



Bwrdd Iechyd Prifysgol
Hywel Dda
University Health Board

For office use only

CAJE REFERENCE **HD2020/0037**

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JOB DESCRIPTION

JOB DETAILS

Job Title: District Nurse Team Leader

Pay Band Band 7

Directorate: Community Services

Department: Community Nursing

ORGANISATIONAL ARRANGEMENTS

Managerially Accountable to: Clinical Lead Nurse/ Locality Nurse

Reports to: Clinical Lead Nurse/ Locality Nurse

Professionally Responsible to: Head of Nursing

Responsible For: Registered Nurses, Health Care Support Workers, Registered and Unregistered Bank and Agency staff and Student Nurses

JOB SUMMARY / PURPOSE

Demonstrate the Health Board's values of dignity, respect, fairness, integrity, honesty, openness and caring, kindness and compassion in everything that you do in the work environment and ensure that others demonstrate the same values.

Exercise day to day accountability for the management of the District Nursing caseload, to include leading and developing the core nursing establishment in the delivery of compassionate, high quality, effective, patient-centred nursing care; and providing fair, honest and measured people management.

Provide visible, professional nursing leadership, support, supervision and guidance (in line with NMC standards), expert clinical advice/intervention on specialist complex issues within own field and undertake management and monitoring activities in line with legal and professional requirements, statutory rules and Health Board policies relating to evidence based practice.

Be responsible for the efficient management of the allocated budget, effectively deploying the nursing team and utilising the allocated resources and raising any financial expenditure concerns to appropriate personnel in a timely manner.

Ensure the complex needs of patients with multiple pathologies, and their families, are addressed in a sensitive and empathic manner. This will include supporting the assessment, implementation, and re-evaluation of continuing health care packages of care.

Work and communicate effectively as a member of the senior clinical and nursing leadership team for the directorate/service, collaborating with other District Nurse Team Leaders, and Clinical Lead Nurse, including deputising for the Clinical Lead Nurse where required regarding patient flow, Health Board and site based meetings.

Create and promote a learning culture within the clinical area to support the professional growth and development of all nursing staff, students and (as appropriate) members of the multi-disciplinary team.

Main Duties and Responsibilities

Work autonomously to plan own work schedule plans, in view of daily and weekly management responsibilities along with leadership and supervisory aspects of the role.

Supervise the professional and clinical work of community nursing staff within the community nursing team allocating work effectively, considering skill and competency of staff and patient requirement and delegate the delivery of care where appropriate, in line with NHS Wales' delegation framework ensuring staff are using evidence based practice.

Support staff in upholding the standards in the NMC Code (2018) as part of providing the quality and safety of care expected by service users and regulators.

Take responsibility for effective rostering of staff to ensure that the team has effective skill mix and staffing levels to meet demand; and that staff health and well-being is a key consideration underpinning the rosters produced.

Take responsibility for the procurement and maintenance of physical assets and specialist supplies for the community caseload, ensuring cost effectiveness e.g. complete capital bids, charitable fund requests.

Maintain, monitor and evaluate standards ensuring evidence based quality of care is provided by the community nursing team and respectfully challenge/take appropriate action when care falls below the expected standards.

Take responsibility for the environment of care, ensuring infection control policies and procedures in place and participate in relevant monthly audit and act upon the results.

Support a culture for learning and development through promotion of a reflective approach to practice and utilising a supportive clinical supervision framework in support of team members as appropriate.

Promote a positive research culture, contributing to the wider research agenda through initiating or supporting research activity.

Deal with complex clinical and managerial situations that arise, analysing data and information, seeking appropriate help and making decisions in relation to patient risk and care and take appropriate action.

Seek appropriate advice/alert agencies when there are any concerns regarding potential/actual risk to any patient or their dependents e.g. child safeguarding, domestic violence, protection of the vulnerable adult, mental capacity and deprivation of liberty.

