

JOB DESCRIPTION

POST: District Nursing Team Manager

BAND: Band 7

ACCOUNTABLE TO: Community Nursing Service Manager

KEY WORKING RELATIONSHIPS

- To work with individuals, families and the community
- To work in multi-agency partnerships e.g. social services, private and voluntary agencies
- The wider Community Nursing Service
- General Practitioners and other primary health care services
- Rehabilitation services
- Acute care providers
- Residential Homes
- Community Matrons and Keeping Well Practitioners
- Specialist Nurse & Therapy Teams
- Community Mental Health Team
- Specialist Palliative Care Teams
- Hospice & Marie Curie Services
- Acute Hospital Trusts
- Third sector providers
- Single Point of Access
- HRCH Corporate services

JOB PURPOSE

- To be responsible for the delivery of the locality nursing service in line with the commissioned service specification, standards, activity and outcomes, in the context of multi-disciplinary locality working.
- To provide line management and leadership for a locality nursing team, being accountable for the team caseload and the development of a skilled, competent and motivated workforce, able to meet the needs of the patients on the caseload.
- To work in partnership with the primary health care team, social services and the wider multidisciplinary locality team, providing holistic assessment of health needs and the provision of nursing care to housebound people with a range of medical needs and long term conditions.
- To work with other healthcare professionals and agencies in the development and delivery of services to prevent hospital admission, support timely and safe discharge and establish effective personalised care and treatment plans to support people to remain at home.

- To provide education and support to individuals and their families to promote self-care strategies and independence, and to develop multi-disciplinary informed personalised treatment and management plans for their health condition, including planning interventions for fluctuations in health status.
- To step patients up and down between specialist and routine health, social care and other community services as appropriate to provide high quality planned care.
- To attend multi-disciplinary (MDT) meetings and other locality or practice based meetings to optimise MDT care planning and co-ordination and maintain effective working relationships with primary care and other service providers.
- To act as a role model in the delivery of nursing care.
- To work flexibly across teams and/or transfer between teams to meet service needs.

REGISTRATION

- Each registered nurse must adhere to the nursing revalidation process, regularly maintaining their evidence, to ensure their NMC Registration is kept active.

KEY CLINICAL RESPONSIBILITIES

- Undertake the triage of referrals, initial assessment of patients and review assessments, to ensure that appropriate patients are accepted onto the caseload, and the most effective care package is designed and delivered that optimises patient care in the resources available.
- Assess, plan and deliver nursing care to patients with complex needs to enable them to remain in their own homes. Working in partnership with specialist nurses, allied health and social care professionals to meet the needs of the patients.
- To undertake the assessment, ordering, supply, review and safe use of equipment used to support nursing care within clients homes.
- Refer complex patients to other professionals and services, including Community Matrons, to develop multi-disciplinary informed care plans and co-ordinated services.
- Case-manage patients with the aim of preventing unnecessary hospital admissions. This includes ongoing support and expertise through comprehensive assessments, personalised care plans, delivery, evaluation and coordination of care between other agencies involved in the patients' care.
- Actively participate in case conferences to ensure that all relevant information is exchanged and communicated to inform the care plan and improve the case management of individuals.
- Act as team prescriber on shift, and ensure that the most appropriate medicines and products are accessed in line with prescribing and ordering protocols.
- Develop close working relationships with General Practitioners (GPs), participating in monthly multi-disciplinary meetings and keeping GPs informed of patient's development. Work closely with GPs to plan care and treatment to reduce risks of hospitals admissions.

