

# Recruitment Information Pack

2020/21 to  
2023/24



## About KCHFT

We provide wide-ranging NHS care for people in the community, in a range of settings including people's own homes; nursing homes; health clinics; community hospitals; minor injury units and in mobile units.

We are one of the largest NHS providers in England, serving a population across Kent and 600,000 in East Sussex employ more than 5,000 staff, including nurses, physiotherapists, dietitians and professionals.

We firmly believe our trust belongs to our people we care for and the people who are our most valued asset and the best deliver all that is required of us. They responsibility for the lives of patients and reflect this; they should be trusted, have leadership and be duly recognised for their contribution.



community health of about 1.4 million and London. We doctors, community many other healthcare

people – both the work here. Our people resource we have to shoulder enormous their working life must compassionate

## Our values

KCHFT colleagues are expected to be kind and responsive, professional and informative and to contribute to the quality of our services by demonstrating our 'CARE' values:



### Compassionate

This is about putting our patients and service users at the heart of everything we do so that the way we deliver our services empowers them, meets their expectations and caters for their needs. It is characterised by having a positive attitude, being kind and polite, understanding diversity and demonstrating respect, patience and tolerance. It is equally about making staff feel truly valued so they feel cared for and are engaged with our vision and values and display these values to each other, whatever their role in the trust.



### Aspirational

This is about empowering and being aspirational for ourselves and our patients and service users. It is seeking and supporting continuous improvement, a focus on research, generating ideas and innovations and being adaptable to change. Sharing information, resources and ideas to deliver excellent outcomes. It is characterised by openness, transparency, and thinking creatively.



### Responsive

This is about listening and acting and is characterised by effective relationships, communicating clearly, doing what we say we will when we say we will, asking and taking account of opinions, planning with patients and service users and working across organisational boundaries. It is about working with and being responsive to our commissioners and stakeholders and designing services with them. It is also about effective working relationships within teams and across internal boundaries to deliver outcomes that improve our patients' experience. It is equally about applying these principles every day, working with staff so they feel valued and empowered.



### Excellent

This is about striving to deliver the best care we can. It is about providing high quality services and wanting the best for our patients. It is also about leading by example and supporting and growing a culture of excellence in our teams. It is characterised by challenging complacency, tackling inappropriate and challenging behaviour and striving for continuous improvement.

## Registered Nurse Job Description

AFC Banding:	Band 5	Base:	Trinity House
Hours:	31.5	Contract Type:	Permanent
Responsible to:	Clinical Lead	Locality/Directorate:	East Kent Night Nursing Service

### Role overview

- Assessment, planning, implementation and evaluation of holistic care
- The development of integrated care plans in partnership with the patient
- To order equipment and send onward referrals as necessary
- To support in the supervision and development of all junior staff including Health Care Assistants and Students
- To actively work as a member of the multi-professional team to provide high quality care to patients
- To undertake a range of competent clinical interventions and identify any deterioration in patients' condition, taking appropriate action.
- Manage a caseload of patients on a daily basis consisting of patients with complex needs associated within a specific speciality.
- To support in duty role and complete triages

### Service overview

Urgent Care Services provides short term health, therapy and care support to enable service users to remain in the community / home environment. This may include treating acutely unwell people that would otherwise require hospital admission, and also supports hospital discharges. The service covers 24 hours a day 365 days a year.

Care provided at night includes End of life care, catheter care and other urgent care that is unplanned and cannot wait until the following day. This care is provided by a night nursing team.

Home is nationally evidenced to be the best place to recover and regain independence. Enablement and rehabilitation will be the priority focus with active participation from service users in order to achieve maximum independence.

At KCHFT, we are working with East Kent Hospitals University Trust, who are leading on developing a virtual ward for people with acute respiratory infections, such as a chest infection, or with an underlying condition, like COPD, to be cared for at home.

Patients who agree to be discharged earlier from hospital, will be monitored at home using technology, such as apps, wearables or other medical devices remotely – and supported by a consultant, specialist GP or advanced practitioner. What technology will be used is still being scoped as we co-design the wards with patients and colleagues during the months ahead.