Promote collaboration across disciplines and across agencies to ensure timely, safe, compassionate patient -centred care is planned and delivered by the service at all times.

Undertake assessments, plan, implement, evaluate and coordinate the care of patients that receive continuing health care.

Plan, implement and evaluate contingency plans for those patients with Continuing Health Care packages.

Promote and undertake health promotion and disease prevention activities such as flu immunisation, advice on stopping smoking, dietary advice and foot health.

Provide care to people with long term, chronic health conditions undertaking reviews in accordance with the individual care plan. Adopting a case management approach working in collaboration with Advanced Nurse Practitioners and Clinical Nurse Specialists.

Provide relevant expert knowledge and skills in such areas as nutritional management, Palliative/End of life care, wound/leg ulcer management and bladder and bowel continence issues.

Undertake nurse prescribing and ensure that all duties in relation to medicines management meet required professional and Health Board standards.

Provide specialist nursing skills such as leg ulcer assessment and management, syringe driver set up, intravenous drug administration, continence assessment and palliative care.

Have an innovative approach to practice in response to changing service needs and priorities. Acting as a change agent and facilitating the change process.

Service Management

Be responsible for the development and interpretation of evidence-based policies, procedures and protocols for the community nursing team ensuring that they meet

national, local and professional criteria, gaining HDUHB approval/ratification prior to use where appropriate.

Act with autonomy, authority and integrity to make decisions within an agreed professional and managerial structure, seeking advice as appropriate.

Promote multidisciplinary/ multiagency working across Community, Primary, Secondary, Private and voluntary care sectors, with outcomes aimed at achieving the best interests of patients through cohesive service delivery.

Provide open and honest feedback to the team on standards of nursing care provided to, and experienced by patients and communicate and implement agreed improvement actions / learning in a timely fashion.

Lead in the investigation of clinical incidents, complaints and support any serious untoward incidents using root cause analysis methodologies. Ensure action plans and findings are fully implemented in a timely manner and recommendations are incorporated into practice.

With support from Human Resources take necessary steps to effectively and fairly manage any individuals in the team whose performance is poor.

Service and Quality Improvement

Maintain and monitor the standard and quality of care delivered to the caseload and respectfully challenge poor practices as appropriate. Escalate immediate/significant/persistent quality concerns to the Clinical Lead Nurse and/or taking immediate actions, as appropriate.

Take responsibility for the collection and collation of accurate and timely data and information for a range of purposes including, audit, research and service performance measurement in order to share examples of good practice and action areas requiring improvement.

Analyse performance data highlighting areas of variance and develop action plans to address and improve performance, implement and monitor action plans.

Support the Clinical Lead Nurse by providing accurate and timely information regarding caseloads, taking the appropriate actions in order to support effective patient flow. .

Act consistently within legislation, policies and procedures and other quality approaches relevant to working in clinical practice, always supporting and enabling others to also practice to the same standards.

Deal with patient and relative concerns, complaints and incident reports openly and honestly, in line with policy, undertaking initial/full investigations and ensuring immediate action plans are initiated as required in order to safely deal with situations arising.

Develop and implement improvement plans in line with the Health Board's quality improvement goals.

Work cohesively towards quality improvements targets as agreed with and directed by the directorate management team.

Take responsibility for ensuring that patient experiences of the services are positive.

Communications

Develop and maintain good interpersonal relationships with the clinical specialists from across nursing and the wider multi-disciplinary/ multiagency team, working in partnership to meet the patient needs and achieve nationally-agreed standards.

Establish and maintain effective team communication mechanisms using a range of methods to ensure that all staff have access to the information made available to them.

Practice, and role model, excellence in patient advocacy and liaison.

Establish respectful and effective relations and communication networks with internal and external agencies. Participate in Task & Finish Groups, All Wales networks etc. when required.

Ensure there are effective communication systems in place to enable staff to participate in effective two-way communications on developments across the Health Board/NHS Wales.

