

JOB DESCRIPTION

Job Title	Community Matron (Community and Continued Care)
Pay Band	Band 7
Reporting to	Service Manager
Accountable to	Head of Nursing
Key relationships	<ul style="list-style-type: none"> • Patient, carers and families • Community Matrons • Primary Health Care Teams • District Nursing Teams • Other health professionals • Social Services • Voluntary/Independent Sector • Discharge planners • Hospital staff • Locality Managers • Chronic care co-ordinators • Neighbourhood teams

Job Summary

To proactively case manage high risk patients with chronic long term conditions and complex health and social needs to avoid unnecessary hospital admission.

The post holder will provide advanced clinical assessment, needs identification, planning, case management and co-ordination of care for people with long term conditions who have highly complex needs and co-morbidity.

The post holder will work towards advanced professional practice including medicines management, leadership, improving mental health and supporting self-care management. The post-holder will promote partnership working to improve outcomes for patients with a co-morbidity of long term conditions in order to reduce unplanned hospital admissions, reduce length of stay, and facilitate seamless transition of care.

Main duties & responsibilities

1. CLINICAL LEADERSHIP AND GOVERNANCE

- 1.1. Prioritise work load in relation to client group in order to maximise client function
- 1.2. Input information on to a clinical system in order to collate meaningful data relating to patients
- 1.3. Work collaboratively across organisational boundaries e.g. Health, Social Care, Voluntary and Independent sector to support the effective provision of health and social care services developing a robust partnership approach.
- 1.4. Create, maintain and facilitate effective multi-disciplinary team working to ensure that the care delivered to service users is quality driven.
- 1.5. Ensure that care and services are delivered in line with all relevant NSFs, NICE guidelines, professional requirements, organisational policies and procedures, Care quality commission outcomes and legislation
- 1.6. Identify and critically appraise contemporary evidence, develop and promote best practice, ensuring strong professional leadership.
- 1.7. In liaison with the Service Manager and Neighbourhood team manager work within established models of practice that monitor and maintain high clinical standards for self and others within the care environment.
- 1.8. Promote proactive clinical supervision processes.
- 1.9. In liaison with the Service Manager/ Neighbourhood Team Manager, clinically evaluate issues raised via complaints/incidents procedures and establish systems to disseminate lessons learnt.
- 1.10. Provide an expert role model for the delivery of clinical and professional practice that will enable innovative and creative practice development.
- 1.11. Act as an ambassador for the Community Matron profession ensuring that systems are in place to share knowledge, expertise and examples of good practice across the partnership arena.
- 1.12. Provide leadership for the protection of children and vulnerable adults, ensuring that individuals within the care environment comprehend their responsibility.
- 1.13. Promote the organisational vision and public health priorities.
- 1.14. Support the service manager and work with the clinical leadership team in the delivery of the clinical governance, quality improvement and performance management agenda across provider services.
- 1.15. Ensure that all clinical records are maintained at the standard required by Organisational policy/ Professional Standards and GP practice,

- 1.16. Have in depth knowledge of NMC / HCPC standards and guidance, understand implications for and be able to apply to practice e.g.:
- Code of Professional Conduct, standards for conduct, performance and ethics
 - Records and Record Keeping,
 - Standards of proficiency for nurse and midwife prescribers
 - Standards to support learning and assessment in practice
- 1.17. Be responsible for ensuring that the service is delivered in line with organisational and other relevant policies in relation to Health & Safety and infection control.
- 1.18. Maintain the confidentiality of patients and their carers in line with Caldicott requirements.

2. AUDIT RESEARCH AND DEVELOPMENT

- 2.1 Work collaboratively to identify an appropriate caseload by using agreed criteria and interpreting available information within a defined locality.
- 2.2 Continually evaluate own systems of working and current practice, selecting and applying a wide range of valid and reliable approaches that are appropriate to needs and context to ensure improvement and service development.
- 2.3 Provide agreed data to monitor outcome measures.
- 2.4 Actively support clinical audit and Essence of Care / benchmarking.
- 2.5 Work collaboratively to identify and engage in areas of multidisciplinary/agency audit and research.
- 2.6 Participate in research and clinical audit within own speciality and area of work, putting forward plans and reports on findings.

3. CLINICAL AND OPERATIONAL RESPONSIBILITIES

- 3.1 Co-ordinate comprehensive programmes of care that promote health gains, reduce risks to health and wellbeing, short term and long term and maximise independence of client and patients with co morbidity long-term conditions. This will include:
- Health and social assessment including medical history and clinical examination
 - Work towards commissioning packages of care to meet health and social needs.
 - Diagnosis and exercising independent/supplementary prescribing in accordance with appropriate legislation and PCT protocols
 - Assessing and reviewing medication and actively managing polypharmacy
 - Functional/cognitive assessment
 - Ensuring that client values, beliefs, and views, are reflected in their management plan
- 3.2 Co-ordinate care and treatment to avoid fragmentation, duplication and delay in the least intensive setting appropriate to the client's needs by:
- Application of clinical knowledge about long term conditions
 - Analysis of symptoms and data
 - Identification of risk factors associated with exacerbation of the patient's condition

