

# Job Description



South Tees Hospitals  
NHS Foundation Trust

Role Details	
Job Title	Community Staff Nurse
Band	AFC Band 5
Department/Service	Community Nursing Services (Primary Care Networks) Growing the Friarage and Community Collaborative
Organisational Relationships:	
Responsible to:	Clinical Lead
Accountable to:	Clinical Matron
Professionally Accountable to:	Head of Nursing
Responsible for:	Band 4 Nursing Associates / Assistant Practitioners Health Care Support Workers Phlebotomists
Organisational Chart:	
<pre>graph TD;   HN[Head of Nursing] --&gt; CM[Clinical Matron];   CM --&gt; CL[Clinical Lead];   CL --&gt; DN[District Nurse];   DN --&gt; CSN[Community Staff Nurse];   CSN --&gt; HSW[Healthcare Support Workers];   style CSN stroke-width:4px;</pre>	

## Job Summary/ Role:

To be an active member of the multidisciplinary team by using professional judgement and assuming responsibility and accountability for assessing, implementing and evaluating clinical care for patients to meet their needs in a safe caring environment that promotes dignity, privacy and respect.

- The post holder will be expected to develop knowledge and skills within the speciality and will assist in the management and organisation of nursing work in the ward/department within the NMC Code of Professional Conduct.
- The post holder will supervise the working of health care assistants and support workers and support the training and assessment of student nurses.
- Demonstrates the trust Values and Behaviours for nursing and midwifery staff at all times.
- The post holder has a duty of care to patients and is expected to comply fully with best practice standards and comply with trust policies for personal and Head of Nursing Clinical Matron Community Staff Nurse Clinical Lead Health Care Support Workers District Nurse 3 patient safety and the prevention of healthcare associated infections.
- Working autonomously, the post holder will be expected to take charge of a defined caseload in the absence of the District Nurse.
- The post holder will actively support the admission avoidance agenda, providing high quality nursing care to people in their own homes and will work within a service which enables recognition of the early symptoms of disease; provides an appropriate response to exacerbation and sub-acute illness and maintains a high quality nursing service to include palliative care and patients who need on-going nursing input within their own home.
- The post holder will provide nursing expertise/leadership and ensure integrated working with other professionals and agencies, ensuring a high standard of care within the framework of clinical governance.
- To provide an effective, caring and compassionate service, and demonstrate commitment to abiding by the NHS values and the constitution.
- The post holder will be expected to work flexibly across 7 days a week, ensuring the 8am-6pm service is covered, to meet the changing needs of the service, which may include working across the Middlesbrough, Redcar and Cleveland and Hambleton and Richmondshire area.

## Key Relationships:

Patients and Carers

Clinical Practitioners

Therapy Leads

Paramedic Practitioners

PCN Clinical Leads

PCN therapy teams

Health and Social Care Managers

Adult Community Services

General Practitioners and other members of the Primary Care Team

Community Hospitals

Palliative Care Teams

Practice Managers

Specialist Nurses

Professional Leadership Team

Statutory and Voluntary Sector Organisations

Adult Mental Health Teams

Local Pharmacies

Liaison with Medicines Management Team/Pharmacy Department

Local Patient Support Groups Tertiary sector, including volunteer agencies

CCG's

## Core Functions:

To be an active member of the multidisciplinary team by using professional judgement and assuming responsibility and accountability for assessing, implementing and 4 evaluating clinical care for patients to meet their needs in a safe caring environment that promotes dignity, privacy and respect.

The post holder will carry out holistic needs assessments of patients using recognized assessments tools.

They will support patients and their loved ones, who have been referred for best supportive care to live well supporting individualized care planning.

They will support in the management of patients referred in to the service where problems are adequately controlled and nursing intervention is required with an individualized care plan in place which addresses their needs.

They will also support the palliative patient throughout the phases of illness as well as provide end of life care to patients and their loved ones.

They will be developed enough to enable them to recognize the deteriorating patient and escalate to appropriate person to support with the management of those symptoms that have been identified.

The post holder has a duty of care to patients and is expected to comply fully with best practice standards and comply with trust policies for personal and patient safety and the prevention of healthcare associated infections.

The post holder will work autonomously to provide monitoring and support for patients within a defined caseload, ensuring a patient centred care package, utilising support services and liaising with other agencies to ensure the needs of this client group are met.