Ensure effective handover of patients on the caseload, effectively using a range of communications aids such as verbal handover/written documentation/referral letters and requests.

Provide both verbal and written reports when required.

Promote excellence in professional/patient care record keeping at all times, supporting the drive to digitalise the nursing/patient care records in line with national and Health Board developments.

Finance and Resources

Demonstrate a sound knowledge of community resource costs and adopt a cost conscious approach to the utilisation of such resources, identifying and taking forward areas for cost reduction.

Work within the agreed budget, demonstrating an excellent understanding of financial value of the resources utilised within the community team and approaches to ensure best value for money.

Take full account of the requirement to effectively use the available staffing resource whilst considering the requirements to ensure staff well-being is promoted.

Responsible for the overseeing, approval, planning and scheduling duty rotas, annual leave, study leave, time in lieu; verifying the community staffing roster; monitoring absences and the use of temporary staff, in line with Health Board workforce policies .

Maintain close partnerships with finance department in order to understand resource management processes and standing financial orders.

Ensure that the Health Board policies and procedures for escalating concerns around staffing levels are adhered to.

Personal and People Development and People Management

Manage and ensure the well-being of staff through effective appraisal, roster management recruitment and selection, fair and compassionate staff management (in line with all HB workforce policies) and the supervision of learners.

Work collaboratively with the Education Liaison Service and with academic organisations directly where appropriate in order to ensure excellence in the student learning experience offered in the community setting

Optimise the learning environment within the community setting enabling individual practitioners to flourish and to develop knowledge and competence.

Establish an understanding of the evidence-base for practice and assume responsibility for own practice.

Contribute to /coordinate the provision of HB wide teaching within the community setting as appropriate to specific areas of expertise and evidence based knowledge. Develop and utilise community competencies for all staff groups ensuring their use by new starters and promoting the review and refresh of competencies for current community based staff as they are developed.

Take responsibility for ensuring the completion of the nursing team's annual PADR. In partnership with reviewee, identify opportunities to develop competence/ skills in order to achieve objectives.

Support registered staff to complete their professional revalidation with the NMC in a timely manner. Act as the Confirmer and Reflective Discussion Partner as required.

Actively participate in your own PADR seeking support as appropriate to develop your own skills, knowledge and competencies. Take responsibility for your own NMC Revalidation.

Lead in the staff recruitment cycle for new nursing team members whilst also taking steps to promote retention and enhance the well-being of staff working within the team. Promote the development of a cohesive team through ensuring the effective induction and settling in of new staff members within the team.

Information Processing

Ensure that legible nursing records are maintained in a timely manner throughout the nursing service, fully utilising current, approved nursing documentation and actively promoting and role modelling the use of e-documentation as appropriate to community area.

Ensure that nursing data and patient information is stored safely and correctly and in accordance with data protection legislation and Health Board policies and procedures.

Ensure that the nursing team are kept up to date on current legislation and guidance re: information governance and challenge poor practice as required.

Develop and continually improve the knowledge and skills required to ensure the effective use of the relevant IT systems required in the Community team e.g. E-roster, Welsh PAS, WCCIS, Health and Care Monitoring System (including patient acuity/dependency module) Oracle. Liaise effectively with appropriate support teams to facilitate this work stream e.g. e-roster team.

Provide accurate and timely organisational workforce and performance data/information as required in line with Health Boards managerial systems and processes

Health, Safety and Security

Assess and manage risks associated with health and safety issues and reports untoward incidents.

Undertake risk assessments with regard to inclement weather and assist with the formulation of contingency planning and processes.

Take all possible precautions to safeguard the well-being, welfare, health and safety of staff, service users, visitors and the public by implementing all policies related to health, safety and risk.

To be aware of the protection of adults at risk amongst the service users/families. Report any concerns in accordance with Health Board policy.

To be aware of safeguarding of children amongst service users/families. Report any concerns in accordance with Health Board policy.

