

## Job Description and Person Specification

### Out of Hours Team Leader

#### Band 6

#### **About Sirona**

Sirona care & health is a Community Interest Company committed to providing local communities with a range of high quality specialist health and social care. For us, it's about the personal approach; we take pride in what we do and deliver the high standard of care that we'd expect for ourselves and our families.

#### **Summary about the Service**

**The Out of Hours Service** provides a range of urgent care and long term conditions management health care interventions for service users registered with GPs aligned the Primary Care Networks (PCNs) across BNSSG. The teams provide a full range of nursing and therapy support skills to prevent admission to hospital, to support people to remain safe, well and as independent as possible in their own homes or care homes. The service is part of larger service of Integrated Network Teams (INTs) enabling 24 hour, 7 days a week support.

#### **Job Purpose**

As an Out of Hours Team Leader you will:

Work as an autonomous practitioner providing clinical leadership and have overall responsibility for the holistic assessment and provision of care to those on the Out of Hours caseload. You will work collaboratively with the Team manager in providing support and management within the team to ensure that clinical governance of the service is being met.

#### **Key Responsibilities**

- To assess, plan, implement and evaluate individual, patient-centred interventions drawing on a wide range of specialist knowledge gained from practical experience and specific training.
- To have an up to date working knowledge of acute, chronic and terminal illness management, underpinned by research, including public health interventions.
- To have in depth knowledge and be competent in a broad range of clinical skills including catheterisation, pain management, wound care, IV medication after specific training and more.
- Work flexibly to meet the service needs and undertake any other duties that may be reasonably

requested to help the service run smoothly.

- Take responsibility for providing specialised nursing care by holistic assessment, implementation, monitoring and evaluating outcomes in care and service provision, including complex packages of care.
- Actively use and promote shared decision making and empowerment of patients to improve self-management of their long-term condition.
- Work collaboratively with the Integrated Network teams, specialist teams, Secondary Care; Health and Social care; Voluntary Agencies and others according to patient needs.
- To be able to work autonomously, whilst able to prioritise and plan own workload and that of others.
- Take a lead role in coordinating care within the Out of Hours team across the BNSSG providing clinical expertise to ensure effective clinical triage and prioritisation.
- Demonstrate sound clinical judgements and decisions often over the telephone that requires analysis of complex facts and situations that demand a prompt action.
- Allocate and delegate staff safely and effectively to meet the needs of the patient and service.
- Manage BNSSG Out of Hours capacity within Sirona and implement capacity management escalation protocols as appropriate.
- Maintain high standards in communication with a wide range of individuals within Sirona and other external organisations.
- To maintain accurate, informative, legal and contemporaneous records of all interventions in accordance with Sirona care & health policy and The Code Nursing & Midwifery Council (NMC) principles and practice.
- Maximise the use of technology to deliver services efficiently and effectively.
- Initiate and facilitate training and development programmes at a local level for team members and students.
- Take responsibility for the development of other members of the OOHs team including peers, junior staff, and students whilst assisting other junior staff to organise, prioritise and manage their caseload.
- Take overall responsibility for ensuring appropriate skill mix and adequate staffing levels.
- Take responsibility for own professional development to achieve clinical competence and maintain a positive approach to continuous development.
- To line manage members of the team by adhering to HR resources and policies including sickness and poor performance and act accordingly.
- Take responsibility for appraisals, personal development reviews and ensure are completed within identified timescales.
- To participate in recruitment and retention of staff.
- To be able to record and report all clinical incidents and complaints according to Sirona policy and action appropriately maintaining a culture of learning.
- Take responsibility for medical devices compliance and identify shortfalls in equipment and resources.
- To have a positive approach to change and support others through changes.
- In collaboration with team manager, to ensure that the Out of Hours team function within Sirona's clinical governance framework including risk assessments.
- Initiate and participate in research and audit programmes, collecting, interpreting and presenting data to a range of audiences.