Assessment of health and well-being needs

- Will possess sound, highly developed interpersonal and communication skills, with the ability and confidence to represent the team positively within a complex multi-agency environment.
- Use knowledge and skills to assess patients within a defined caseload and effective care planning to support their needs.
- Will possess excellent communication skills and use varying forms of communication as appropriate and required.
- Work across boundaries and in partnership with primary/secondary care clinicians and social services, coordinating care and supporting a multidisciplinary approach.
- To demonstrate skills of motivation, reassurance, negotiation and persuasion.

#### **Administrative Responsibilities**

The post holder will ensure that they follow the Trust's policy on records management and complies with the NHS Code of Practice for Records Management.

- To work in a professional manner, adhering to local policies and procedures.
- Maintain professional body registration, constantly evaluating own knowledge and practice through the utilisation and appraisal of a wide variety of evidence.

	<ul style="list-style-type: none"> <li>• To be professionally and legally accountable for own work, working within professional standards and guidelines.</li> <li>• Prioritise, organise and delegate appropriately the responsibilities and workloads within the team to ensure effective service provision.</li> <li>• Accurately and appropriately record and store information using system one.</li> <li>• To demonstrate competent understanding and use of reporting and information systems.</li> <li>• Demonstrate an understanding of clinical and information governance and risk management and application relevant to the work situation.</li> <li>• To take appropriate action in relation to Governance and risk management.</li> <li>• Develop risk management plans to support individuals independence and daily living within their own home.</li> <li>• To work within the legislation, policies and procedures relevant to your own area of work.</li> <li>• Maintain confidentiality and manage information sensitively in accordance with Caldecott principles, data Protection Act 1998 and the Human Rights Act 1998.</li> <li>• Ensure compliance across your area of responsibility with statutory requirements such as Health and Safety at Work Act, COSHH, Risk Management, Controls Assurance and NMC.</li> <li>• To implement and evaluate strategies to reduce avoidable harm, acting as an exemplary role model in all infection prevention and control policies. To undertake annual training/updates in infection prevention and control. All staff must challenge noncompliance with infection, prevention and control 6 policies immediately and feedback through the appropriate line managers if required.</li> </ul>
<p><b>Clinical Responsibilities</b></p>	<p>Involves patients and carers in the planning of their care and treatment, ensuring appropriate consent and agreement is gained.</p> <ul style="list-style-type: none"> <li>• Recognise and proactively manage the early symptoms of disease exacerbation through: application of clinical knowledge,</li> </ul>

identification of risk factors and exacerbation and recognition of early signs of acute illness.

- Considers and interprets all available information and makes justifiable assessment of the individual's health and wellbeing, related needs and risks explaining the possible outcomes to those concerned.
- Uses the trust risk assessment tools for particular aspects of care to inform decisions, and communicate with other members of the team.
- Develops and records care plans that are appropriate to the patient based on their assessment of the patient.
- Acts as patients advocate respecting patients dignity wishes and beliefs involving them in decision making with regard to their care/ treatment.
- Ensures that nursing care is delivered to the highest standard in line with the essence of care and the trusts fundamental values and behaviours for nursing and midwifery.
- Ensures that nursing care is delivered with compassion. • Ensure documentation is completed in accordance with the NMC professional guidelines and trust policy.
- Liaises with allied health professionals and other agencies to ensure that care is delivered in a timely and organised way.
- Acts within own level of competency to undertake specific interventions and treatments seeking advice and supervision and training where appropriate.
- Monitors patients' response and reaction to intervention/treatment making clear decisions and taking appropriate action.
- Provides feedback to the clinician responsible on the 7 overall effectiveness of treatment/care.
- Responds to records and reports any adverse events or incidents relating to the treatment with an appropriate degree of urgency. • Acts to ensure patient safety at all times.
- Work as part of the Primary care Network (PCN) team to ensure the needs of the population are met with focus on prevention,

integration and personalisation of care, making best use of resources collectively

- Facilitate early interventions of health care to prevent/manage crisis within the home environment e.g. prevention of need for secondary care/admission to hospital. Supporting carers to recognise and manage early signs of acute illness.
- Enable individuals and their carers to make informed choices concerning their health and well-being and to organise their own support, assistance and action.
- Identify mental health needs and manage within scope of professional practice and refer on to mental health or other services.
- Ensure individuals are supported when experiencing life events and transitions.
- Supporting patient, their families and carers through palliative diagnosis, end of life care and bereavement support.
- Enable individuals to use assistive devices and assistive technology, through technology enabled care.
- Particular care is required for vulnerable patient groups including children, young people, patients who lack capacity, vulnerable adults, and the staff member should deal sensitively with the various circumstances in which the patient's privacy and dignity may be infringed.
- Maintain links with inpatient facilities when patients are admitted and provide relevant information to promote consistent care and timely discharge.
- Provide education to patients and their carers and the wider community to promote healthier lifestyles, disease management and timely access to services.
- Work always according to the 6 'C's embedding this in your and other's practice on a daily basis. 8
- Passion and drive to deliver patient centred care, acting as an advocate for all patients.
- Demonstrate and ensure the safe use of equipment to both patients and carers.