Attend own statutory/mandatory training and ensure that all team members are also supported to attend/undertake required training.

Equality and Diversity

Recognise the importance of people's rights and maintain own knowledge base to ensure that all actions are in accordance with legislation, policies and procedures.

Promote and support the rights, responsibilities and diversity of patients and their families/carers and relate with kindness and empathy to all concerned.

Respect the privacy, dignity, needs, beliefs, choices and preferences of patients and carers, supporting the development of the care environment to be able to appropriately respond quickly and discretely to those with particular needs/protected characteristics.

Identify and take action when own or others behaviour undermines equality and diversity.

Ensure own and the wider nursing team's current knowledge base is maintained in relation to potential need to access spiritual/multi-cultural faith support for patients/carers/staff.

Act as a patient advocate at all times.

Effort and Environmental

Patients' home environments cannot always be controlled.

Push patient trolleys/beds/chairs.

Use of hoist to support patient including steady hoist.

IT use often for a prolonged time need for patient information inputting/checking results e.g. Welsh PAS and for team management e.g. e-rostering, oracle.

Periods of intense concentration needed for carrying out some clinical interventions.

Calculate drug dosages.

Responds to the needs of acutely ill patients.

Provide unwelcome news to patients/families/carers and deal with bereaved families in a caring and compassionate manner.

Provide compassionate emotional support to patients, families and staff in distressing and emotional situations.

Direct contact with uncontained body fluids, foul linen, fleas, lice and noxious fumes.

May be exposed to verbal aggression and sudden violent threatening behaviours by patients, relatives, carers and/or public especially in emotive situations.

Work autonomously and without direct supervision. Understand and comply with the Lone Worker policy

Inclement weather

Scope of Practice Statements Required for the Specialty

The following tasks and duties are required for the specific specialty/post (please only include those tasks and duties **not covered** by the core nursing statements)

PERSON SPECIFICATION

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications and Knowledge	Registered Nurse (Part 1) Current NMC Registration Bachelor degree (or equivalent experience) Specialist Practice Award in District Nursing (post graduate) Bronze IQT Teaching/Coaching qualification (or equivalent experience) Knowledge of legislation pertinent to role	Recognised management qualification Recognised leadership qualification Experience of leading a team Masters degree in pertinent subject	NMC Registration Certificate Portfolio Application form
Experience	Proven and relevant experience at Band 6 within a community setting. Appropriate experience within specialty and able to demonstrate sound knowledge of relevant specialty Able to demonstrate sound knowledge of NMC Code (2018) Proven post-registration experience and evidence of coordinating and managing a team of staff. Able to demonstrate an awareness of professional issues and developments. Evidence of leadership skills Experience of working in a multiprofessional environment Experience in budget management	Experience of working in a Band 7 role Understanding of financial and resource management processes	Application form and interview.

	<p>Experience of effective staff management</p> <p>Experience of running a ward/area/department</p> <p>Experience of mentoring preregistration nursing/midwifery students</p> <p>IT skills</p> <p>Able to relate theory into practice through reflective skills</p> <p>Good knowledge of information governance/data protection requirements</p>		
Language Skills		<p>Welsh Speaker (Level 1)</p> <p><i>Full details around the expectations associated with level 1 may be found at the bottom of this page</i></p>	Application form and Interview
Aptitude and Abilities	<p>Excellent (verbal/listening/written) communication skills</p> <p>Passion for supporting the development of others</p> <p>Advanced clinical skills</p> <p>Leadership skills</p> <p>Evidence of effectively implementing change in the clinical practice</p> <p>Able to demonstrate research based practice</p> <p>Ability to delegate and prioritise work</p> <p>Able to manage time effectively</p> <p>Evidence of commitment to and understanding of</p>	<p>Evidence of research and audit work</p> <p>Sound knowledge of HR policies</p>	Interview

