

Job Title:	Band 7 Respiratory Clinical Team Manager
Reports to (job title):	Specialist Service Manager
Line Manager to:	Respiratory service team

Job purpose

As a Band 7 Respiratory Clinical Team Manager you will work and support the Community Specialist Respiratory team based in our Orbital Hub in Swindon but work closely within the wider Respiratory service across BSW.

You will provide evidence-based, specialised care for community patients with respiratory conditions in their own homes, clinics or other community settings. This service supports patients following admissions to hospital for acute exacerbations of COPD, provides Oxygen assessment, interpretation and prescription for adult patients, and runs the Pulmonary Rehabilitation Programmes.

The post holder will work across all areas of the respiratory service but will hold a specialist interest in one of the areas, within the community respiratory team and provide expert clinical assessment and management of respiratory patients.

The post holder will also support the Specialist Services Manager, raising concerns regarding performance and workforce, and working closely to ensure quality, safety, efficiency, effectiveness and best practice.

Base location

The Orbital, Swindon; may be required to travel across BaNES, Swindon and Wiltshire Locality.

Key responsibilities

In this role you will:

- Work as an autonomous practitioner in partnership with other health/social care professionals, using specialised skills and knowledge to assess, monitor and review the physical, social and psychological needs of the patients with long term respiratory conditions.
- To assist junior clinical team to deliver care safely, offering support, supervision and guidance.

- Develop patient management plans and instigate therapeutic treatments based on comprehensive patient-focused assessments and best available evidence (national guidelines, latest research and expert opinion) in order to improve health outcomes of patients with complex presentations.
- Empower patients to actively manage their own conditions, improving their quality of life and encouraging behaviour change strategies e.g.: smoking cessation, pulmonary rehabilitation, home exercise regimes, improved concordance with medication, and symptom management.

To reduce avoidable and inappropriate hospital admissions/re-admissions, by assessing patients in a timely manner and working with other health and social care teams, to support the care of the patient in their own home wherever it is safe to do so.

- To work closely with the hospital respiratory team (consultants and specialist respiratory nurses), primary care providers and other community services to provide appropriate, safe and effective management of acutely unwell patients with respiratory conditions.
- To undertake community oxygen assessments, including the use of capillary blood gases, their interpretation and prescribing appropriate oxygen delivery systems. To communicate the results of the assessments to GP's, hospital respiratory services and other clinical staff involved with the patient care.
- To deliver and development of Community Pulmonary Rehabilitation (PR) programmes. This includes achieving accreditation, planning service provision, widening service to include Rapid Access and Virtual PR. Supporting staff with clinical assessment and monitoring, as well as delivering group patient education sessions.
- To provide and receive complex, sensitive or contentious information where there are barriers to understanding, e.g. cognitive impairment, deafness, blindness, psychological problems or aphasia.
- To communicate with people in a form and manner they prefer that is consistent with their level of understanding, culture and background, using a range of verbal and non-verbal communication, divulging information of a sensitive nature including patients who have difficulties in understanding or communicating, e.g. depressed, stroke patients, language barriers.
- To gain valid, informed consent from patients ensuring full comprehension of physiotherapy or nursing intervention and to show awareness of those patients who may lack capacity to consent, e.g. those acutely unwell or without the mental capacity.
- Manage and prioritise the ongoing care of patients to ensure the efficient and optimal use of resources.
- To provide advice, teaching and instruction to patients, relatives, carers and other professionals, to promote health and well-being, and to ensure a consistent approach to patient care.

- In conjunction with other care professionals, to develop and regularly review patient information and documentation using a variety of mediums that takes into account cultural diversity and the varying communication needs of patients and users.
- To ensure personal knowledge, skills and competency are updated and maintained through appropriate CPD, training and development opportunities to enable effective care to be delivered in line with current evidence and practice.
- Maintain an awareness of current developments in the care of patients with respiratory diagnoses, by attending such lectures, conferences and seminars as may be appropriate and by reading available literature. Be responsible for providing and maintaining a learning environment and maximise opportunities for education and development in the clinical area to enhance individual development and performance in the delivery of high standards of care.
- Act as expert resource and assist in teaching advanced clinical skills for other health care professionals. Take part in the process of clinical supervision and participate in clinical supervision and mentorship of others.
- To assist in the development, monitoring and evaluation of the service through performance measures through the use of clinical and performance systems, in order to demonstrate compliance with KPIs and best practice standards.
- To ensure the service complies with organisational requirements in terms of reporting information, audits, audit actions, quality and safety, mandatory training requirements and performance measures.
- To represent the services at relevant groups both within and external to HCRG Care Group, in order to promote the services, best practice, concerns, developments, and innovations and transformation plans.