	<ul style="list-style-type: none"> <li>• Plan and implement transfer of care and discharge with individuals who have multiple complex health needs with patients and their carers.</li> <li>• Demonstrate awareness of wider issues affecting patients, such as adult protection, alcohol and drug dependencies, together with strategies and support mechanisms to address these.</li> <li>• To implement and evaluate strategies to reduce avoidable harm, acting as a role model in all infection prevention and control policies.</li> <li>• Act as patient advocate raising their concerns about Health Care Team Multi agency services, and/or other agencies.</li> <li>• Work across primary, secondary and social care services including housing, the voluntary and independent sector within ICS to generate additional support as needed.</li> <li>•Transportation of essential equipment for performing clinical assessment.</li> <li>• Transportation of ordered equipment from store for patient use</li> <li>• Working within the limits of own competency to ensure the delivery of high quality care by self and others at all times</li> <li>• Manage own workload effectively , prioritising and using time management skills to ensure information is timely and accurate</li> </ul>
<b>Management and Leadership Responsibilities</b>	<p>Champion the Trust improvement and leadership strategy, through attendance at New and Aspiring Leaders and Foundation Quality Improvement training</p> <ul style="list-style-type: none"> <li>• Takes charge of the clinical area in the absence of the Clinical Lead/District Nurse.</li> <li>• Acts to maintain personal safety and security and that of others.</li> <li>• Support the full implementation of all trust policies in the management and delivery of safe clinical care.</li> <li>• Identifies potential and actual risks using the trust incident reporting system in line with trust policy and 9 in line with their professional accountability.</li> <li>• Identifies patients at risk and raises concerns appropriately on issues of child protection and the protection of vulnerable adults.</li> </ul>

- Takes appropriate action to manage emergency situation summoning appropriate assistance where necessary.
- Practice in accordance with the NMC Code of Professional Conduct.
- Identify unsafe practice and respond appropriately to ensure a safe outcome.
- Always act in such a manner that promotes the positive image of the Community Nursing Service and the Trust.
- Promote positive, professional leadership to ensure contemporaneous, safe and cost effective nursing in accordance with the Trusts nursing and midwifery strategy and national strategies including “Compassion in Practice” (6C’s).
- To participate in the delivery of the unplanned care element of community nursing where response is required within the same day, as well as support the urgent community response service if required.
- Lead by example to motivate and empower others.
- Ensure effective working relationships and communication is maintained between all grades of staff and all professional groups.
- Provide clinical leadership and take responsibility for the continuing professional development of self and others.
- In times of particular need to be expected to work in other areas of the community services to ensure optimum delivery of care.
- Recognises the importance of the individuals rights, respects diversity and acts in accordance with trust, professional and national policy and legislation.
- Acts in a way that acknowledges and recognise the individuals expressed beliefs, preferences and choices.
- Takes account of own behaviours and effects on others.
- Is familiar with collaborative HR processes: Trust 10 policies/local guidelines and lines of escalation.

<b>Policy and Service Development</b>	<p>Champion and lead quality improvement initiatives across your immediate team and within your service, contributing to the Trust Quality Improvement programme</p> <p>Work collaboratively with others to develop an integrated, multi-disciplinary, multi-agency focus to creative service delivery.</p> <ul style="list-style-type: none"> <li>• Work with the multi-disciplinary teams across primary and secondary care to support the development of the Primary Care Networks and to provide seamless care for patients moving between acute and community care settings.</li> <li>• To support the Urgent Community Response team with the delivery of the urgent 2 hour response when required.</li> <li>• To start/stop Referral to Treat Time (RTT) clocks at time of initial referral/assessment.</li> <li>• Work flexibly to ensure care needs are met.</li> <li>• To step up in the absence of the District Nurse and be responsible and accountable for the day to day caseload management, as well as the unplanned element of nursing care.</li> <li>• Ensure the active involvement of service users, carers and members of the public in planning, monitoring and evaluation of service provision.</li> <li>• Implement lessons learnt from PAL's and the complaints process to improve patient care and experience.</li> <li>• Supports and participates in the overall development of clinical practice in response to clinical needs</li> </ul>
<b>Research and Audit Responsibilities</b>	<ul style="list-style-type: none"> <li>• Recognise the importance of the role of clinical audit in developing practice.</li> <li>• Demonstrate the ability to use Information Technology to support practice.</li> <li>• Participate in clinical audit and quality assurance to improve practice and patient care.</li> <li>• Regularly participate in the collection of patient feedback of the service provided, through personal contact, surveys, and satisfaction questionnaires, as a way of ensuring problem areas are highlighted and acted upon, and good practice can be shared.</li> <li>• Maintain clinical and professional standards via the 11 audit process, taking appropriate action where necessary.</li> </ul>

