

Job Title:	Case Manager Band 6
Reports to (job title):	Community Matron
Line Manager to:	N/A

## Job purpose

The Community Matron Service provides holistic assessment and care planning for patients with long term conditions, frailty, and complex health needs, who are at risk of an unplanned hospital admission.

The service aims to support self-management for patients by clinical assessment, optimizing patients understanding of their long-term condition and how to maintain health and well-being through education and access to support and resources. When patients are unwell with an exacerbation of their long-term condition, they can access the Community Matron Service for clinical assessment, treatment, and ongoing support until stabilised.

The case manager will work alongside the Locality Community Matron to support case management of patients with complex health and social care needs, whilst supporting the monitoring and evaluation of clinical management plans and ongoing patient education.

The Community Matron Service works closely with community services, primary care, secondary care, NWAS, social care and third sector organisations to actively support patients and identify those who would benefit from the service.

## Key responsibilities

- The post holder will assume responsibility for assessing, developing, planning, implementing and evaluating programmes of care in partnership with the patient, carer and family.
- Provides and evaluates the highest standard of evidence based clinical care to patients within their own home, founded on agreed management care plans and protocols
- Use clinical skills and knowledge to assess the patient's physical and psychosocial needs and identify changes in their condition utilising recognised models and tools.
- Interpret available information to develop personalised care plans including medicines management in partnership with patients and their carers to promote health gains, maximise independence and reduce risks to health and well-being, short term and long term.
- Undertake interventions, transferring and applying evidence-based knowledge and skills where appropriate.

Proactively monitor and evaluate the effectiveness of agreed care management plans, agreeing timely interventions and modifications as necessary. Manage comprehensive care packages to meet the needs of patients with long-term conditions, their family and carers in the least intensive setting to avoid duplication and delay.

- The post holder will promote self-management and health gain through education and health promotion activity.
- The post holder works collaboratively with, voluntary, statutory and independent sector agencies within the local health and social care economy.
- To make direct referrals to other services and agencies as required.
- Attend locality MDTs and internal MDTs for patient specific case management or to represent the Community Matron Service, promoting collaborative working
- Work alongside the Community Matron and referrers to identify patients who are at risk of avoidable hospital admissions and / or complex frailty and would benefit from case management to provide proactive anticipatory care planning
- Provide timely, high quality, person centered clinical care to patients
- To share skills / knowledge with other disciplines and patient / carers
- To liaise with community based and hospital staff as appropriate to ensure continuity of care and key aspects of clinical management that would facilitate hospital discharge / prevent re-admission and support resettlement / re-enablement into the community
- Support the Integrated Neighborhood Teams (INTs) in community services by reviewing patients, in their place of residence, who may require further clinical input to avoid a hospital admission
- The post holder will report to the Community Matron but will be expected to work independently and without direct supervision in a variety of clinical settings and in the home environment, prioritising workload to meet the regular unpredictable situations that may occur within this role
- Work with the Community Matron to support the management of patients within the locality, including new referrals to the Matron service
- To make clinical decisions within the home autonomously and in liaison with the locality Community Matron, Community Services, GPs, hospital clinicians and other agencies to prevent hospital admissions
- Demonstrate highly developed clinical reasoning and decision-making
- Ensure clinical effectiveness by use of evidence-based practice and outcome measures

- Liaise with patients, carers and colleagues to assess the safety of a patient's home environment, acting quickly to protect patients and staff from potential risk
- Be a clinical resource for the patient/carer especially within their home as well as community services and unscheduled care colleagues, GPs and other agencies.

