

JOB DESCRIPTION

Job Title:	Rapid Response & Intermediate Care Clinical Lead (South East)
Base:	Amersham Hospital (Amersham) or Chalfont and Gerrard's Cross Hospital (Chalfont St Peter) or Marlow Community Hub (Marlow)
Agenda for Change banding:	8a
Hours of Work:	37.5
Details of Special Conditions:	Shift working as required supporting 7 day services
Managerial Accountability:	Head of Service
Professional Accountability:	Relevant professional lead

MAIN PURPOSE OF THE POST

The Rapid Response & Intermediate Care Clinical Lead South East has the day to day responsibility for the effective and efficient operational and clinical management of the Amersham, Southern and Marlow Rapid Response and Intermediate Care teams (RRIC). The post holder will work closely and in collaboration with the Rapid Response & Intermediate Care Clinical Lead North and Rapid Response & Intermediate Care Clinical Lead South and UCR to ensure RRIC operates as one countywide flexible, standardised service across Buckinghamshire.

This operational and clinical management includes accountability for budget, workload allocation, capacity management, professional leadership, managing staff performance, clinical governance, development of data and quality information, and direct line management of the Advanced Community Practitioners within the Amersham, Southern and Marlow RRIC teams.

The post holder will support the Head of Service and work with their counterparts (Rapid Response & Intermediate Care Clinical Lead North and Rapid Response & Intermediate Care Clinical Lead South and UCR) in delivering the requirements set out within the service specification, operational policies and SOPS, to ensure the delivery of evidence based, community healthcare service 7 days a week. The post holder will work closely with the Head of Service and counterparts to implement NHS England or Trust initiatives for service improvement to enhance patient experience and quality of care.

The post holder will be a highly experienced registered professional, who has the ability to support the transformation of local community services. They will be familiar with the national agenda and have an ability to translate the organisational clinical strategy to increase community healthcare provision across Buckinghamshire and ensure that the workforce has the skills and competence that ensures the delivery of a service that is safe, responsive and effective in preventing hospital admissions and facilitating hospital discharges.

The post holder will need to deputise for the Head of Service and cover for their counterparts (Rapid Response & Intermediate Care Clinical Lead North and Rapid Response & Intermediate Care Clinical Lead South and UCR) as and when required.

RESPONSIBILITIES

MAIN TASKS - PRINCIPAL DUTIES AND RESPONSIBILITIES:

- To act as an expert clinical resource to the teams, working clinically as required.
- To be the first point of contact for the Amersham RRIC team, Southern RRIC and Marlow RRIC teams
- To provide direct line management to the Advanced Community Practitioners within the Amersham RRIC team, Southern RRIC and Marlow RRIC teams, and lead in the first steps of Human Resource / performance management for all staff
- To co-ordinate and maximise capacity within the teams taking accountability for allocating patient caseloads to clinicians according to need and competence. Allocation should match available resource and the Clinical Lead will be responsible for predicting required resources and ensuring monthly off duties are developed to reflect this demand.
- To analyse and interpret patient, staff, and service needs.
- To develop and foster relationships and collaborative working with internal and external health and social care agencies and providers
- Ensure referrals into the service are triaged and responded to in an appropriate and timely fashion
- To manage relationships and communications with PCNs and escalate concerns as appropriate
- To provide activity and quality data from RiO and work with their counterpart and Head of Service on producing reports for the SDU / Divisional governance committee and boards
- To work with the Head of Service and counterpart to manage resources within budget
- To work with their counterpart and Head of Service to identify processes for service development and quality improvement.
- To represent the Head of Service as appropriate
- To cover the teams of their counterpart (Rapid Response & Intermediate Care Clinical Lead North and Rapid Response & Intermediate Care Clinical Lead South and UCR) as and when required
- To inreach, as required, into the acute hospital and front door to promote and educate about RRIC and UCR, working clinically as appropriate.
- In exceptional circumstances respond directly to patient need for urgent response.