	<ul style="list-style-type: none"> <li>• Abide by the principles of Caldecott and maintain confidentiality issues</li> <li>• Knowledge of the Mental Capacity Act and Safeguarding Communication &amp; relationship skills.</li> </ul>
<b>Managing Resources Responsibilities</b>	<p>Demonstrate the efficient and effective use of resources in the delivery of care.</p> <ul style="list-style-type: none"> <li>• Demonstrate awareness and application of clinical governance with particular attention to clinically effective practice, clinical audit, research, risk assessment, planning and management together with the prevention, identification and reporting of adverse events.</li> <li>• To promote and monitor efficient resource utilisation in a cost effective manner throughout the team.</li> <li>• Assist with the economical ordering of resources within the service.</li> </ul>
<b>Education and Training</b>	<p>Completes the Trust preceptorship programme within six months of appointment identifying own development needs via the Trust Appraisal process.</p> <ul style="list-style-type: none"> <li>• Develop own professional practice through appraisal, and professional development plan, taking responsibility for own learning, reflection and revalidation requirements.</li> <li>• Maintain high professional standards and discusses opportunities to develop clinical practice with their line manager. • Acts upon strengths and weaknesses identified, applying reflective practice to demonstrate knowledge and skills in line with evidence based practice and legislation.</li> <li>• Complies with the trust requirements for mandatory training and attend other relevant courses in line with trust policies.</li> <li>• Demonstrates safe use of medical devices through the regular assessment of competency.</li> <li>• Ensures the safe storage and administration of all medications as per trust, professional and national guidelines. 12</li> <li>• Promotes the standards of the nursing profession by actively supporting student nurses and developing / maintaining their own mentorship status.</li> </ul>

- Provide mentorship to pre and post registration students, and newly appointed staff.
- Be aware and work within the limitations of own competencies and develop knowledge, skills and experience in order to provide the best possible outcomes for high risk/vulnerable adults within the community.
- Improve and develop own competencies through structured programmes and work based learning to continually acquire new knowledge and skills.
- Review and reflect upon own and others practice to identify action plans for development by participating in regular clinical supervision.
- Promote a positive learning environment where lessons are learnt from patient / carer complaints.

The job description and duties may be subject to future review as the needs of the service change.

KNOWLEDGE & SKILLS		
Essential	Desirable	Assessment Method
<p>Effective communication skills written and verbal.</p> <p>Commitment to the needs of the service including a flexible and adaptable approach in the work environment/ work practices.</p> <p>Effectively prioritises and coordinates own work.</p> <p>A team player able to work well with others and demonstrate commitment to team objectives.</p> <p>Ability to use initiative to make a decision within sphere of work and/or knowledge recognising where assistance is required.</p> <p>Commitment to adhere to Trust Policies and Procedures and to contribute to an implement policies in own area and propose changes.</p>	<p>Good information technology skills.</p>	<p>Application</p> <p>Interview</p>
QUALIFICATIONS & TRAINING		
Essential	Desirable	Assessment Method
<p>Diploma or Degree in Adult Nursing.</p> <p>Registered as fit to practice by the Nursing and Midwifery Council (NMC).</p>	<p>Attendance at the leadership and development and improvement programme (4.5 days)</p> <p>Teaching and mentoring qualification</p> <p>Evidence of Post Graduate clinical training/ development</p>	<p>Application</p> <p>Professional Portfolio</p> <p>Interview</p>

<b>EXPERIENCE</b>		
<b>Essential</b>	<b>Desirable</b>	<b>Assessment Method</b>
<p>Commitment to evidence-based practice</p> <p>Ability to work within the boundaries of the NMC Code of Professional conduct.</p> <p>Experience of Multi-disciplinary working.</p>	<p>Experience working within an acute or community setting</p>	<p>Application</p>
<b>PERSONAL ATTRIBUTES</b>		
<b>Essential</b>	<b>Desirable</b>	<b>Assessment Method</b>
<p>Demonstrates a positive image of the nursing profession</p> <p>Caring and compassionate attitude to patients and colleagues</p> <p>High level of personal motivation</p> <p>Courage to raise concerns and challenge practice</p> <p>Commitment to the development of self and others.</p> <p>Willingness to undertake further training and development</p> <p>Flexible approach to working hours to meet the needs of the service</p> <p>Ability to travel independently as required for this particular nursing role.</p>		<p>Application form</p> <p>Interview</p>



## General Requirements:

### Communications and Working Relations

The post-holder must treat colleagues in a manner that conveys respect for the abilities of each other and a willingness to work as a team.

