

Job Title:	Band 5 Triage Nurse
Reports to (job title):	District Nurse Team Manager
Line Manager to:	N/A

## Job purpose

To act as a single point of contact for all new referrals contacting the service, offering a triage service to determine priorities of need and risk and coordinating onward referral to the District Nursing team, consistently monitoring and tracking all referrals to reduce attrition.

Qualified to Band 5 level, providing office based 'District Nurse of the Day' triage calls and coordinating incoming referrals to the District Nurse team with the support of administrators.

This is not a patient facing role.

## Key responsibilities

### Clinical Responsibilities

- To be the first point of contact within the District Nursing Team for all enquiries and referrals into the Service.
- To carry out a triage assessment of patient's needs and determining priorities of need and risk.
- Negotiate the most appropriate course of action to meet patient's immediate health and welfare needs.
- To be responsible for the onward referral and coordination of patient's needs to appropriate services.
- To consistently monitor and track all referrals into the service to ensure that they are appropriately managed.
- To prioritise incoming referrals on a case-by-case basis and coordinate appropriately with community team members.
- To signpost to other services where need would be better met elsewhere.
- To manage and monitor waiting lists for new referrals into the service.
- To take a whole system approach working with Care Co-ordinators to appropriately direct all referrals according to capacity/availability.

- To participate as a dynamic and innovative member of the multi-disciplinary team.
- To contribute to multi-agency clinical meetings.
- To collate data and submit reports as requested.
- To receive and participate in clinical supervision in accordance with policy.
- To promote the health and wellbeing of patients.
- To promote and maintain excellent standards of care within the clinical governance framework.

## Management Responsibilities

- To foster positive relationships with all members of the team.
- To contribute to ensuring the safety of patients and staff.
- To deliver and maintain a quality service within agreed policies, guidelines and protocols.
- To actively participate in service development and improvement.
- To promote and contribute to the development of the service within a culture of change

## Administrative Responsibilities

- To ensure all documentation is maintained as per policy and service requirement.
- To work with the relevant Manager to ensure that all processes comply with governance standards.
- To record clinical activity accurately and comprehensively.
- To use Information Management and Technology effectively in accordance with the policies of the organisation.
- To complete incident reporting in accordance with the policies of the organisation.

## Communication

- To communicate with patients, services, agencies and colleagues to maximise their involvement and understanding of conditions, care and treatment.
- Provide effective skilled communication of complex sensitive issues, counselling and reassurance to maximise patient and carer wellbeing.
- Maintain competence in IT skills to make the best use of IT systems to enhance patient care.
- Maintain contemporaneous clinical records in line with organisational policies.

## Education and Training

- To undertake mandatory training and appropriate training identified through supervision and appraisal.
- To participate in the development and delivery of training within the team and to other professionals and agencies.

- To identify own training and developmental needs and participate in a personal development plan to meet identified needs.
- To provide mentorship to students on placement.

## Professional responsibilities

- To maintain registration with the NMC and follow their guidelines for conduct and professional practice.
- To maintain the confidentiality of all client data in line with Organisational policy and the Data Protection Act 1998.
- To represent the Organisation in a professional manner at all times.
- To take responsibility for own performance and to respond to agreed objectives within the appraisal and supervision framework.

## General Responsibilities

- To fully understand and adhere to the policies and procedures of the organisation.
- To be compliant with the administrative and clinical processes defined.
- To work in a flexible and responsive way to meet the changing needs of the service users and demands of the service.
- To promote equality, diversity and the rights of the service users.
- To support partnership working.
- To follow safeguarding procedures to minimise risk of harm to children or vulnerable adults.
- To abide by the relevant Codes of Professional Practice if applicable and NHS Codes of Conduct.
- It is a requirement of employment within HCRG Care Group that all staff must comply with the obligation of confidentiality to person identifiable information. The Data Protection Act 1998 safeguards the handling of information held in both electronic and manual filing systems and it is the duty of all staff employed by the trust to uphold the principles of the Act.
- Any employee disclosing confidential/patient records or information to any unauthorised person or persons will render the employee subject to disciplinary action.
- The Freedom of Information Act 2000 requires all public organisations to provide any member of the public, upon receipt of a written request, with the information they require, subject to certain exemptions. Every member of staff employed by HCRG Care Group must take responsibility for any request for information that they receive and respond in line with HCRG Care Group's Freedom of Information Policy and guidance.
- All staff employed by HCRG Care Group must adhere to the standards of record keeping outlined in the Records Management Policy and guidance documents.
- To ensure compliance with all Risk Management and Infection Control Policies and Procedures and abide by the Essential Standards of quality and safety.

- It is incumbent on the post holder to continually update his/her professional awareness and carry out other duties deemed appropriate to the grade of the post.
- HCRG Care Group is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment. All staff therefore who come into contact with children, young people and vulnerable adults have a responsibility to ensure they are trained and competent to be alert to potential indicators of abuse or neglect and know how to act on their concerns in line with the policies and procedures of the organisation.

## Risk Management

- To have a responsibility to manage risk within the sphere of responsibility. All employees are required by Section 7 of the Health and Safety at Work Act (1974) to take reasonable care of their own health and safety and that of others who may be affected by their acts or omissions.
- To be risk aware, readily able to identify risks faced by you and by HCRG Care Group in the course of day-to-day employment. To report new risks identified.
- The duties listed above may change over time and additional duties may be required appropriate to the pay band of the post. We reserve the right to ask you from time to time to undertake any other reasonable duties as required within this role.

## 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

- Registered General Nurse.
- Achievement of District Nurse competencies.
- Experience of effectively working in collaboration across all community settings.
- Experience of receiving and delivering clinical supervision.
- Excellent communications skills both written and verbal.
- Confidence and ability to negotiate and influence all levels within the organisational boundaries
- Proactively seeks opportunities for service improvement and solution findings.
- Knowledge of safeguarding adults and at-risk vulnerable adults.
- Excellent computer skills, including the use of electronic clinical systems.

### Desirable

- Specialist Community Practitioner Qualification.
- EMIS experience or other electronic patient record systems.

Employee signature

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Manager signature

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