- Use clinical knowledge to identify changing or deteriorating health conditions and take appropriate actions in partnership with the GP and/or specialist services to treat at home and avoid unnecessary hospital admissions.
- To continually respect people's privacy, dignity and individuality and aim to provide care in an environment which is appropriate to the wishes of the person and to their current, physical and mental health needs.
- To identify vulnerable adults and respond in line with Trust policy in relation to safeguarding both adults and children.
- Demonstrate awareness of wider issues affecting patients' e.g. adult safeguarding, and develop or implement strategies and support mechanism to address these.
- Comply with consent to treatment policy and procedures.
- Maintain patient confidentiality in accordance with Trust policy and NMC Code of Conduct.
- Demonstrate up to date knowledge and skills through the provision of high standards of clinical care using current evidence based practice. Be a role model at all times delivering effective and efficient clinical care.
- Contribute to and support the implementation of clinical quality and excellence objectives to ensure safe practice in line with the Nursing & Midwifery Council and Trust's guidelines and policies to ensure high quality health care and health improvement to the residents of Hounslow and Richmond.
- To uphold requirements of the NMC code and Trust Values.
- To be able to demonstrate concordance with the NMC Revalidation requirements and keep the professional portfolio up to date.
- To act as a role model in the delivery of nursing care.

MANAGERIAL RESPONSIBILITIES

- Provide managerial and clinical support in the delivery of high quality care and the development of the community nursing team and individuals within it.
- Work in partnership with community matrons, senior community nurses and others in the delivery of high quality care. Delegating tasks to utilise the full set of skills available and to provide development opportunities for succession planning.
- Manage a team caseload of patients, keeping an accurate and up to date electronic list. Undertake regular review of cases and the caseload (minimum 3 monthly) to ensure that service users are discharged once active clinical care is complete.
- Lead monthly locality nursing team meetings to ensure that the team is kept abreast of clinical and organisational developments and priorities to ensure the delivery of the Trusts strategic objectives.
- Organise and deliver a system of delegated monthly management supervision within the team to provide education, support and direction to ensure compliance with HRCH service policies and standards.

- Plan the workload to ensure best use of human resources available to address workload demands, minimising the use of agency or bank staff and prioritise work. Scheduling the daily allocations to ensure safe workloads whilst optimising the use of the available staff, allocating work based on staff's competencies and skills.
- Plan the monthly rota using E-rostering, including planning and approving the annual leave and study leave in line with the HRCH policy to ensure a minimum staffing on shift.
- Use IT systems to optimise the planning and delivery of the nursing service, and become a champion for any new system introduced.
- Monitor the capacity of the teams and workload, prioritising case management patients and high dependency patients and reducing low level care dependencies, as necessary. Alert service management to any pressures and risks or availability to support other teams.
- Monitor the locality nursing team performance through business intelligence and other performance reports, to identify any risks to the delivery of the service to contracted key performance indicators (KPI's) and service improvements measures identified in CQUIN's etc.
- Ensure all service standards and protocols are applied and implemented in practice.
- Be proactive in leading changes within the service and work closely with the service manager, practice development leads, specialist nurses and other colleagues to ensure that the service delivers the commissioned service.
- Review and participate in developing policies, guidelines and standards relating to community nursing and implement Trust policies into daily practice and processes.
- Report all incidents, near misses, missed visits, deferred patients and other clinical and nonclinical incidents to enable the management of risks and learning from incidents.
- Assist with the organisation's wide and local clinical audits and follow through with implementation of recommendations.
- Work with the service management, practice development leads, other healthcare professional service users and families to improve services through the identifying, assessment and management of risks within the locality team.
- Monitor record keeping standards and ensure that clinical team members record their clinical interventions in the electronic patient record and maintain patient held notes within professional and Trust standards and policies.
- Work with administrators and support team members to ensure all data recorded in the electronic patient record, accurately reflects the activities of the team, and is collated into regular reports used to monitor the service.
- Work in partnership with the business management team to ensure that the administration team are supported to deliver an efficient and effective service to the clinical team, the patients/carers and other professionals.
- Work with the service manager to investigate complaints and incidents, identify lessons learnt and support staff in critical reflection and learning where appropriate. Ensure the implementation of the improvement actions planned.

