

Job Title:	AFC Band 7 Community Clinical Specialist Nurse – Heart Failure for North Kent (Dartford, Gravesham and Swanley)
Reports to (job title):	Clinical Service Manager
Line Manager to:	N/A

Job purpose

The Community Clinical Nurse Specialist (CNS) for Heart Failure will work as an independent clinical practitioner delivering a high-quality Community Heart Failure service to a specific caseload of patients, improving their quality of life, promoting excellence of health and independence within the community, preventing inappropriate avoidable hospital admissions, and facilitating early discharge, as well as provide education and health promotion.

To work in partnership with the Clinical Service Manager to deliver organisational objectives, bringing to the partnership professional knowledge, expertise and influencing skills to transform care, continually improve quality and support performance targets.

To work as a key community partner clinician within the Integrated local Health and Care Partnership developed Heart Failure service, to ensure patients are managed effectively into and out of this service in a timely and safe way.

Be the Clinical Lead for the service and support the achievement of clinical and non-clinical performance in conjunction with the Clinical Service Manager.

To work with the Clinical Service Manager to ensure the service delivers up to date, evidence-based practice on relevant professional and clinical matters.

Base

Livingstone Community Hospital, Dartford

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:

Service Delivery

- Responsible for triaging referrals, caseload management, outpatient clinics, housebound patients requiring to be visited at home.

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- To undertake the assessment, planning, delivery and evaluation of care required for patients with complex, long term, high risk conditions. Provide the necessary health education and advice resulting in fewer hospital admissions.
- To ensure and maintain clearly defined lines of communication with the clinicians in the Integrated Heart Failure Service, Primary, Secondary and healthcare teams in order to facilitate patient care.
- Undertake continuous professional development to enable the provision of the community Specialist Heart Failure services to meet the population need in line with multiple national and local targets.
- To assist in strategic work with Tertiary, Secondary and Primary Care services and local authorities to link and plan future development of the Community Heart Failure Service.
- To act as a source of specialist knowledge on Heart Failure to the Integrated Neighbourhood Teams, and Allied Health Professionals.
- To be an active member of the Integrated Neighbourhood Teams and work closely with teams across Primary, Secondary and Tertiary care services.
- To work as an independent practitioner, managing and prioritising own caseload, working in a variety of settings, exercising a high level of judgment, discretion and decision making in clinical care.
- To hold accountability for the caseload and case management of this patient group and proactive support their navigation through the care pathways.
- To work with people with a diagnosed Heart Failure condition to develop their knowledge and life skills with regard to their self management of symptoms associated with their condition.
- Support relatives and carers to develop the knowledge and skills required to manage the condition.
- To undertake a comprehensive assessment of patients, including those with complex presentations.
- To work as an expert practitioner in the delivery of high standards of nursing care using evidence based practice.
- Following the agreed criteria for acceptance, commence patients on the Community Heart Failure pathway including hospital, home and clinic management.
- Analyse signs and symptoms, laboratory tests and other measures of function to formulate a diagnosis.
- To provide expert advice to all health care professionals in the management of Heart Failure patients within the community.
- Identify training needs of health care professionals and participate in the provision and delivery of education.
- To develop collaborative treatment programmes with patients, carers and health care professionals in the patients home environment.
- To formulate and implement plans of care based on current evidence and expert knowledge.
- Promote effective communication between Primary and Secondary service sectors to ensure continuity of care.

- To use expert clinical knowledge of Heart Failure conditions to identify subtle changes in patient's conditions and to initiate follow up care in a proactive manner using evidence based best practice facilitated through the integrated care pathways.
- To work collectively with Community Pharmacists to provide medicines management support and advice.
- Undertake responsibility for prescribing medication in line with National guideline and local approved formulary. Whilst ensuring own practice remains operating within agreed and approved scope of practice.
- Provide proactive clinical interventions in response to Heart Failure management and needs for therapy, including assessment, interpretation of results and follow-up.
- Ensure activity data is collected, collated, analysed and reported on.
- To demonstrate outcome measures for the service.
- Responsible for communicating highly sensitive information to patients and carers in an empathetic and supportive manner empowering the patient to manage their condition e.g., diagnosis; development and impact of complications; effect on activities of daily living etc.
- Responsible for teaching patients and their carers to manage their condition. The aim being to prevent short term and long-term complications, this may be one to one or in groups.
- Communicates effectively with patients and carers to ensure a clear understanding of the condition and its' management. This will involve providing and receiving highly complex, highly sensitive information and will require developed persuasive, motivational, empathetic and reassurance skills. There will be barriers to understanding.
- Acts as an advocate for patients particularly in residential homes, ensuring that they receive the understanding and facilities they need to manage their condition.
- Participate in multi-disciplinary meetings to discuss patient care.
- Responsible for giving presentations to groups of staff on policy changes in condition management.

Quality & Safety

To ensure that all aspects of the service comply with relevant legislation and accreditation requirements and that the required high standards of clinical and corporate governance are achieved. This will include but is not limited to:

- Clinical Governance accountability at service team level.
- Clinical Governance leadership at service team level.
- Ensure that robust Clinical Governance systems are in place and are being operated by the team, working with the Clinical Service Manager where required.
- To Monitor and improve the clinical quality, safety, and operational performance of the service.
- To support the Clinical Service Manager in delivering a CQC compliant service.
- To undertake initial clinical investigations into complaints, incidents, and performance issues and to ensure that these are managed and resolved according to organisational policy.

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- To actively engage in the implementation of strategies to increase efficiency, maintain quality and ensure continuous improvement to the services being delivered within the care environment.
- Achieve the clinical and operational performance indicators of the service.
- To ensure patient feedback is communicated to the clinical team and acted upon where appropriate.
- To understand the budget performance of the service and suggest innovative ways of delivering the service within available resources.
- To advise Clinical Service Manager on the clinical impact of financial recovery plans.