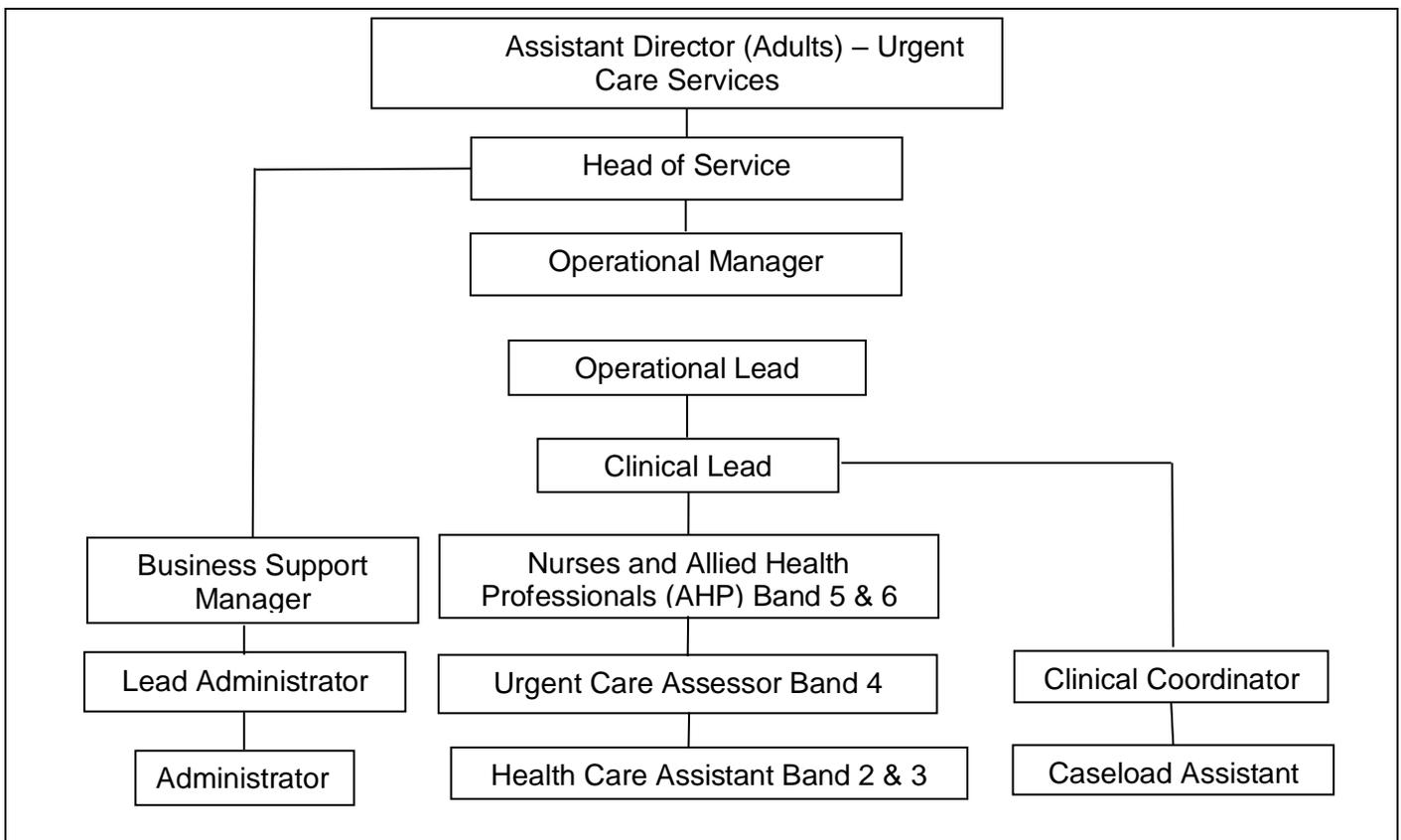
If you are interested in a new challenge and an exciting new change within an Urgent Care setting, then this just may be the job for you.