Professional Responsibilities

- To adhere to the relevant Professional Standards and Code of Conduct and be conversant with the scope of Professional Practice
- Act as an expert resource for other members of the team and as a profession specific resource of specialist advice as required.
- Critically evaluate and interpret evidence –based research in order to support change and develop services and clinical practice
- To identify own supervisor / mentor and attend supervision and/or coaching on a regular basis

Leadership and Managerial duties and responsibilities

- Responsible for managing capacity and accountable for the workload allocation for the Amersham RRIC team, Southern RRIC and Marlow RRIC teams. The teams will have Advanced Community Practitioners responsible for the care of the patients on the caseload.
- Responsible for liaising with their Clinical Lead counterparts and Community Leads to flex resources to meet demands
- Responsible to ensure the teams and staff adhere to the policies and processes for standardised working across the county and with neighbouring RRIC teams.
- Responsible for and enabling community staff to in-reach into the acute part of the

organisation working closely with acute therapists and nurses across the patient pathway, to identify patients and facilitate safe and swift for transfer to community care from A&E or wards.

- Lead on the resolution and management of Human Resource issues in accordance with the Trust procedures and ensure disputes and significant breaches of procedure and Codes of Practice are brought promptly to the attention of the Head of Service
- To review, monitor, and validate the data produced for the teams, and work with the Head of Service on writing reports demonstrating activity, performance and quality outcomes delivered within the locality
- To give advice on locality management as appropriate to team members, the division, the organisation, and the public

Managing Patient Care/Clinical Responsibilities

- The post holder will work as a minimum, 20% of their time in direct patient care. This will be spent supporting caseload allocation, providing practice development and education and competence support to the Advanced Community Practitioners
- The post holder will maintain expert clinical competency in relevant specialism, support the Head of Service in policy development and implementation across the service
- Work with the PCNs in the identification of those patients at high risk for acute hospital admission, and ensure those identified are assessed and have care planned appropriately to reduce their risk of admission.
- Empower patients and carers through appropriate support and education, ensure care provided and service delivered are in line with National Service Framework, NICE Guidelines, Trust policies and procedures and the Clinical Governance Framework
- To work with the Advanced Community Practitioners on the promotion of patient self-management programmes within the locality

Responsibility for Resources

- To ensure efficient use of financial, material, and human resources for the teams in line with dedicated budget for the RRIC
- Be an authorised signatory on the relevant budget / cost centre
- Track and evaluate the use of temporary staffing
- Act as an authoriser for NRS, e-procurement

Clinical risk and governance

- Act as clinical expert to support team in decision making
- With team members assess clinical and environmental risks and maintain a risk and issues register for the locality
- Ensure that all team members receive an appraisal and Personal Development Plan
- Ensure all team members attend relevant mandatory training and relevant clinical updates
- To respond to complaints and serious incident investigations as appropriate and work with the clinical and operational manager on producing completed reports ready for submission to serious incident review group and the divisional governance committee and divisional board.

Communication

- Act as the lead voice and focal point of contact for the service with their counterpart, communicating highly complex and sensitive information to multi-professional staff, general practitioners, patients and the public
- Give formal presentations when required within the division and produce reports, policies and procedures as appropriate, to demonstrate the ongoing developments within the service

- Negotiate and communicate with clinicians and other associated staff to ensure high quality care
- Ensure that communications are made with tact and sensitivity with staff and patients on a range of clinical and non-clinical matters, some where the information may be contentious
- Promote and communicate the organisational policies identified within the Diversity & Equality scheme and programmes
- To maintain confidentiality according to organisational guidelines, your own Code of Conduct and the Data Protection Act.

Responsibility for Research

- Ensure the recording of base line data on which to audit the impact of programmes on the patient outcome.
- Encourage all staff to increase their research knowledge by promoting and questioning an analytical approach to care

Education and Training Responsibilities

- Participate in induction and orientation for newly appointed staff
- Create and maintain an appropriate learning environment to meet the educational and development needs of all health professionals and members of the team.
- Provide mentorship and clinical supervision of staff
- Contribute to any training programmes delivered to and by RRIC taking a lead in the development of competencies and skills within the team

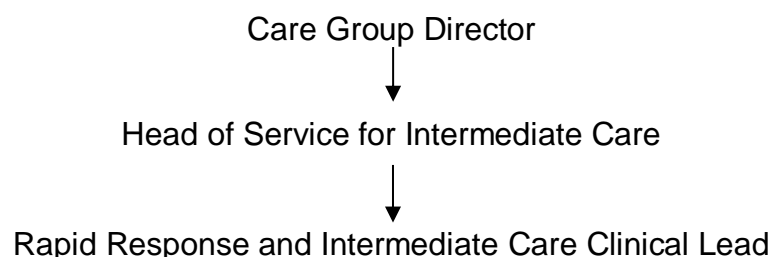
Organisational/Administrative Responsibilities

- Produce reports and papers as required for divisional board, divisional governance committee and locality manager/ward manager meetings
- Responsible for producing the service risk register with the service counterpart
- To work with the Head of Service in project planning and implementation as appropriate
- Have ownership for the consistent use of policy, procedure, and process within the teams

All of the above activities are governed by the operational policies, standing financial instructions, policies and procedures and standards of Buckinghamshire Healthcare Trust, professional standards and guidelines and national legislation.