- Recognition of early symptoms and acute illness
 - Requesting and interpreting diagnostic investigations in order to implement and review a programme of care to meet the needs of the client
 - Referring to specialist services
 - Ensuring effective communication and sharing of appropriate information amongst professionals to avoid conflicting treatments
 - Identifying deficiencies in service provision and addressing these appropriately
- 3.3 Use developing skills and knowledge to instigate therapeutic treatments consistent with best available evidence with appropriate input from multidisciplinary teams and other agencies.
- 3.4 Be proactive in the rigorous monitoring and evaluation of the effectiveness of agreed care management plans, providing timely interventions and modifications as necessary in partnerships with clients/patients.
- 3.5 Act as a first point of contact for identified patients with an acute episode, triaging calls and offering telephone advice, home visit, or referring on to other appropriate professional/service.
- 3.6 Promote and improve the patient's "self-management" of their condition wherever possible.
- 3.7 Take an active role in the promotion of health and the prevention of ill-health.

4. PEOPLE MANAGEMENT

- 4.1 Work as an integral part of the Community Matron Case Management Service to support the delegation of duties to the skill mix team according to their skills and competencies to meet caseload patient needs

5. RESOURCE MANAGEMENT

- 5.1 Identify and report gaps in service provision to the Service Manager.
- 5.2 Take responsibility for the management of the clinical environment and be accountable for the use of resources therein.
- 5.3 Manage time and resources effectively with the ability to prioritise caseload and be flexible according to patient care needs.
- 5.4 Accurately maintain the necessary records of resources used.
- 5.5 Complete timely returns relating to individual activity and performance.
- 5.6 Alert managers to resource issues which affect learning, development and performance in promoting evidence-based care.

6. SERVICE DEVELOPMENT

- 6.1 Support and contribute to service development as requested

7. COMMUNICATION

- 7.1 Represent long term conditions case management on relevant multi- disciplinary / agency groups, working parties and networks that can be used to streamline care pathways, improve and inform practice.
- 7.2 Communicate with patients, carers and families to maximise their involvement and understanding of their condition, care and treatment.
- 7.3 Maintain effective communication with colleagues in health and partnership agencies, negotiating and agreeing individual roles and responsibilities in relation to the delivery of care, respecting patient choice and autonomy throughout the process.
- 7.4 Provide effective communication of complex, sensitive issues, counselling and reassurance to maximise patient wellbeing.
- 7.5 Communicate in a manner that gives consideration and respects all backgrounds including culture, religion, age, sex, disability and lifestyle, competently using interpreter and link worker services when appropriate.
- 7.6 Act as an advocate and champion for people with long-term conditions, communicating the vision and benefits of case management, in a variety of forums and professional groups.
- 7.7 Develop and use the communication skills required to take the lead role in case discussions/case conferences concerning patients on the caseload.
- 7.8 Actively participate in networks that can be used to streamline care pathways, improve and inform practice.
- 7.9 Maintain competence in IT skills to make best use of IT systems including SAP to enhance patient care across professional boundaries.
- 7.10 Provide a regular interface and update to Locality Lead and Team Managers

8. EDUCATION AND TRAINING

- 8.1 Participate in the induction, preceptorship and mentorship of new staff in the team.
- 8.2 Contribute to the development of others through formal and informal education and training sessions, dissemination of audit and research findings and feedback on personal training in own speciality and area of work, including the developing role of the advanced practitioner and case management.
- 8.3 Support and mentor Assistant Practitioners and pre-registration health professionals.
- 8.4 Take responsibility for own continuous self-development to remain clinically and professionally up-to-date and competent to practice and retain professional registration.
- 8.5 Participate in clinical supervision to extend own skills and knowledge.

- 8.6 Actively engage in and ensure the effective implementation of personal development reviews in line with the PDR process.
- 8.7 Maintain an up-to-date CPD portfolio that provides evidence of learning.
- 8.8 Comply with mandatory training requirements
- 8.9 Act as a role model for staff, students and visitors, sharing your work and approach positively to promote health and well-being

General

- 1. To abide by the relevant Codes of Professional Practice if applicable and NHS Codes of Conduct.
- 2. It is a requirement of employment within Southport and Ormskirk Hospital Trust that all staff must comply with the obligation of confidentiality to person identifiable information. The Data Protection Act 1998 safeguards the handling of information held in both electronic and manual filing systems and it is the duty of all staff employed by the trust to uphold the principles of the Act.

Any employee disclosing confidential/patient records or information to any unauthorised person or persons will render the employee subject to disciplinary action.

