



Shropshire Community Health **NHS**

NHS Trust

Improving Lives in Our Communities

JOB DESCRIPTION

Job Title:	Urgent Community Response Senior Nurse
Band:	6
Responsible to:	Team Leader
Accountable for:	Designated staff and patients on the caseload

Our Vision

“We will work closely with our health and social care partners to give patients more control over their own care and find necessary treatments more readily available. We will support people with multiple health conditions, not just single diseases, and deliver care as locally and conveniently as possible for our patients. We will develop our current and future workforce and introduce innovative ways to use technology.”

JOB PURPOSE

The Urgent Community Response (UCR) Senior Nurse is a senior clinician of the Community Multidisciplinary team and has clinical responsibility for a defined delegated patient case load, ensuring delivery of comprehensive, skilled and evidence-based nursing care to patients within the primary care setting. The postholder will provide an immediate response for patients at risk of admission, and will continue to support them to remain safe at home with additional clinical support via the Virtual Ward model, which combines digital monitoring with face to face care.

COMPETENCY BASED KEY RESULT AREAS

These are key leadership result areas which will be applicable to the area of responsibility outlined above and are commensurate with the grade of the post.

Vision

- To have a clear understanding of the vision of the Trust and to be able to translate this into a local context for the day to day administrative and operational implementation within the team.

- To assist the Team Leader and service delivery manager in promoting the vision and contributing to the establishment of an ethos of modern, customer, orientated services and translate that into a culture of effective patient/user centred delivery.
- To work with the Team Leader and Service Delivery Manager within the community setting to proactively support the development and redesign of care pathways embracing the concept of care closer to home and expanding/enhancing multidisciplinary/multi agency working and community services.

Delivery

- Take personal responsibility for actions and omissions, and fully recognise personal accountability.
- To work alongside the Adult Community and Planned Care Service Delivery Groups to deliver a seamless transition through services.
- Be professionally accountable and maintain the standards of professional practice as set by the appropriate regulatory body applicable to your profession or role.
- Use and maintain IT systems as a live process for staff rostering and clinical allocation.
- Triage referrals for admission and allocation to most appropriate caseloads. This will include referrals received from a range of key routes.
- Liaise with the linked inpatients wards within the acute setting to identify complex patients for discharge and coordinate to facilitate safe and timely discharge is maintained.
- Liaise with all referrers to ascertain correct clinical information required to ensure patient allocated within appropriate response time.
- Triage messages/enquiries/callouts and troubleshoot where possible, try and resolve at source and then refer into the most appropriate portfolio if required.
- Participate in Multi Disciplinary Teams to supply timely and essential feedback to senior GP and Consultants to optimise patient care.
- Deliver compassionate person-centred care, treating patients and their families/carers with consideration, dignity and respect.
- Undertake comprehensive assessments and possess the ability to develop, implement and evaluate complex programmes of care to patients in accordance with the agreed policies and procedures of the Shropshire Community Health NHS Trust without direct supervision.
- Assess, plan, implement and evaluate all aspects of patient care, and develop care plans, using sound clinical reasoning skills that may need to be delivered from a range of options.
- Assess patients' holistic needs, communicating complex and sensitive information to patients and carers as to their assessment, diagnosis, prognosis and treatment plan.
- Support patients to overcome barriers to understanding information, such as hearing impairment, mental capacity impairment and other difficulties in comprehension.
- Liaise with Consultants, GPs, Social Services, inpatient teams, other Allied Healthcare Professionals and the voluntary sector to ensure identified needs are met and care co-ordinated appropriately.
- Remain aware of assistive technology and utilise where appropriate ie (Luscii, TekiHealth, Docobo).
- Utilise technology to support the role, including undertaking online and video consultations with patients as appropriate.
- Ensure caseload is planned and prioritised according to service targets and patient need.
- Ensure patient held records are completed for each point of contact and inputting escalation on Rio on a daily basis.
- Contribute to the requisitioning of supplies and equipment through electronic ordering systems.

- Ensure informed consent is obtained prior to initiating interventions.
- Adherence to infection control policies.

Understanding and Managing in Context

- To proactively develop partnerships and integrated working practices within the system.
- To comply with national Community health services two-hour urgent community response standards and Virtual Ward recommendations.
- To support the Team Leader where required in the recruitment and selection process for the nursing element of the Interdisciplinary Team, ensuring adherence to relevant Trust policies.
- To participate in research and initiate and participate in clinical audit of services to improve practice and contribute to the development of clinical procedure and guidelines

Relationship building

- To network with other services and participate in benchmarking the service against advances in care/performance, sharing and implementing good practice.
- To develop and maintain effective communication networks with other health & social care professionals, private, statutory and voluntary agencies with regard to patient care.

Team and People Development

- Act as a positive role model, creating a supportive ethos to empower staff to contribute to the delivery of excellent person-centred care.
- Lead by example, develop self and other staff, and influence the way care is given in a manner that is open and responds to individual needs.
- Ensure nurses and nursing staff take responsibility for the care they provide and answer for their own judgments and actions and carry out those actions in a way that is agreed with their patients, and the families and carers of their patients, and in a way that meets the requirements of organisational policies and procedures, their professional bodies and the law.
- Support the learning and development of all staff.
- Create a learning environment that ensures effective learning opportunities for staff and students including appropriate orientation and induction programmes, a range of clinical support strategies (mentoring, coaching, clinical supervision, action learning and peer review). Plan, monitor and evaluate ongoing mandatory training and relevant education and development opportunities for the team.