	mentorship/reflection/clinical supervision.		
Values	<p>Ability to embrace the following personal values and behaviours on a daily basis -</p> <ul style="list-style-type: none"> • Dignity, Respect and Fairness • Integrity, Openness and Honesty • Caring, Kindness and Compassion <p>Ability to demonstrate a commitment to our organisational values -</p> <ul style="list-style-type: none"> • Working together to be the best we can be • Striving to develop and deliver excellent services • Putting people at the heart of everything we do 		
Other	<p>Commitment to working a flexible shift pattern within the community which is complementary to rest of the leadership team, with aim of providing maximum visibility of nursing leadership team across 7 days of week.</p> <p>Highly professional and enthusiastic attitude towards nursing</p> <p>Good awareness of current developments within the NHS</p>		

Level 1 Welsh

(Please note that for this particular post level 1 in spoken Welsh is desirable but not essential)

Listening/Speaking: Pronounce Welsh words, place names, department names, etc. Greet and understand a greeting. Use basic every day words and phrases, e.g. thank you, please, excuse me, etc. Understand / pass on simple verbal requests of a routine / familiar / predictable kind using simple language, e.g. 'May I speak to...'. State simple requests and follow up with extra questions / requests in a limited way.

Reading/Understanding: Understand simple key words and sentences on familiar / predictable matters relating to own job area, e.g. on signs, in letters.

Writing: Fill in simple forms, note down simple information, e.g. date and venue of a meeting, Welsh address, etc.

GENERIC STATEMENTS

NHS CODE OF CONDUCT FOR MANAGERS

**** For Managers only:**

The post holder will be expected to adhere to the standards laid down in the NHS Code of Conduct for Managers and at all times act in a manner that reflects and promotes the values of the HB. The post holder must ensure all activity and service objectives are effectively met in compliance with HBs standing orders and SFIs, scheme of delegated authority and employment legislation.

REGISTERED HEALTH PROFESSIONAL

**** For Registered Health Professionals only:**

All staff who are members of a regulatory body must comply with standards of professional practice/conduct. It is the postholders responsibility to ensure they are both familiar with and adhere to these requirements.

HEALTHCARE SUPPORT WORKERS

**** For Healthcare Support Workers only:**

All healthcare support workers should be familiar with and must comply with the Code of Conduct for Healthcare Support Workers in Wales.

COMPETENCE

The post holder is required to participate in the Hywel Dda PDR process and work towards meeting identified development needs. The postholder is required to demonstrate ongoing continuous professional development. At no time should the postholder work outside their defined level of competence. If the postholder has concerns regarding this they should immediately discuss this with their Manager/Supervisor/Consultant. The postholder has the responsibility to inform those supervising their duties if they are not competent to perform a duty.

OUR VALUES

Hywel Dda University Health Board is a values driven organisation. The post holder is expected to uphold our values of dignity, respect, fairness, integrity, honesty, openness and caring, kindness & compassion underpin a behaviour framework which are supported by our organisational values of

- Putting people at the heart of everything we do
- Working together to be the best we can be
- Striving to deliver & develop excellent services

TEAM BRIEF

The post holder is required to actively participate in Hywel Dda Team Briefing in order to aid communication within the Health Board. Managers and supervisors will regularly deliver the Team Brief verbally to their own staff teams by means of a Core Brief and additional departmental information.

RISK MANAGEMENT/HEALTH & SAFETY

The postholder 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 Hywel Dda. All staff have a responsibility to access occupational health, other staff support services and/or any relevant others in times of need and advice. The postholder has the responsibility for monitoring the progress on action plans in relation to risk, health and safety. The postholder has the responsibility for the development of risk profiles and a risk register within their area of responsibility. The postholder has the responsibility for developing systems to monitor performance against agreed performance indicators.

HARRASSMENT & BULLYING

The HB condemns all forms of harassment and bullying and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias. All staff is requested to report any form of harassment and bullying to their line manager or to any Director of the HB.