### Key working relationships

Internal: KCHFT Support teams, Health professionals, Management teams

External: Patients, families, carers, outside agencies, Acute and community hospitals or NHS organisations e.g. PCNs & GP.

### Organisational chart



### Job Summary

Band 5 Registered Healthcare Professionals works closely with all users of our services and their families, friends and carers who all play an invaluable contribution in how our users experience our services. Band 5 Registered Healthcare Professionals are expected to be kind and responsive but professional and informative and contribute to the quality of the services provided across the health economy by:

- Keeping the people who use our services as safe as possible through the use of sound clinical skills and effective risk assessments.
- Ensuring the best possible clinical outcomes by using up-to-date skills and adhering to evidence-based policies and procedures.
- Ensuring the people using our services have a good experience by respecting, empowering and working in partnership with people throughout the care planning process.

We believe that the best health care is delivered by multi-disciplinary teams working well together and in partnership with other teams and services to provide seamless care. Band 5 HCPs work as part of a team and contribute to its success by being a role model, supervising more junior members of the team and students to ensure they are working to the professional standards required and provide leadership within the team.

Band 5 HCPs are expected to be kind and responsive but professional and informative and contribute to the quality of the services provided within the community team across the health economy by:

- Assessment, planning, implementation and evaluation of holistic care linked to packages of prescribed care or identified projects.
- Developing integrated care programmes in partnership with senior practitioners
- Supporting in the supervision and development of staff
- Actively working as a member of the integrated team to provide high quality care to service users.
- Undertaking a range of competent clinical and non-clinical interventions to support the outcomes of the service. Some examples of the required Clinical interventions are: Catheterisation, intravenous drug administration, verification of death and syringe driver management.
- Support junior staff to carry out assessment/reassessments of service users and/or pathways with complex needs across the relevant field.
- Supporting and making recommendations to senior managers in order to prioritise and focus efforts to drive forward and achieve business objectives, service improvement strategies and statutory requirements.

<b>Working Conditions</b>	
<b>Physical Effort</b>	Light physical effort required, may involve being at keyboard for long periods and general moving and handling of records.
<b>Mental Effort</b>	Concentration for answering queries, accessing patient details, processing information or data and handling telephone calls.
<b>Emotional Effort</b>	Occasional need to deal with difficult situations. Occasional exposure to distressing information or emotional circumstances.
<b>Freedom to Act</b>	Resolving routine enquires or where appropriate, using initiative to follow procedures to make judgements on the most relevant referral point for requests made via phone, email, letter or face-to-face, from patients, visitors, staff and others.
<b>Working Conditions</b>	Required to use a computer continuously throughout the day, with most tasks being keyboard based. Potential exposure to verbal aggression via telephone calls or face to face contact.

This is an outline job description designed to summarise the key responsibilities of the role and is not intended to cover every task that may be required. The post holder will be expected to be flexible to respond to change and organisational need.

<b>Job description agreement</b>	
Job holder's name:	
Job holder's signature:	
Date:	
Line managers name and title:	
Line managers signature:	
Date:	

<b>Person Specification</b>		
	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>	<p>Registered Healthcare Professional with relevant Professional body (1st Level Nurse/ NMC or Physiotherapist; Occupational Therapist; etc / HCPC)</p> <p>Must have valid UK NMC PIN</p>	Mentoring qualification equivalent
<b>Experience</b>	Experience of recent community/acute healthcare gained through education or work experience placement or previous employment	
<b>Knowledge</b>	<p>Awareness of professional issues and recent developments in the NHS</p> <p>Knowledge of up to date clinical practice</p>	
<b>Skills &amp; abilities</b>	<p>Sound communication and interpersonal skills (verbal and written)</p> <p>Ability to organise own work</p> <p>Ability to cope with change</p> <p>Ability to use own initiative</p> <p>Holds current UK driving licence/permit &amp; access to vehicle</p>	
<b>Personal attributes</b>	<p>Ability to motivate and organise others to ensure best practice</p> <p>Ability to work under pressure</p> <p>Flexible and adaptable</p> <p>Must hold a full valid UK driver's licence and have access to a car</p>	
<b>Ability to manage</b>	<p>Able to support the implementation of local and national agendas for health under the guidance of the team lead / ward manager.</p> <p>Ability to prioritise care delivery in a professional manner, considering Trust policies and procedures.</p>	
<b>Additional requirements</b>		