Finance and Reporting

- To work in line with clinical risk management systems to ensure incidents and risks are identified and managed appropriately.
- Test that the outcome of the investigation of incidents and complaints have effected positive change in the delivery of the service and lessons learned.
- Clinical audit activity takes place, results are reviewed and action plans are monitored to ensure clinicians deliver high standards of care in line with best clinical practice and evidence-based medicine, and results feed into continual service improvement.
- Clinical performance is monitored to support the achievement of contractual and business performance measures.
- Relevant organisation and service-specific clinical policies are implemented and operated.
- Regular clinical governance meetings are attended and held to manage the quality and safety of the service and reports are submitted on a regular basis as directed by the Senior Management Team.

People

- To assess and advise the training needs of the clinical team based on best practice. Advise the Clinical Service Manager of the clinical training needs of the service, delivering where appropriate.
- To ensure attendance at clinical supervision and CPD sessions.
- To actively engage and advise Clinical Service Manager on clinical recruitment, coaching and development of an appropriately resourced team, ensuring they are equipped with the necessary skills, knowledge and credibility to deliver great patient care.
- To ensure competency framework in place and monitored.
- Attend regular clinical meetings to share learning and discuss clinical concerns.

Growth, Transformation and Change

- Seek advice from professional, clinical, and operational experts where required.
- To actively engage in local and national professional networks (internal and external)

- To keep abreast of current and future clinical guidelines and developments to ensure compliance.
- Ensure guidance, standards, best practice and regulations are clearly communicated via clinical meetings.
- To support the Clinical Service Manager to set out a vision for the service and lead through the change.

Analytical / Judgmental Skills

- Responsible for accepting referrals from anyone involved in caring for people with the condition and from patients themselves.
- Provides expert opinion to the multidisciplinary care team on all aspects of the conditions management, this includes advising doctors and other health care professional on appropriate care.
- Accountable for the assessment and interpretation of information regarding patients' condition and taking the appropriate action without supervision.
- Requires extensive knowledge and experience to determine the appropriate regime and dose of prescribed medication.
- Supporting the teaching programme for the condition. Acts as mentor to colleagues undertaking training.
- Provides training and education to the multidisciplinary team.
- Responsible for patient teaching sessions, personally undertake the teaching of the practical skills necessary for the treatment of the condition.

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 do not 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 is 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"> • Inspire • Understand • Communicate 	<ul style="list-style-type: none"> • Challenge • Improve • Learn 	<ul style="list-style-type: none"> • Accountability • Involve • Resilience

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 1998 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 DATIX 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 with 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

Qualifications

- Registered General Nurse (NMC registration)
- Masters or equivalent post graduate qualification in heart failure (certificate)
- Post registration nursing course in Heart Failure care
- Non-Medical Prescribing (V300) – or willing to work towards
- Recognised teaching certificate e.g. ENB 998

Knowledge and Skills

- Evidence of people management and leadership skills
- Management qualification or relevant experience
- Understanding of the Governance Framework
- Ability to exercise good judgement based on up-to-date knowledge and experience specifically in heart failure (interview)
- Knowledge of current policy and developments relating to specialist area/NSFs and public health (interviews)
- Excellent communication skills (presentation)
- Ability to work unsupervised (references)
- Ability to supervise others (references)
- Excellent organisational skills (references)
- Excellent computer literacy skills (references/interview)
- Ability to enter and retrieve data for clinical audit and other purposes (references/interview)
- Demonstrate in depth knowledge of the drugs used in the management of heart failure (interview)
- Demonstrate in depth knowledge of the physiology of heart failure (interview)
- Knowledge of NICE and European Society of Cardiology (ESC) guidance for heart failure (interviews)
- Up to date and excellent knowledge of national and local guidelines
- Excellent knowledge of national and local targets related to Heart Failure services

Experience

- A minimum of 2 years' experience of working with heart failure patients either in an acute or community setting, at Band 6 or above (application form)
- Effective interagency/inter-professional working
- Change management within the clinical setting
- Personal attributes (*Demonstrable*)
- Empathy (references/interview)
- Car driver and own a car
- Reliable
- Flexible attitude to ways and hours of working
- Ability to work well in stressful situations
- Innovative

- Assertive

Personal Attributes

- Confident
- Flexible
- Assertive
- Team player

Mental Effort

- Ability to deal with frequent unpredictable interruptions from telephone calls, requests for information, requests for guidance and urgent referrals (interview)
- Ability to make changes to planned activity, sometimes immediately (interview)
- Ability to assess patients and make clinical decisions throughout the day (interview)
- Ability to make clinical decisions associated with high clinical risk and potential harm to patients following evidence-based practice without immediate medical support (interview)

Emotional Effort

- Ability to impart distressing news e.g., diagnosis of heart failure, development of complications etc. (interview)
- Ability to deal with challenging behaviour such as refusal to take medication which can result in acute complications and death (interview/references)
- Ability to deal with serious incidents such as a patient collapse (interview)
- Understanding of the psychological effects of a long-term condition (interview)
- Ability to show understanding and compassion (interview)

DESIRABLE

Qualifications

- Community qualification (certificate)
- Supplementary/extended nurse prescriber (certificate)
- Experience of working in community settings

Knowledge and Skills

- Ability to give presentations on heart failure to groups of health care professionals (references)
- Knowledge of health care systems in primary care (interview)
- Counselling skills
- Understanding of the Governance Framework

Experience

- Teaching experience with groups of health professionals (references)

Job Description

Other requirements:

- A Criminal Records Check will apply to this role
- Full UK driving licence

Employee signature

Manager signature