Financial Responsibilities

- Not applicable – but awareness of working within budget and support the specialist service manager

Management Responsibilities:

- To line manage, and co-ordinate a multidisciplinary team
- To provide supervision to identified senior members of the team and ensure supervision structures are in place across the services, which are monitored and issues addressed

- To be responsible for the daily organisation and co-ordination of staffing including: planning staff cover, managing staff rotas, organising and leading staff meetings and managing staff absence and supporting senior clinicians to prioritise workloads and manage waiting lists effectively.
- To be responsible for managing and co-ordinating service user caseloads, supporting colleagues to ensure appropriate referral and triage, timely and flexible admission to the services, prioritisation of caseloads/referrals, effective waiting list management and successful discharge from the services
- To be actively involved in the recruitment and selection process, ensuring a safe and quality recruitment to the team.
- To support members of the team to carry out a clear probation process with new colleagues, in line with organisational policy. To assist in managing any difficult conversations surrounding the failure of probation and to end employment if necessary, in line with procedure.
- To empower clinicians to organise local induction programmes for new staff recruited to the service including rotation posts, colleagues with honorary contracts and clinical locums.
- To ensure clinical colleagues identify and participate in appropriate continuing professional development, identified through appraisal and personal development plans. Promote an effective learning environment ensuring facilitation, supervision, mentoring and teaching of staff and students. Ensure all staff undertake and keep accurate records of mandatory training and professional development and apply for training following agreed processes.
- To be responsible for a robust risk management process in line with the organisation's policy, completing required audits and actions, and following health and safety guidance and advice. To ensure the DATIX reporting system is used appropriately by all colleagues.
- To contribute to the effective management and monitoring of the budget, in close collaboration with the Specialist Service Manager and Finance. To be an authorised signatory for timesheets, travel claims, annual leave, sick leave and other expenditures and be responsible for cost effective service provision, the monitoring of equipment, ordering and monitoring of supplies and other appropriate administrative tasks.
- To manage Health roster, ensuring accuracy within the system and following procedures for managing and reporting inaccuracies and errors.

- To support in the production of service level reports for presentation with the Quality and Safeguard group and commissioning groups as required.
- To lead on performance management concerns with relevant colleagues. This involves presenting difficult information to colleagues in a clear and concise, but sensitive way, following the organisations procedure, liaising with HR and documenting all steps clearly and communicating this with the colleague.
- Delegate tasks to appropriate staff members, providing guidance and advice to develop their skills in wider areas
- Liaise and work with the external and internal partners in the provision of care for your client group
- To report, investigate and facilitate complaints received from service users/carers and other staff, including meeting with complainants to discuss sensitive and contentious issues.

Other Factors:

- The role will require regular lone working in patient's homes.
- The role will require driving and travel for clinical visits and training.

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

- Inspire
- Understand
- Communicate

Think

- Challenge
- Improve
- Learn

Do

- 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 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 flourish. 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

- Registration with relevant Professional body – NMC / AHP
- Evidence of relevant on-going professional development
- Knowledge in the treatment and management of long-term respiratory conditions
- Knowledge of the use of pharmacology in the management of long-term disease
- Experience of working in respiratory medicine
- Experience of working in collaboration with other professionals across organisational boundaries

- Experience of working with older people or those with long-term conditions
- Mentorship/supervisory skills
- Specialist clinical assessment skills
- Ability to assess, develop and implement individualised programmes of care working collaboratively and autonomously.
- Ability to take initiative, make decisions and prioritise
- Proactive interest in respiratory specialism
- Sound clinical reasoning skills to allow for safe and appropriate management plans.
- Ability to drive and access to a car for business purposes
- Willing to work in other areas of the Organisation

Desirable

- COPD diploma or PACR or equivalent
- Independent/ extended or supplementary prescribing
- Experience of developing and implementing creative/ complex care packages
- Experience of working in a community setting
- Experience of using outcome measures
- Experience of patient group programmes
- Teaching & presenting skills supported by evidence e.g.: NVQ assessor
- Clinical audit skills

Employee signature

Manager signature