### 2. Policies and Procedures

All duties and responsibilities must be undertaken in compliance with the Trust's Policies and Procedures. The post-holder must familiarise the ways in which to raise a concern to the Trust e.g. Freedom to Speak Up – Raising Concerns (Whistleblowing) Policy in order that these can be brought to the Trust's attention immediately.

### 3. Health and Safety

The post-holder must be aware of the responsibilities placed upon themselves under the Health & Safety at Work Act (1974), subsequent legislation and Trust Policies; to maintain safe working practice and safe working environments for themselves, colleagues and service users.

### 4. No Smoking

All Health Service premises are considered as non-smoking zones; the post-holder must familiarise themselves with the Trust's Smokefree Policy (G35)

### 5. Confidentiality

All personnel working for, on behalf of or within the NHS are bound by a legal duty of confidentiality (Common Law Duty of Confidentiality). The post-holder must not disclose either during or after the termination of their contract, any information of a confidential nature relating to the Trust, its staff, its patients or third party, which may have been obtained in the course of their employment.

### 6. Equal Opportunities

The Trust believes that all staff have a responsibility to make every contact count. This is to ensure that we are able to reduce health inequalities to the people we deliver services to and to our employees in our goal to deliver seamless, high quality, safe healthcare for all, which is appropriate and responsive to meeting the diverse needs of individuals. In working towards achieving our goals, it is important that staff and users of our service are treated equitably, with dignity and respect, and are involved and considered in every aspect of practice and changes affecting their employment or health care within the Trust.

### 7. Infection Control

The post-holder will ensure that (s)he follows the Trust's hospital infection prevention and control (HIC) policies and procedures to protect patients, staff and visitors from healthcare-associated infections. He or she will ensure that (s)he performs the correct hand hygiene procedures (as described in HIC 14), when carrying out clinical duties. He or she will use aseptic technique and personal protective equipment in accordance with Trust policies. All staff must challenge non-

compliance with infection, prevention and control policies immediately and feedback through the appropriate line managers if required.

#### **8. Safeguarding Children and Adults**

The Trust takes its statutory responsibilities to safeguard and promote the welfare of children and adults very seriously. The Board of Directors expects all staff will identify with their manager during the SDR process their own responsibilities appropriate to their role in line with statute and guidance. This will include accessing safeguarding training and may include seeking advice, support and supervision from the trust safeguarding children or safeguarding adult teams. Where individuals and managers are unclear of those responsibilities they are expected to seek advice from the safeguarding teams.

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**HR Use Only**

Job Reference No:

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**South Tees Hospitals**  
NHS Foundation Trust

**APPENDIX 2**

**PROFILE SUPPLEMENT**

<b>This Role Involves:</b>	<b>Yes</b>	<b>No</b>	<b>Rare</b>	<b>Occasional</b>	<b>Frequent</b>	<b>Examples</b>
Lifting weights/objects between 6-15 kilos						
Lifting weights/objectives above 15 kilos						
Using equipment to lift, push or pull patients/objects						
Lifting heavy containers or equipment						
Running in an emergency						
Driving alone/with passengers/with goods						
Invasive surgical procedures						
Working at height or in a confined space						
Concentration to assess patients/analyse information						
Response to emergency situations						
To change plans and appointments/meetings						

depending on the needs of this role						
Clinical interventions						
Informing patients/family/carers of unwelcome news						
Caring for terminally ill patients						
Dealing with difficult family situations						
Caring for/working with patients with severely challenging behaviour						
Typing up of formal minutes/case conferences						
Clinical/hands on patient/client care						
Contacts with uncontained blood/bodily fluids						
Exposure to verbal aggression						
Exposure to physical aggression						
Exposure to unpleasant working conditions dust/dirt/fleas						
Exposure to harmful chemicals/radiation						
Attending the scene of an emergency						
Food preparation and handling						
Working on a computer for majority of work						
Use of road transport						