- 3. The Freedom of Information Act 2000 requires all public organisations to provide any member of the public, upon receipt of a written request, with the information they require, subject to certain exemptions. Every member of staff employed by the Trust must take responsibility for any request for information that they receive and respond in line with Southport and Ormskirk Hospital Trust's Freedom of Information Policy and guidance.
- 4. All employees are required by Section 7 of the Health and Safety at Work Act (1974) to take reasonable care of their own health and safety and that of others who may be affected by their acts or omissions.
- 5. All staff employed by Trust must adhere to the standards of record keeping outlined in the Records Management Policy and guidance documents.
- 6. To ensure compliance with all Trust Risk Management, Research Governance and Infection Control Policies and Procedures and abide by the Essential Standards of quality and safety.
- 7. Undertake appropriate Induction and Mandatory training, including infection control and comply with all Trust Infection Control policies relevant to the post, particularly with regard to the hand hygiene policy. To remind and challenge colleagues of their Infection Prevention and Control responsibilities if there is a potential or actual breach of policy.

8. It is incumbent on the post holder to continually update his/her professional awareness and carry out other duties deemed appropriate to the grade of the post.
9. The post holder is required to take all reasonable measures in relation to their health and well-being.
10. The post holder is required to adhere to Trust procedures in relation to Equality and Diversity, including the Staff Charter and NHS Constitution.
11. The post holder is required to adhere to the values of the Trust. SCOPE: Supportive, Caring, Open and Honest, Professional, Efficient
12. Staff must be aware of any comply with Safeguarding Policies and Procedures for both adults and children in order to promote safeguarding and prevent abuse to vulnerable people who may be working, visiting or receiving treatment within the organisation. All staff have a responsibility to report any suspicion of abuse to their Line Manager or Safeguarding Leads.
13. This job description is not intended to be exhaustive but to indicate the main responsibilities of the post and may be amended from time to time after consultation with the post holder.
14. The duties listed above may change over time and additional duties may be required appropriate to the pay band of the post.

Date job description reviewed	
Author	

PERSON SPECIFICATION

Recruitment Criteria	Essential	Desirable
Qualifications		
1. Degree in appropriate subject or evidence of education to degree level.	✓	
2. Current NMC registration or active on appropriate Allied Health Professional register.	✓	
3. Non-medical prescribing or willing to undertaking the programme	✓	
4. Clinical Examination and Clinical Diagnostic CPD Modules or willing to work towards.	✓	
Knowledge & Experience		
1. Evidence of clinical experience at a high level in a range of clinical settings including the community/primary care setting.	✓	
2. Proven experience of working with complex cases.	✓	
3. Up-to-date evidence of continuing engagement in professional development and of reflective practice in a professional portfolio.	✓	
4. Evidence of supervising team members.	✓	
5. Evidence of experience in a mentoring/teaching role.	✓	
6. Evidence of experience working in partnership and collaboration.	✓	
7. Participation in research, audit and evaluation.	✓	
8. Evidence of conducting PDRs and agreeing personal development plans.		✓
9. Ability to lead change and innovation.	✓	
10. Knowledge of Chronic Disease Management.	✓	
11. Knowledge of Expert Patients programme.	✓	
12.		
Skills & Abilities		
1. High level of clinical knowledge including current evidence-based practice.	✓	
2. Highly competent to assess patient's requirements to develop case management plans.	✓	
3. Ability to interpret data from diagnostic tests to adjust interventions appropriately.		✓
4. Sound understanding of the expectations of an Advanced Practitioner, particularly in terms of service outcomes and their relevant context.	✓	
5. Good understanding of systems in health and social care that are wider than immediate role.	✓	
6. Demonstrate an awareness/understanding of the factors that contribute to good health and the public health priorities of the Trust.	✓	
7. Able to plan proactively, manage and evaluate own learning, to negotiate learning opportunities and establish learning contracts.	✓	
8. Demonstrates excellent written and verbal	✓	

communication skills		
9. Ability to communicate complex information where agreement and co-operation is required with clients, carers, staff, colleagues and other professionals.	✓	
10. Advanced counselling, listening and interpersonal skills.	✓	
11. Analytical and problem solving skills.	✓	
12. Ability to analyse, interpret and present data.	✓	
13. Ability to maintain records, statistical and activity data in line with Trust standards.	✓	
14. Presentation and facilitation skills to multi-professional/agency groups.	✓	
15. Time management and organisational skills.	✓	
16. Knowledge and understanding of the principles of governance and its implications to their service area.	✓	
17. Ability to work effectively as part of a team.	✓	
18. Good IT skills, including those for using internet based communications and literature.	✓	
Physical effort		
1. The post holder must be assessed as having a level of fitness to carry out duties/tasks after reasonable adjustments under the terms of disability discrimination act have been made.	✓	
Mental Effort		
1. Self-confidence to challenge traditional practice and the persistence to address difficult, enduring issues.	✓	
2. Self-motivated.	✓	
Emotional Effort		
1. A constructive, inquiring, flexible approach to others and to their work.	✓	
2. Demonstrates the need to maintain confidentiality and respects diversity and ethnicity.	✓	
Working Conditions		
1. Able to travel in area of work.	✓	
2. Flexible working – including the ability to work 9am – 5pm across 7 days on a rota basis.	✓	