

Job Title:	Clinical Team Lead, Children's Community Nursing
Reports to (job title):	Deputy Head of Service – Children's Community Service
Line Manager to:	

Job purpose

Management of the holistic, autonomous & clinical children's community nursing service. Responsible and accountable for day-to-day operational children's community nursing team, including responsibility of safety and clinical governance, delivery of service and ensuring performance targets are met.

This role is split 70% managerial and 30% clinical.

Base

Your clinical work will be undertaken in one of the four quadrants of Surrey, with exact locations to be confirmed according to availability and your preferences. The possibility of negotiating a different base and clinical patch Surrey may be considered.

HCRG Care Group is a flexible-first employer, whilst you will have an office base, our teams are agile and work in flexible/hybrid arrangements.

Key responsibilities

- Practice within all the NMC Professional Codes and Standards and the organisation's policies and procedures
- Responsible and accountable for day-to-day management of team and caseload i.e., recruitment, inductions, staff appraisal, staff sickness, disciplinary investigation, ensuring information is recorded and stored confidentially
- Responsible for covering for other clinical team leads and deputising for the clinical service manager
- Assesses, determines and records treatment plans (including physiological and/or psychological functioning) which are consistent with the outcomes of an assessment, consistent with the child's/young person's/families wishes and views in collaboration with the other agencies and professionals
- Respect's individual wishes, beliefs and consent to treatment ensuring privacy and dignity is maintained at all times
- Maintain a high level of clinical skill e.g. care and use of central lines, enteral feeding devices, catheterisation, management of long-term ventilation, tracheotomy care, wound care, stoma care, administration of specialist infusions within the community setting and end of life care.

- Undertake physical examination of the child/young person which may include listening to the heart and lungs, undertaking venepuncture, accessing central lines/ports, catheterisation, change of tracheostomy breathing tubes, replacement of Percutaneous Endoscopic Gastrostomy (PEG) feeding tubes etc.
- Develop skills in the use of various equipment that requires accuracy within a narrow margin for error e.g. syringe drivers, ventilators, saturation monitoring, enteral/nasogastric/nasojejunal feeding pumps etc.
- Maintain a role in the delivery of clinical services as appropriate to the needs of the team
- Supports the development of quality initiatives i.e. Essence of Care, Every Child matters, National Service Frameworks for children
- Management of delegated budget including authorisation of orders for consumables/equipment
- Communicating and receiving sensitive, complex and sometimes contentious information where persuasive, motivational, negotiating, empathetic or reassurance skills are required
- Communicates effectively via different platforms with all stakeholders including professionals, parents, children and those within the multidisciplinary team e.g. child protection case conference, network meetings, safeguarding processes etc.
- Effectively cascades information to all members of the team and that issues are appropriately brought to the attention of the line manager
- Anticipates and manages barriers to understanding e.g. language, interpreters, visual and hearing impairments
- Manages difficult situations to achieve resolution across a range of situations including dealing with complaints and incidents to avoid escalation whenever possible.
- Analyses incidents and complaints to determine cause and effect and produce an action plan which may involve an option appraisal.
- Participates in the management of emergency situations including major incidents
- Responsible for review, analysis and comparison of clinical and staff data that informs the planning and evaluation of the team's requirements
- Responsible for planning, developing and implementing systems and procedures within the team that ensure the team delivers the service within allocated resources.
- Plans, prioritises and coordinates own workload and that of the team taking into consideration potentially conflicting roles and activities within the team.
- Evaluates the effectiveness of care and reviews care plan accordingly
- Contributes to the strategic planning and development of the service, children/young person care plans, policies in line with national and locally commissioned priorities, keeping in mind inclusion of children and families
- Proposes and work with others to develop and implement strategies to reduce clinical and safeguarding risks, improve quality and clinical effectiveness within service provided by the team
- Supports the development of audit systems and to undertake audit when required

- Responsible and accountable for providing specialist nursing skills, training, knowledge and expertise in the care and management of children with complex health needs and their families in a designated locality of Surrey.
- Takes the lead in end of life care including developing and implementing systems and processes and participates in the end of life care roster as required.
- Attends internal Morbidity and Mortality meetings and External CDOP reviews.

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 • Understand • Communicate	• Challenge • Improve • Learn	• 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 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

- RN Child/RSCN
- Specialist Practitioner Community Children's Nursing or equivalent
- 5 years' experience – solid clinical practice
- Innovative, resourceful
- Evidence of leadership e.g. staff management, leading a project / change in practice
- Experience of working in a range of paediatric settings/clinical diversity
- Flexible approach to meeting the needs of the children/young person and their families
- Experience of service development and clinical governance
- Competent in IT packages and a variety of IT systems and software packages
- Excellent verbal and written communication skills
- Functional numeracy and literacy skills
- Experience of managing difficult conversations

Desirable

- Leadership and management qualification
- Awareness of budgets and performance monitoring
- Understanding of data in performance monitoring and delivery of services
- Evidence of managing within financial resources
- Complaints management experience
- Health & Safety management experience
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