- Participate in the recruitment, selection and retention of staff within the District Nursing Service.
- Provide student placements and ensure the team has sufficient clinical practice mentors, acting as a mentor when required.
- Plan and complete all team members' appraisals/ professional development reviews each year to ensure their development to meet the Trust's objectives and service delivery.
- Participate in and provide regular clinical supervision in line with the Trust policy. Support the team in critical reflection and learning to improve patient care and deliver safe and efficient service.
- Ensure that all Trust and national identified clinical competencies are met to provide clinical practice assurance.
- Ensure that self and team comply with local mandatory training in accordance with HRCH Trust policy and professional body requirements.
- Plan and provide induction programmes to new staff within the team.
- Manage team member's sickness and absences in line with the Trust policies, by facilitating the return to work, including formal meetings, referrals to occupational health services and implementation of return to work recommendations.
- Manage the performance of team members that have been identified as having difficulties in delivering their duties and responsibilities in line with their job description.
- Participate in the appraisal process, have a personal development plan and professional portfolio.

FINANCIAL RESPONSIBILITIES

- Approve orders for clinical and other essential supplies
- Approve mileage and expenses claims and hours worked by bank and agency staff.
- Ensure leaver/change forms are completed and sent to HR and admin use the correct requisition codes for ordering, to retain the integrity of the team budget.
- To be accountable for the safe storage, control, maintenance and use of clinical supplies and equipment to ensure available and returned to stock in line with service protocols.
- Ensure appropriate use of resources, including human resources, clinical supplies and equipment are optimally managed to remain within the budget allocated for the service.
- Develop savings plans with the service manager and take actions where opportunities or overspending is indicated.

TRAINING/EDUCATION RESPONSIBILITIES

- Maximise available learning opportunities to expand skills and knowledge in the field long-term conditions and end of life care.

- Ensure self and team members are professionally up to date in knowledge and skills and ensure that clinical practice is evidence based.
- Support the wider team to build capacity and capability through work-based and interprofessional learning, and the application of learning into practice.
- Act as a role model, educator, supervisor, coach and mentor, seeking to facilitate and instil collaboration of the wider team and support peer review processes to identify individual and team learning.
- Develop the knowledge and skills of team members to optimise multi-disciplinary (intra-transdisciplinary) working.
- Share knowledge and skills by providing teaching sessions to students and staff to enhance their development of practice. This will include individual and group teaching sessions.
- Identify and plan training needs, including statutory and mandatory training, to deliver safe practice and improve standards and competencies as necessary. Communicate training needs to the Service Manager and Practice Development Lead to enable the planning, commissioning and delivery of relevant training and study days.
- Work effectively with practice development nurse to facilitate teaching and learning for pre and post registration students and specialist practice students.
- Provide and create learning opportunities in clinical settings that support the wider community/primary care team, supporting and promoting a clinical environment which fosters a culture of life-long learning.
- Participates in networks with acute, voluntary and social services care organisations which promotes knowledge sharing in the management of people with a range of conditions requiring home based nursing care.
- To ensure that all Trust and national identified clinical competencies are met to provide clinical practice assurance.
- Remain up-dated and ensure that clinical practice is evidenced based.
- Comply with statutory and mandatory training in accordance with HRCH Trust policy and professional body requirements.
- Participate in clinical network opportunities to maintain clinical and professional links.
- Participate in professional forums within the Trust

ADDITIONAL GENERAL REQUIREMENTS:

VALUES

All staff are expected to act as a role model to others and consistently reflect and demonstrate the Trust values of *care, respect and communication* in all aspects of their role.

CONFIDENTIALITY

All employees must not, without prior permission, disclose any information regarding patients or staff. In instances where it is known that a member of staff has communicated

information to unauthorised persons, those staff will be liable for disciplinary proceedings in accordance with the Trust's Disciplinary Policy. No confidential information may be read, discussed, disclosed or passed on unless it is necessary in the pursuance of the legitimate duties of the role.

Data Protection Legislation also renders an individual liable for prosecution in the event of unauthorised disclosure of information.

HEALTH AND SAFETY

The post holder is required to make positive efforts to maintain his/her own personal safety and that of others by taking reasonable care, carrying out the requirements of the law and following recognised codes of practice. The post holder is also required to be aware of and comply with Trust policies on Health and Safety.