RECORDS MANAGEMENT

The postholder has the responsibility for timely and accurate record keeping and where appropriate in accordance with professional guidelines. The postholder has the responsibility for the creation and maintenance of records in accordance with Hywel Dda policy and the data protection act.

FLEXIBILITY STATEMENT

The developing and rapidly changing nature of the organisation will require considerable flexibility from the post holder. This job description indicates the main functions and responsibilities for the post and is not intended to be a fully inclusive list and the duties and responsibilities specified in this job description are subject to change as the needs of the HB evolve. On agreement with the post holder, this job description will be amended, as necessary, in the event of future organisational and professional changes and/or personal development.

CONFIDENTIALITY

All staff may have access to confidential information about patients, staff or health service business. On no account must such information be divulged to anyone who is not authorised to receive it. Confidentiality of information must be preserved at all times whether at or away from work. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and /or prosecution under current statutory legislation (Data Protection Act) and the HB Disciplinary Policy.

EQUAL OPPORTUNITIES

Hywel Dda University Health Board is committed to ensuring that, as far as is reasonably practicable, the way we provide services to the public and the way we treat our staff, patients and others reflects their individual needs and that individuals or groups will not face discrimination, harassment or victimisation, or be treated less favourably on the basis of sex, pregnancy and maternity, gender reassignment, disability, race, age, sexual orientation, religion and belief, family circumstances including marriage and civil partnership. To this end, the UHB has an Equality and Diversity Policy and Equality Impact Assessment Policy and Procedure and it is for each employee to contribute to enacting these policies.

OUTSIDE EMPLOYMENT/OUTSIDE INTERESTS

Any other work or outside interests must not conflict with the duties and responsibilities of your attendance for work as an employee of the HB.

ENVIRONMENTAL

The Hywel Dda Health Board is committed to its environmental responsibilities. The Board recognizes that its activities, including energy consumption, waste generation, transportation emissions, water use and resource consumption, have a significant impact on the environment. As an integral part of its commitment to ensure high quality patient care, all staff have a responsibility to adhere to environmental policy and procedure at both an organisational level and within their own area of work to ensure legal compliance. Staff will do their utmost to minimize the environmental impacts of Health Board activities and services, and seek to continually improve operations to minimize their environmental effects. Staff should take note of relevant communications and attend mandatory training when required.

SMOKE FREE POLICY

All Health Board sites and premises and grounds are designated as smoke free areas. This policy applies to all staff, contractors/service providers, patients, visitors and the public.

SAFEGUARDING ADULTS AND CHILDREN

Every employee of the Health Board, whatever their job, role, profession, status or place of work, paid or voluntary, has a responsibility for Safeguarding both adults and children. Staff must:

- Understand the nature of abuse and how children and adults might be at risk of harm and neglect.
- Understand their own safeguarding responsibilities and what actions they may need to take.
- Know where they can access local policies and procedures in relation to Safeguarding Children and Safeguarding Adults.
- Report allegations or suspicions of abuse to their line manager, including suspicions about a colleague or manager, irrespective of their status, profession or authority. This includes whistle-blowing
- Know how to make a Safeguarding referral to Social Services and/or the Police for both adults and children to report allegations or if they have concerns.
- Know what services, advice and support are available locally to vulnerable children and adults and how to access help needed.

INFECTION CONTROL

"The document Commitment to Purpose: Eliminating Preventable Healthcare Associated Infection: A Framework of actions for healthcare organisations in Wales stipulates that all staff must understand their responsibility and accountability for Infection Prevention & Control and the Health Board must be assured of this on an ongoing basis". IP&C is the personal and individual responsibility of all Health Board staff. All staff have a responsibility to protect and safeguard patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of the content of and consistently observing, Health Board Infection Prevention & Control Policies and procedures; and best practice guidance in order to maintain high standards of Infection Prevention & control.

GENERAL

The postholder needs to ensure they are familiar with their terms and conditions of service.