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| Job Title: | Band 5 Nurse Triage / Community Nurse |
| Reports to (job title): | Team Leader community nursing |
| Line Manager to: | N/A |

# Job purpose

This is an exciting, blended role working in the district and in the care coordination centre (CCC) performing remote triage. This role will have a 50/50 split across care coordination and community nursing encompassing the delivery of care in peoples own homes and playing a key role in triage duties in an established team within the CCC.

You will be based in Bath and Northeast Somerset and cover community nursing duties throughout this geographical area. The CCC is based in Peasedown St John and is a single point of access to healthcare for our patients in BaNES. Full training and support will be given to the successful applicant in order to establish you as a band 5 triage nurse in the CCC. You will be expected to work as part of a multidisciplinary team both in the district and in the CCC whilst delivering high standards of care to patients in our community. You will work to national and local policy and be an advocate for the HCRG Care Group brand and values.

This is a fantastic opportunity for a band 5 registered nurse who wishes to develop further skills in the community to include triage of housebound patients from our CCC. Our CCC manages a range of care pathways aimed at patients accessing healthcare or avoiding unnecessary admission to the acute setting.

# Key responsibilities

After training you will have knowledge and the related competency to undertake a range of clinical procedures in the community and perform triage when in the CCC. You will perform triage under the direction of a supportive team.

* Undertake wound management.
* Undertake Doppler assessment, multi-layer compression bandaging.
* Making detailed assessment over the phone
* Undertake venepuncture.
* Male/female/supra-pubic catheterisations.
* Identification of care pathway and onward referral
* Administration of medication – s/c, im, pr, IV, transdermal, oral, controlled drugs.
* Pressure ulcer prevention
* Virtual multidisciplinary team working in the CCC
* Continence assessments including use of equipment
* Ability to manage an ever-changing workload
* Accessing patient care records through multiple health records systems
* Working with multiple computer systems to track and manage referral pathways
* Ordering appropriate equipment.
* To promote independence and quality of life at end of life recognising individual needs, rights and dignity.
* Understanding the needs of patients and translating this into triage templates
* To promote independence and provide health education to enable people to live well and manage their conditions
* Allocate work in the absence of senior grades
* Time organisation/management according to own workload.
* Act as patient advocate
* To take charge in the absence of senior grade staff.
* Manage day-to-day organisation of the team and caseload in the absence of senior grade.
* Make and implement change to clinical practice in discussion with senior grade.
* Assist in the management of resources, stock, staff, and equipment
* To develop and implement programmes of care.
* Advise and recommend treatment, liaise with other HCP accepting referrals written and verbal. Organise support services statutory and non-statutory and voluntary in consultation with senior grade

**Outline of Provisional Job Schedule:**

Working hours will be agreed through a rota however, 7.5 hour shifts across a Monday to Friday with weekend and Bank Holiday working is required on a rota basis. The majority of the day the work is undertaken in patients’ homes where the conditions are variable. When working in the CCC you will be in an office environment and expected to work at a computer for the working day.

# 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

* Inspire • Challenge • Accountability
* Understand • Improve • Involve
* Communicate • Learn • 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 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](https://www.nhsx.nhs.uk/media/documents/NHSX_Records_Management_CoP_V7.pdf)

[Management: NHS Code of Practice](https://www.nhsx.nhs.uk/media/documents/NHSX_Records_Management_CoP_V7.pdf) , [NHS Constitution](http://www.nhs.uk/choiceintheNHS/Rightsandpledges/NHSConstitution/Pages/Overview.aspx) and [HSCIC Code of Practice on Confidential Information](https://digital.nhs.uk/data-and-information/looking-after-information/data-security-and-information-governance/codes-of-practice-for-handling-information-in-health-and-care/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 nurse with NMC registration
* Knowledge of community environment
* Good Communication skills including IT literacy and knowledge of computer systems
* Ability to work with multiple health care systems
* Able to type whilst talking to a patient on the phone
* Willingness to learn new skills
* Undertake evidence based clinical practice
* Experience of caring for people with long term conditions
* Experience of caring for people with wounds
* Experience of pressure ulcer prevention
* Awareness of self-neglect, safeguarding and abusive situations to be the patients advocate • Contribute to the development of others, teaching and assessing and mentoring of student nurses.
* Ability to be an effective team member. Awareness of team dynamics.
* Work within the boundaries of legislation, policies, procedures and standards.
* Have a valid driving license and access to a vehicle.
* Able to work as part of a team and own initiative adhering to the lone Working Policy

## Desirable

* Previous community services experience
* Previous telephone triage experience
* Experience of end-of-life care and or relevant training
* Competent in a wide range of relevant clinical skills
* Doppler assessment
* multi-layer compression bandaging.
* Venepuncture.
* Male/female/supra-public catheterisations.
* Administration of medication – subcutaneous and intramuscular injections
* IV antibiotic therapy