All staff must attend mandatory/statutory training and ensure any risk observed is reported in the appropriate way.

RISK MANAGEMENT

The postholder will operate in accordance with the trust Risk Strategy to ensure that patients, visitors and staff are protected from harm and that systems are in place to ensure that all risks are proactively managed to safeguard against impropriety, malpractice, waste or failure to provide value for money.

The postholder will identify risks to their own and the Trust's objectives and add these to the risk register as required at the appropriate level. Directors are responsible for the identification, assessment and management of risk within their own area of responsibility. They are responsible for managing their risks on the BAF and TRR. They have authority for current risks of 12 and over. They are also accountable for day to day management of services and the risks inherent within that operation.

DATA PROTECTION

In line with national legislation, and the Trust's policies, you must process all personal data fairly and lawfully, for the specific purpose(s) it was obtained and not disclosed in any way incompatible with such purpose(s) or to any unauthorised persons or organisations, unless a lawful exemption applies.

The post holder must be familiar with and comply with the all Trust Policies on Data Protection, Confidentiality, individual rights, Information Security and know how to deal with a request for access to personal information and to how to report any data breaches. All staff will complete the mandatory Data protection training

The post holder must be familiar with and comply with the Data Protection Principles contained within the Data Protection legislation and the Caldicott principles of information sharing.

EQUALITY AND DIVERSITY

The aim of Hounslow and Richmond's Community Healthcare NHS Trust's policy is to ensure that no job applicant or employee is discriminated against, either directly or indirectly, on the grounds of race, colour, creed, sex, marital status, sexual orientation, disability, age, nationality, religion or belief, ethnic or national origins.

Hounslow and Richmond Community Healthcare NHS Trust is committed to promoting equality and diversity and will keep under review its policies, procedures and practices to ensure that all users and providers of its services are treated according to their needs.

Staff have a responsibility to treat colleagues, clients and members of the public with respect. Acts of harassment or discrimination are deemed to be gross misconduct in accordance with the Trust's Disciplinary Policy.

This applies to all staff working in Hounslow and Richmond Community Healthcare NHS Trust.

RESEARCH GOVERNANCE

Hounslow and Richmond Community Healthcare NHS Trust manages all research in accordance with the requirements of the Research Governance Framework. As an employee you must comply with all reporting requirements, systems and duties of action put in place by the Trust to deliver research governance.

INFECTION CONTROL

Hounslow and Richmond Community Healthcare NHS Trust considers compliance with the Infection Control Policy and Procedures, including hand hygiene, to be the responsibility of all employees who work in clinical areas. Failure to do so will result in disciplinary action being taken against an employee in accordance with the Trust's Disciplinary Policy.

It is now a statutory requirement to be fully Covid-19 vaccinated as a condition of employment for this role from April 2022, unless a valid exemption applies. The successful applicant may have contact with vulnerable service users and we will therefore seek proof of being fully vaccinated or exemption during the recruitment process.

PERSONAL DEVELOPMENT

All employees are required to participate in the Appraisal and Personal Development Planning (PDP) process which identifies development and learning needs.

As an employee of a health promoting NHS all staff should be aware of the borough's public health priorities. These priorities should be reflected, where appropriate, in your work plan in a quantifiable form.

SAFEGUARDING ADULTS AND CHILDREN

All staff are required to ensure that they have the required level of safeguarding training appropriate to their role within the organisation and abide by the Trust's Safeguarding Adults and Safeguarding Children policy.

PROFESSIONAL / MANAGERIAL CODES OF PRACTICE

The NHS Code of Conduct for NHS Managers outlines the central standards of conduct expected of NHS Managers and seeks to guide them in the work they do and in their decision making. The Code is also intended to assure the public of the high professional standards and accountability within NHS Management.

The Code applies to all Chief Executives and Directors in the NHS and also to other Senior Manager positions with a similar responsibility and accountability. The Code applies to this post and the post holder will be required to abide by its terms.

COUNTER FRAUD

Staff are expected to report any incidences of potential fraud to the Counter Fraud Helpline on 0800 028 40 60.