- Identify risks and act accordingly to minimise risk to self, service users and colleagues in line with Organisational policy and procedures.
- With the support of team manager, identify and work towards specific objectives and to actively participate in service development projects and audit as required.
- Contribute to and facilitate the delivery of sirona values and strategic themes.
- Act as an ambassador for Sirona care & health and represent the organisation at a variety of forums.
- Lead by example and be a role model for the team.
- Be able and willing to travel throughout the service delivery geographical area
- **Scope of Accountability:**
- Number of direct reports – to be agreed with Team manager/LM
- Budget holder - No

### • Skills, Experience and Knowledge Required

#### **Essential:**

- Effective communication skills – written, verbal and non-verbal
- Able to adapt communication for individuals with communication difficulties
- Able to effectively lead a team with senior support when required
- Able to function effectively as a team member
- Able to make clinically reasoned judgements when working with a variety of conditions
- Able to work autonomously, and ability to know when to seek appropriate advice / guidance from senior staff
- Experience of supervising staff and students of own profession
- Effective time management and caseload management
- Able to reflect and critically appraise own performance
- Knowledge of and ability to implement current local and national initiatives
- Competent IT skills

#### **Desirable:**

- Recent relevant experience within the community setting including management of the frail complex patient
- Willingness to undertake additional study and qualifications relevant to the role
- Experience of supervising staff and students from other professions
- Experience of the application of health, safety and risk management policies
- Working with a range of professionals in Health or Social Care

<b>Qualifications and Training Required</b>
<p><b><u>Essential:</u></b></p> <ul style="list-style-type: none"> <li>• BSc or equivalent experience in Adult Nursing</li> <li>• Current NMC Registration</li> <li>• Evidence of continuing professional development and commitment to lifelong learning</li> <li>• Working knowledge of clinical outcomes measures, clinical audit.</li> <li>• Knowledge of the principles of Clinical Governance and its application</li> <li>• Full driving licence and access to car in work time (with business use car insurance)</li> </ul> <p><b><u>Desirable:</u></b></p> <p>Up to date knowledge of Evidence Based Practice, local and national standards</p>
<b>Team Structure Diagram</b>
<b>Additional Information</b>
<p>The essence of Sirona is about 'Taking it Personally' and we work hard to ensure that everyone who comes into contact with us feels welcomed, supported, safe and valued; these are the experiences we want everyone to have throughout their employment with us.</p> <p>Every contact we have with individuals makes a difference and our aim is to make that difference a positive one.</p> <p><b><u>Sirona Values</u></b></p> <ul style="list-style-type: none"> <li>• We provide care to the standard we expect for ourselves and our families</li> <li>• We offer a high quality environment where the individual feels in control of the care and the support they receive</li> <li>• We offer a working environment where high quality care and compassion are respected and rewarded</li> <li>• Our staff focus on the goals of the individual taking into account their inter-related physical, mental and social care needs</li> <li>• Every member of staff takes personally their responsibility to improve the health and wellbeing of those to whom we provide support</li> <li>• We nurture a just culture where all staff are supported to deliver to the highest standard and are fairly held to account when they fail to do so</li> </ul>

### **Taking it Personally**

Taking it Personally sets out standards of behaviour that have been developed by staff for staff and support Sirona's values. We expect all staff to adhere to the Taking it Personally behaviours to ensure the Sirona values are upheld at all times.

Taking it Personally underpins Sirona's vision to achieve our aim to make a difference by providing health and social care services ensuring that we

- Focus on individuals, families & communities
- Promote the prevention of poor health and wellbeing and intervene only to support recovery
- Add value to our local communities above what we are contracted to do
- Work with others to ensure joined up services
- Remove unhelpful boundaries between services and professionals
- Continually learn and grow as a Company.

We will ensure that everyone who comes into contact with Sirona feels welcomed, supported, safe and valued in line with our commitment to Taking It Personally.

### **Making Every Contact Count (MECC)**

Staff across Health and Social care has many contacts every day with individuals and are ideally placed to promote and engage in conversations about their health and lifestyle. As part of MECC staff are required to support and encourage individuals to make positive changes to their physical and mental health and wellbeing, including directing them to local services that can support them in making positive changes. MECC focuses on the lifestyle issues that, when addressed, can make the greatest improvement to an individual's health:

- Stop smoking
- Alcohol intake and staying within the recommended limits
- Healthy eating
- Physical activity
- Keeping a healthy weight
- Improving health and wellbeing

### **Safeguarding**

We are committed to safeguarding and promoting the welfare of children, young people and adults at risk and expect all staff to share this commitment and promote safeguarding by implementing policies and procedures, acting promptly on concerns, and sharing information appropriately. We are committed to safe recruitment practice and all appointments are subject to satisfactory clearance appropriate to the post.



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