a changing environment.
- Effective goal-oriented problem solving skills.

### Desirable

- Leadership experience
- Triage experience
- Recruitment & Selection experience
- Line Management experience

Employee signature

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Manager signature

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