This job description is an indication of the roles and responsibilities and is a summary of the key tasks. It may be subject to change as the Teams develop. It is the practice of the Trust to regularly examine employee's job descriptions, updating them to ensure that they relate to the job being performed or to incorporate whatever changes are being proposed. This procedure is jointly conducted by each manager and those working directly to him or her. You will therefore be expected to participate fully in such discussions and bring your Job Description up to date if this is necessary or desirable

ORGANISATION CHART



ADDITIONAL INFORMATION

Health and Safety at Work Act

The post holder is required to take responsible care for the health and safety of him/herself and other persons who may be affected by his/her acts or omissions at work. The post holder is also required to co-operate with Buckinghamshire Healthcare NHS Trust to ensure that statutory and departmental safety regulations are adhered to.

Confidentiality

The post holder has a responsibility to maintain confidentiality and ensure the principles of the Data Protection Act 2018 (DPA) and all applicable laws and regulations relating to Processing of Personal Data and privacy, including where applicable the guidance and codes of practice issued by the Information Commissioner are applied to patient, staff and Trust business/information.

Equal Opportunities

The Trust welcomes all persons without regard to age, ethnic, or national origin, gender or sexual orientation, religion, lifestyle, presenting illness, marital or parental status or disability. We aim to provide a non-judgemental service at all times.

Managing Risk: Maintaining skills and learning from problems

Reducing risk is everyone's responsibility. All staff in the Trust must attend training identified by their manager, or stated by the Trust to be mandatory. The Trust uses risk assessments to predict and control risk and the incident reporting system to learn from mistakes and near misses and so improve services for patients and staff. All staff are expected to become familiar with these systems and use them. The Trust has designated the prevention and control of infection as a core issue in the organisation's clinical governance, managing risk and patient safety programmes. In consequence, all employees are expected to:

- i) Follow consistently high standards of infection control practice, especially with reference to hand hygiene and aseptic techniques,
- ii) Be aware of all Trust infection control guidelines and procedures relevant to their work.

COVID-19 Vaccinations

The [Health and Social Care Act 2008 \(Regulated Activities\) \(Amendment\) \(Coronavirus\) Regulations 2021](#) that require all persons working or deployed in any CQC registered activity to be fully vaccinated against COVID-19, were rescinded from 15 March 2022. If you are successful at interview, you will still be asked your vaccination or medical exemption status, as part of the pre-employment screening process undertaken by Occupational Health, but this will not impact your offer of employment.

Safeguarding of children and vulnerable adults

During your employment with the Trust, you have a responsibility to safeguard children and vulnerable adults. You are required to complete statutory and mandatory training and take appropriate action as set out in the Trust's policies and procedures.

Governance

Post holders will aim to ensure that areas of the trust under their responsibility comply with "Standards for Better Health" Core and Developmental Standards and bring deficiencies to the attention of their Director"

Information Management/ Data Quality

The post holder must ensure that Trust records are documented, secured, stored and disposed of appropriately and in accordance with the Data Protection Act 2018 (DPA) and all applicable laws

and regulations relating to Processing of Personal Data and privacy, including where applicable the guidance and codes of practice issued by the Information Commissioner. In addition, information recorded must be fit for purpose - accurate, relevant, up to date and complete.

Freedom of Information

The post holder must be aware that any information held by the Trust in theory could be requested by the public, including emails and minutes of meetings. It is therefore essential that records are accurately recorded and maintained in accordance with the Trust's policies.

Travel to other sites

You may be required to travel to other Trust locations. Please complete travel expenses using the online system. Details of allowances can be obtained from the Human Resources Department.

Smoking statement

Smoking is not permitted in any premises or grounds managed, leased or owned by the Trust. Smoking is not permitted in Trust vehicles or in any vehicle parked on Trust premises.

General

The duties outlined above are not intended as a restrictive list and may be extended or altered to include other tasks that are commensurate with the grade. Should you have any queries or concerns relating to the contents of this letter, please contact the Recruitment team, Amersham Hospital, Whielden Street, Amersham, Bucks, HP7 0JD.