## Additional Information

Standards of Business conduct	<p>The post-holder will be required to comply with the Trust's Standing Orders and Standing Financial Instructions, and at all times deal honestly with the Trust, with colleagues and all those who have dealings with the Trust, including patients, relatives and suppliers.</p> <p>All Trust staff may be involved directly or indirectly with people who are receiving a health service. Therefore, the Trust is exempt from the Rehabilitation of Offenders Act (1974) and this post may be subject to a Criminal Records Bureau disclosure.</p> <p>It should also be stated here if the post holder is expected to adhere to any professional guidelines or codes of conduct, for example the Nursing and Midwifery Council Code of Professional conduct.</p>
Risk Management	<p>The post-holder will ensure compliance with the Trust's risk management policies and procedures. These describe the Trust's commitment to risk management, the recognition that our aim is to protect patients, staff and visitors from harm, and stress that all staff have a responsibility to minimise risk.</p>
Governance Standards	<p>Comply with the relevant governance standards applicable to the Trust as communicated to the post-holder from time to time.</p>
Data Protection	<p>To comply with Trust Policies and the Data Protection Act in all respects, with particular relevance to the protection and use of patient information.</p>
Confidentiality	<p>Trust employees are required to ensure that information about patients and staff is safeguarded to maintain confidentiality and is kept securely in accordance with General Data Protection Regulations (GDPR), Data Protection Act 2018 (DPA18), the Caldicott Principles 1998 and the National Data Guardian Data Security Standards. The trust's Data Security and Protection policy and the Cyber, Network and Information Systems policy provide guidance on how this can be achieved.</p>
Child/Adult Safeguarding	<p>All staff must be familiar with and adhere to Trust child/adult safeguarding procedures and guidelines, in conjunction with Kent Safeguarding Children/Vulnerable Adults Board procedures and supporting policies/guidelines. All staff are required to attend child/adult safeguarding basic awareness training and additional training regarding child /adult safeguarding, commensurate to their position and role.</p>
Records Management	<p>To maintain Trust and patient records (both paper and electronic) in accordance with Trust policies to facilitate clinical care and effective administration.</p>
Freedom of Information	<p>To provide advice and assistance to all persons who propose to make, or have made requests for information, and to ensure all requests for information are managed appropriately in accordance with Trust Freedom of Information procedures.</p>
Security	<p>To comply with Trust policies to ensure there is a safe and secure environment that protects patients, staff and visitors and their property, and the physical assets and the information of the organisation.</p>

Infection Control	The post holder will ensure compliance with the Trust's Infection Prevention and Control policies and procedures and the Health Act 2006, ensuring that the risk of healthcare associated infection to service users and staff is minimised.
Freedom to Speak Up (Whistleblowing)	The post holder has responsibility for patient and staff welfare and should raise any concerns relating to a breach of NHS policies and procedures with their manager or refer to the Freedom to Speak Up Policy for alternative options.
Environmental Impact	The post holder will ensure compliance with the Trust's environmental management policies and procedures. These describe the Trust's commitment to climate change and carbon management, the recognition that our aim is to protect the environment and the use of natural resources that all staff have a responsibility towards.
Performance review	<p>This Job Description will be used as a basis for individual performance review between the post holder and the manager.</p> <p>The Job Description covers only the key result areas and, as such, does not intend to provide a comprehensive list of objectives. Specific objectives will be reviewed each April, and may develop to meet the changing needs of the service. The post holder will need to take due account, in the way they achieve the key result areas, of Trust policies and procedures.</p>
Equality and Diversity	The Trust aims to maintain the goodwill and confidence of its own staff, service and users and the general public. To assist in achieving the objective it is essential that at all times employees carry out their duties in a courteous and sympathetic manner. The post holder will carry out their duties in accordance with the Trust's Equal Opportunities Policy respecting the differing backgrounds of colleagues and clients.