## Professional & leadership responsibilities

- To actively support the continuing development of services for those with long-term conditions, contributing to new ways of working and the modernisation agenda.
- Challenge barriers and tradition to ensure the continuity of high-quality patient-centred health and social care, using them to inform future practice.
- Have an in-depth knowledge of relevant professional standards and guidance, an understanding of their implications and apply them in practice.
- To adhere to and support compliance with policies and procedures relating to safeguarding children and vulnerable adults.
- To assess risk within the caseload and implement risk management measures within the scope of professional responsibility.
- To adhere to CQC requirements providing supportive evidence as required
- Lead by example in regard to behaviour attitudes, conduct and appearance. • Report incidents as per organisational policy

## Professional Responsibilities and Quality

- Maintain registration and act within the NMC code of professional conduct
- Maintain a statistical record of activities for regular analysis and evaluation; participating in audit to provide information on current trends and future needs
- Demonstrate continuous personal development and specialist professional knowledge and skills in line with a personal development plan
- Maintain membership of relevant professional bodies and interest groups
- Promote and maintain good working relationships within and outside of the organisation, utilising opportunities to promote the service, and the work of the organisation
- To contribute to the development of the profession within the organisation participating in projects, committees and meetings as agreed

- Ensure compliance with the Governance agenda via communications, attendance at relevant meetings and updates.

## Education and Development Responsibilities

- Demonstrate theoretical and practical knowledge, for the promotion and maintenance of good practice across a range of clinical areas

Participate and support team members in the ongoing training and professional development in order to maintain their individual CPD as well as participating in their annual appraisal.

- To support/mentor students and junior members of staff
- Act as a resource for patients/carers, colleagues, GPs and other agencies. Provide and assist in the education/training for new members of the team.
- Embrace new ideas. Have an impact on suggesting change for patient benefit.
- Maintain and adhere to HCRGs statutory and mandatory training and maintain a professional portfolio

## Audit & evaluate activity

- Actively support the management team in the undertaking of clinical audit and benchmarking within the Community Matron Service.
- To continually evaluate and audit own systems of working and current practice, to ensure improvement and service development.
- Ensure that practice is evidence-based by initiating literature searches and applying critical appraisal to make informed judgements on changing and/or developing clinical practice.
- Contribute to the collection of agreed data to monitor outcome measures.
- Develop own research awareness skills to work collaboratively in areas of multidisciplinary/agency audit and research.
- Ensure that clinical practice is in accordance with HCRG policies, procedures and guidelines and the relevant professional code. Maintain own professional and personal development
- All clinical staff are expected to keep abreast of contemporary issues in health care provision

## Safeguarding

- Promote the welfare and safeguarding of children, young people and adults. Recognise professional and statutory responsibility in the reporting of safeguarding concerns
- Supporting the organisation in ensuring service users are protected from abuse, or the risk of abuse and that their human rights are respected
- Ensuring concerns are responded to appropriately in line with HCRGs Safeguarding Policies

## 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 is only three, but because they are unique to who we are. We care, we think, and we do.

### Care Think Do

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|--------------------------|----------------|
| • 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 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 always observe strict fire and security precautions.

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 with 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 General Nurse
- Current and valid NMC registration
- Professional or clinical qualification relevant to the role
- Evidence of continuing professional development
- Experience of delivering care to patients in their own homes / community setting
- Able to demonstrate knowledge of long term condition management and frailty
- Able to evidence a wide range of effective clinical reasoning, assessment and treatment skills
- Demonstrate problem solving skills and decision making to manage risk
- Excellent interpersonal skills and can demonstrate person centred care
- Demonstrate knowledge of up to date NHS issues, Clinical Governance and its application within nursing
- Ability to work autonomously and as an effective team member
- Ability to work under pressure with evidence of effective time management and organisational skills
- Committed and self motivated

### Desirable

- Evidence of working with partners, 3<sup>rd</sup> sector organisations and wider multidisciplinary working

- Accredited and formal learning in the management of chronic diseases
- Effective teaching and presentation skills
- Mentorship qualification

**Other requirements:**

- Excellent IT skills
- Full driving license and access to a car
- Be able to work across all localities within the West Lancashire geography.

**Employee signature**

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# Job Description

Manager signature

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WE CHANGE LIVES BY TRANSFORMING HEALTH AND CARE

HCRG Care Ltd, company number 5466033 registered in England and Wales at The Heath Business and Technical Park, Runcorn, Cheshire WA7 4QX