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| Job Title:  | Complex Neuro Clinical Lead (Band 7) |
| Reports to (job title):  | Head of Service |
| Line Manager to:  |  |
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## Job purpose

To provide expert clinical Neurological and Palliative support to clients with complex neurological conditions (predominantly MND) living in their own home or care home.

Working as an integral part of the MDT the postholder will provide intervention at all stages of the client’s experience. This may vary from the point of diagnosis, promoting early interventions if required, through to end of life and palliation. The postholder will be central to providing/co-ordinating ongoing monitoring, supporting local neurotherapy and community teams, working closely with specialist tertiary services as well as the local acute hospital providers.

The postholder will be exposed to complex presentations and clinical situations including (but not limited to) decisions around feeding tubes, and ongoing management, respiratory management and nebulisers, suctioning, and end of life decisions. This would include advanced care planning, Respect forms, discussions around ventilation withdrawal etc, working with clients and families wishes. Whilst the postholder would not necessarily be expected to be an expert in all areas they would be required to plan for early intervention and co-ordinate input from their MDT community, acute or tertiary Base.

This post is responsible for

## Key responsibilities

* The post holder will be able to demonstrate high level assessment skills to recommend, initiate and facilitate nursing/therapy treatments, appropriately refer and contribute to the co-ordination of care from an integrated team perspective, working with partner agencies and key stake holders. This would include the recognition of the need for and ordering of equipment to facilitate and support activities of daily living.
* To be a specialised resource for clients with complex neuro conditions and a key driver for change to assist integrated care pathways/systems across all system partners.
* To chair and facilitate a regular MDT.
* To provide clinical and professional leadership to the Integrated Teams and thereby support the wider community including Primary Care, Social Care, and all other provider organisations to deliver high standards of care to patients. Where appropriate this will be the avoidance of unnecessary admission to secondary care.
* To be an integral member of the team providing input to the client, working with a shared vision and developing caseloads in partnership with each other.
* Maintain accountability for practice following the Nursing and Midwifery Council or Health and Care Professions Council Codes of Professional Conduct and compliance with Wiltshire Health and Care Policies and Procedures.
* Maintain legible, accurate and up to date records that are dated and signed in accordance with Trust Policies and the Nursing and Midwifery Council/Health and Care Professions Council standards on record keeping.
* Work autonomously with patients, their families and carers managing referrals according to need and priority.
* Negotiate and agree with the patient, carers and other care professionals, individual roles and responsibilities with actions to be taken and outcomes to be achieved, referring on to other services or professionals as appropriate.
* Establish local networks in partnership with other health and social professionals/agencies and national links with other specialists in order to develop protocols according to national and local guidelines for the safe and effective provision of services related to patients with complex neurological presentations.
* Identify the potential for service developments, risks and deficits and inform line manager making recommendations based on specialist knowledge.
* Be wholly accountable for practice taking every reasonable opportunity to sustain and improve knowledge and professional competence and, ensure that all aspects of professional behaviour as required within their Code of Professional Conduct are always followed.

Responsible for ensuring the effective use of resources within the community services.