Emotional Intelligence

- Behaves consistently with the values and beliefs of the organisation and promotes these on day to day basis.
- Behaves consistently with the NHS Code of Conduct for Managers.
- Maintains emotional resilience and maturity with the occasionally exposure to highly distressing or highly emotional circumstances.

PERSONAL DEVELOPMENT

- To take responsibility for keeping up to date and reviewing your personal development needs and objectives on a regular basis including participating in reviews with your manager at least a 12 monthly basis.
- To identify and agree own development needs through the annual appraisal process.
- To adhere to NMC guidelines for professional practice.

- To meet the NMC standards for Records and Record Keeping, whilst exercising confidentiality and discretion.
- To maintain professional competencies as required under continuous professional development.
- To attend mandatory training as identified by Shropshire Community Health NHS Trust and be responsible for team members attendance to ensure that quality standards are maintained.

CORPORATE RESPONSIBILITIES

- To ensure that your actions and behaviours are in line with, and consistent with, our values
- Matters of a confidential nature, regarding both staff and patients may be available to the post holder; divulgence of information or even of the knowledge of such information must only occur in the proper exercise of the above duties.
- All members of staff must ensure that information security is maintained at all times, taking personal responsibility to be aware of and ensure that their actions and behaviours are in line with, the Trust's information governance policies.
- The post holder will be required to comply with regulations relating to the Health and Safety at Work
- The post holder will be required to comply with regulations relating to Infection Prevention and Control (IPC) including adherence with IPC policies challenge poor IPC practices of others and to report any breaches, using appropriate Trust mechanisms e.g. incident reporting policy
- The post holder will be required to comply with policies and procedures issued by and on behalf of the Trust.
- The Trust is committed to safeguarding and promoting the welfare of children and adults and to protecting them from the risks of harm. The Trust recognises its responsibility to ensure that safe working conditions and systems are in place for staff working with children, adults and families in their care. Staff are required to comply with Trust policies on Safeguarding.
- This job description will be subject to review and amendment, in consultation with the post holder, to meet the changing needs of the service and the organisation.

Post Holder's Name:	
Post Holder's Signature:	Date:
Manager's Name:	
Manager's Signature:	Date:

Person Specification

JOB TITLE	Urgent Community Response Senior Nurse
BAND	6

	ESSENTIAL
TRAINING AND QUALIFICATIONS	<ul style="list-style-type: none"> • Level 1 Adult Nurse Registration with Nursing and Midwifery Council (NMC) • Degree or alternative post registration qualifications in a relevant discipline or portfolio of significant relevant experience supplemented by Diploma specialist training, experience, short courses • Health Assessment and Examination skills within clinical practice or willingness to work towards • Extended/Supplementary Non-Medical Prescribing Qualification or willingness to work towards • Long term condition module or specialist practice qualification or willingness to work towards
EXPERIENCE	<ul style="list-style-type: none"> • Wide range of experience within the Community, Urgent Care, Rapid Response or Emergency Care. • Evidence of personal and professional development. • Experience of undertaking clinical assessment. • Clinical supervision & leadership. • Ability to work safely under pressures across competing priorities. • Able to follow detailed written instructions and assessment outcomes.
KNOWLEDGE AND SKILLS	<ul style="list-style-type: none"> • Sound clinical judgement and decision making regarding acutely unwell patients. • IT skills, data collection & input, audit and evaluation. • Knowledge of current community services and utilise research within nursing to maintain best practice. • Excellent interpersonal and Leadership skills • Proactive approach and innovative • Leadership skills • Advanced communication, negotiation, decision making and organisational skills
PERSONAL QUALITIES	<ul style="list-style-type: none"> • Able to work within a multidisciplinary team. • Knowledge and application of effective communication strategies in distressing and challenging situations for example the management of palliative care interventions & crisis management.

EMOTIONAL EFFORT	<ul style="list-style-type: none"> • Would be required to manage some emotional behaviour as well as managing staff e.g. managing change and addressing staff performance issues. • Able to work safely under pressure across competing priorities • Work with targets and deadlines
MENTAL EFFORT	<ul style="list-style-type: none"> • Required to conduct work that requires high levels of concentration. Work priorities may change rapidly throughout the day. • Can act on own initiative • Able to follow detailed written instructions and assessment • Sound clinical judgements and decision making regarding acutely unwell patients • Ability to prioritise work/ response/ triage referrals and messages effectively
PHYSICAL SKILLS	<ul style="list-style-type: none"> • The post requires the postholder to have keyboard skills • Ability to meet physical demands of the post including moving and handling and driving within the course of duties
REQUIREMENTS DUE TO WORKING ENVIRONMENT	<ul style="list-style-type: none"> • Must be able to meet travel requirements of the post • Flexible working to meet the needs of the service.
OTHER	