

**Job Title:**

Staff Nurse – Integrated Urgent Community Response Team

**Reports to (job title):**

Team Leader

## Role of the Service

Playing an integral role within our Urgent Community Response Team, which aims to ensure crisis response care is available to all people within their homes or usual place of residence, including care/residential homes, within two hours, the postholder will take responsibility, using a case management approach to work with the patient, family, carer, and the patient's GP to manage / stabilise the patients' delivering a collaborative approach for avoidable hospital admissions. You will also work closely with primary care, NWS, 111, Acute Visiting Service (AVS) secondary care, social care and third sector organisations.

This service operates over a seven-day rota, 365 days a year and is operational between the hours of 8.00 am – 8.00 pm.

## Role Purpose

The team will deliver a multi-disciplinary approach to clinically identify patient needs and coordinate intensive input in the patients home to prevent avoidable hospital admission and stabilise the patient. To work as part of the team under the direction of the Clinical Co-ordinator/Team Leader you will provide high quality holistic care to patients.

This role carries delegated responsibility for the assessment, planning, implementation and evaluation of evidence-based nursing to patients in their own homes. To assume delegated responsibility for the supervision of the team in the absence of the Clinical Co-ordinator/Team Leader when required

## Key responsibilities

### Clinical Responsibilities:

- To undertake responsibility for a delegated caseload under the supervision of the Clinical Co-ordinator/Team Leader and in the absence of the Clinical Co-ordinator/Team Leader, carrying out initial assessment of care needs and the provision and evaluation of individual patient programmes of care including prescribing equipment and the discharge of patients from the caseload
- Respond to urgent requests for patient home visits where the focus of the visit is admission avoidance. Provide timely, high quality, person centred clinical care to patients
- Assume delegated responsibility for holistic assessment and the planning, implementation, monitoring and evaluation of programmes of care/care packages, contributing to complex assessment/care packages

- To provide high quality palliative care to patients and their families, as required
- Maintain clinical competency in a range of extended skills, as required to meet the needs of patients on the caseload
- To assess for Community Intravenous Infusions, giving advice to all members of M.D.T and enable safe discharge patients requiring OPAT
- To undertake cannulation, within the home environment, and administer IV therapy as required
- Have the necessary knowledge, skills and training to recognise emergency clinical situations such as anaphylaxis, cardiac and respiratory deterioration, to act appropriately knowing when to seek assistance
- To catheterise male and female patients including suprapubic catheterisation.
- Work with other health care colleagues, voluntary and statutory organisations to ensure that the holistic needs of patients are met, wherever possible
- Where the post holder is a non-medical prescriber, practice responsibly and maintains competence to effectively prescribe from the relevant Prescribing Formulary
- To carry out clinical risk assessments within sphere of competence, as required
- Work as an effective team member to actively contribute to public health initiatives, including health needs assessment and projects to meet needs identified
- To promote health education and healthy lifestyles within the community, including use of motivational interviewing and negotiation skills, where appropriate
- To demonstrate to patients and unpaid carers in their homes, the safe use of equipment
- To participate in nurse-led clinics, providing individualised patient care
- To act as an advocate to facilitate the views and choices expressed by patients and their carers

#### **Audit, research and development:**

- Support the team, to ensure that practice is evidence-based and in line with local and national Clinical Guidelines and Policy
- Support the monitoring of quality and practice standards within the team. Identify and report any issues relating to poor clinical standards/clinical risk to the Clinical Co-ordinator/Team Leader
- To be aware of, and adhere to, policies and procedures relating to safeguarding children, and vulnerable adults
- Ensure that the service is delivered in line with organisational policies in relation to health and safety and infection control
- To have in-depth knowledge of NMC standards and guidance, understand implications for, and be able to, apply to practice, eg:-
- Code of Professional Conduct, standards for conduct, performance and ethics
- Records of Record keeping
- Standards of proficiency for nurse and midwife prescribers
- Standards to support learning and assessment in practice
- To monitor outcomes and propose changes to working practice e.g. wound care groups, diabetic link nurse, infection control link nurse and essence of care benchmarking groups
- Participate in quality initiatives to promote the development of community nursing

**Clinical and operational responsibilities:**

- Support and participate in research, as appropriate, ensuring that the research governance principles are met
- Ensure that practice is evidence-based, by initiating literature, searching and critical appraisal, as appropriate. Support changes in clinical practice in line with best practice
- Develop own research awareness skills and support the development of appropriate skills with other team members
- Participate in clinical audit and essence of care /clinical benchmarking, as required

**People management:**

- Provide operational management cover in the absence of the Clinical Co-ordinator/Team Leader
- Undertake appraisals and personal development planning for the Health Care Assistants within the team, if appropriate, as delegated by the Clinical Co-ordinator/Team Leader
- Support the Clinical Co-ordinator/Team Leader to effectively allocate staff according to their skills and competencies to meet caseload / patient care needs
- Regularly attend and contribute to team meetings and relevant professional forum
- To be aware of organisational policies, procedures and guidelines, ensuring adherence to these at all times

**Resource management:**

- Support the effective use of colleagues within the team, promoting flexible deployment across the service
- Maintain minimal clinical stock levels and the effective use of clinical stock, e.g. dressings
- To complete timely returns on an individual level relating to activity and performance
- Manage time and resources effectively, with an ability to prioritise workload and be flexible in response to changing or urgent needs when required
- Raise resource concerns with the Clinical Co-ordinator/Team Leader to ensure that client needs can be met as effectively as possible

**Strategic service development:**

- To contribute to new ways of working and the modernisation of nursing / public health agenda
- To support the formulation of policies/protocols/guidelines within sphere of work

**Communication:**

- Maintain effective communication both within and outside of the clinical team to ensure that patient needs are met by the most appropriate agency
- To communicate with patients and carers to maximise their involvement and understanding of their condition, care and treatment
- Provide effective skilled communication of sensitive issues, counselling and reassurance to maximise patient and carer wellbeing
- Maintain competence in IT skills and make best use of IT systems to enhance patient care
- Maintain contemporaneous clinical records in line with organisational policy

**Education and training:**

- Undertake mandatory training in line with organisational policy, and attend updates and study days, as appropriate to the post

- Provide mentorship to pre-registration student nurses within the team on an ongoing basis, ensuring that their learning needs are being met
- Foster and encourage a learning environment conducive to student education and continuing professional development of the team
- To participate in the staff appraisal process, ensuring objectives are met and a personal development plan is maintained and evaluated

To be responsible for continuing professional development and meet PREP requirements, maintaining a professional portfolio and demonstrating evidence of reflective practice

## 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.

# Job Description

## 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

- First level registered nurse
- Diploma in health-related area or equivalent experience

#### Knowledge & Experience

- Multi-disciplinary / multi-agency working
- Experienced in I.V. Therapy
- Experienced in catheterisation
- Undertaking complex assessments and the planning and evaluation of care packages

#### Skills & Abilities

- Excellent communication, both written and verbal
- Evidence of effective interpersonal skills
- Clinical Risk assessment skills
- Ability to problem solve and make clinical decisions
- Understanding of NMC standards and implications to practice
- Ability to work independently in community setting
- Demonstrates leadership and the ability to empower staff
- Fully licensed car driver
- High clinical standards
- Good IT skills

### Desirable

#### Qualifications

- Teaching/mentorship post-registration qualification

#### Knowledge & Experience

- Clinical audit
- Safeguarding
- Virtual Wards

#### Skills & Abilities

- Understanding of clinical governance framework and implications for practice
- Knowledge of lone working risks and associated risk management
- Motivated to self-develop

# Job Description

Employee signature

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Manager signature

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