* Develop and sustain effective and positive working relationships with a wide range of internal and external departments/colleagues.
* Provide and coordinate a regular review of policies relating to practice in order to support service development across Wiltshire Health Care and where required develop policies that meet the changing needs of the patient population.
* **Patient Care**
* Using advanced clinical practice skills to assess and monitor progression and deterioration of a patients physical and psychosocial needs.
* Using advanced specialist clinical skills to evaluate the delivery of care, identifying subtle changing health care needs. Being able to competently discuss treatment options with other specialists and generalists.
* Demonstrate responsibility and accountability for the clinical caseload and co-ordinate care across the whole patient pathway. This includes ensuring a robust relationship and constant interface with secondary care, tertiary services, community teams and palliation teams.
* Provide individualised care plans, where appropriate in consultation with colleagues, for patients with complex neuro presentations so that their condition remains as stable as possible and, where appropriate, hospital admission is prevented.
* Analyse complex patient situations establishing a therapeutic relationship in which they are able to utilize counselling skills to assist the individual to adjust to their illness and care.
* Discuss all treatment options with sensitivity, knowledge and expertise and to act as patient advocate where appropriate and respecting patient confidentiality, with respect to diverse cultural backgrounds.
* Work in partnership with the patients to empower them to make informed choices about their healthcare and support choices about end-of-life care. To facilitate and lead advanced care planning discussions addressing complex decisions including ventilation, feeding status etc.
* Offer a supportive service to patients and their carers from diagnosis through all stages of the disease process, in conjunction with other healthcare professionals using a range of communication skills to manage care and information empathetically.
* Lead and participate in CHC screening and needs assessment of individuals as required and work with the Community Team CHC case holder.
* **Budget Responsibilities**
* Not applicable – this is not a budget-holder post.
* **Responsibilities for People or Training**
* Provide clinicians, patients, families and carers with tailored education programmes, advice and support that may precipitate symptoms of acute exacerbation of underlying conditions or illness and include lifestyle changes that would be advantageous to health.
* Evaluate the impact of these training programmes, for clinicians, patients and carers, to ensure that they provide the necessary knowledge and skills to gain independence, safely manage changing circumstances and plan for unavoidable progression of conditions.
* Provide clinical leadership and clinical expertise and actively participate on the development of the community neurological support service services to clients and ensures it is in line with local and national guidance and delivers against the agreed key performance indicators. Propose changes to practice, procedures to ensure care for people with complex neurological conditions is in line with national guidance.
* To highlight and take the lead on identifying service gaps, advocating for equity of service provision and compliance with national guidance.
* Act as expert resource and assist in teaching advanced clinical skills for other health care professionals.
* Supervision and participate in clinical supervision and mentorship of others.
* Take responsibility for your own personal and professional development; maintain competence, knowledge and skills commensurate with role.
* **Other Factors**
* There will be times when there will be the need for manual handling techniques to be used.
* There will be regular driving and at times long distances.
* Maintain personal knowledge, skills and competency through appropriate CPD, training and development opportunities.
* Keep up to date with new developments and legislation.
* Using IM&T support systems.
* There will be regular change of plans to the days working as more priority cases are referred.
* You will be dealing with complex problems and circumstances with patients and their families which will at times be challenging.
* You will be exposed to other people’s living conditions in their own home which at times will mean exposure to fleas and other insects, animals and their excreta, and personal dirty conditions.

## 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.

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| **Care** | **Think** | **Do** |
| * Inspire
* Understand
* Communicate
 | * Challenge
* Improve
* Learn
 | * Accountability
* Involve
* Resilience
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## 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](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

* Registration with regulatory body as relevant to profession i.e. NMC / HCPC
* Educated to a post-graduate level in specialist area or equivalent, or willingness to undertake.
* Undertaking of relevant MSc modules or relevant post graduate learning Relevant specialist/clinical experience and competence including:
* Advanced clinical practice experience with complex presentations
* Leading complex care co-ordination.
* Proactively manage complex Long-Term Conditions.
* Knowledge of managing cognitive impairment and mental well-being.
* Supporting self-care, self-management and enabling independence.
* Developing highly specialised programmes of care, providing advice concerning treatment of patients
* Professional practice and leadership.
* Managing care at end of life.
* Experience of inter-agency and partnership working.
* Experience in challenging clinical practice and leading in the development of new pathways of care and delivering best practice.
* Experience in carrying out clinical audit and risk assessment.
* Highly specialist clinical and technical skills in managing long term conditions in end-of-life care,
* Strong analytical and judgement skills, with the ability to interpret complex situations and make appropriate decisions.
* Excellent interpersonal skills and ability to build and maintain relationships with other health and social care professionals, patients, carers and the public.
* Advanced written and verbal communication skills. Will be required to lead, hold and manage some challenging conversations.
* Good IT literacy.
* Ability to plan and manage resources effectively.
* Ability to work autonomously without supervision.
* Ability to meet deadlines and work under pressure.
* Flexibility and ability to adapt to constantly changing environment.

Desirable

* Leadership Skills
* Palliative Care Experience
* Non-medical Prescriber
* Recognised teaching or mentorship qualification equivalent to level 3
* Experience of delivering presentations
* Basic knowledge of commonly used computer packages ie; Word, Excel & Power point

Other requirements: Must be able to drive and have access to a car for work use.

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| Employee signature |
| Manager signature |