

## JOB DESCRIPTION

<b>Job Title:</b>	<b>ECHO Senior Clinical Assessor</b>
<b>Grade:</b>	<b>Band 6</b>
<b>Directorate:</b>	<b>Operations</b>
<b>Division:</b>	<b>Adults</b>
<b>Service:</b>	<b>End of Life Care Hub (ECHO)</b>

The End of Life Care Hub, ECHO, is based at The Quadrant, Lancing Business Park, Lancing, West Sussex, a short walk from the sea and Brooklands Pleasure Park.

### 1. Job Summary

- a) ECHO's collective aim in Coastal West Sussex is to make the last stage of a person's life as good as possible, through working confidently, honestly and consistently to help each individual and the people important to them.
- b) The ECHO Senior Clinical Assessor acts as a key point of contact for patients, carers, clinicians, colleagues and external stakeholders. ECHO ensures that they receive a compassionate, courteous and supportive response to a range of queries and requests for information.
- c) The ECHO Senior Clinical Assessor will triage the callers needs over the telephone and access or signpost to the appropriate community services wherever possible. Excellent communication skills and experience in end of life care are essential to ensure a thorough assessment has been made, ensuring that clear and accurate documentation is recorded which reflects the information provided during the referral process.

ECHO is the nurse-led Single Point of Access for referral management, clinical triage, signposting and coordination of highly effective Community-based services within SCFT for patients registered with a Coastal West Sussex GP.

ECHO operates 24hr service, 7 days a week, including all bank holidays.

The post involves the handling of all calls to and from the ECHO service, triaging patient needs effectively and accessing or signposting to the appropriate community services wherever possible to prevent unnecessary hospital admission or where this is not possible, to facilitate admission to hospital. The role of the ECHO Senior Clinical Assessor is to support the patient's choice of preferred place of care and death.



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In addition to supporting call answer, the key focus of the Senior Clinical Assessor is to ensure that they have the clinical knowledge and capability to support the caller and to refer the patient onwards to the appropriate service. Critical thinking skills are essential to ensure a thorough assessment has been made, ensuring that clear and accurate documentation is recorded which reflects the information provided during the referral process..

The main focus for ECHO is to support patients towards the end of their life by using a co-ordinated approach, which is achieved through the use of effective call triage, communication, and a keen desire to compassionately meet the needs of patients and referrers.

The service receives approximately 200 calls per day and all calls need to be managed using a holistic approach with commitment, compassion and understanding. All calls need to be managed in a timely manner, whilst ensuring that the patients' needs are being met. The referral details will be accurately recorded onto the SystmOne Patient Record database. ECHO also receives many electronic referrals each day, which all staff should action effectively and respond to within an agreed timeframe.

The Senior Clinical Assessor will possess a positive and supportive skillset, with the ambition and drive to train, enthuse and support the skills, competencies and knowledge of a team of clinicians, Health Care Assistants & Coordinators, ensuring they have the tools to deliver the right care at the right time, compassionately and effectively, to the service users of ECHO in West Sussex. The post holder will be an integral part of the senior team, showing leadership by demonstration and you will be a key part of ensuring that there is a positive and supportive culture, with patients at the heart of everything we do in ECHO.

## 2. Communication and Working Relationships

- The Senior Clinical Assessor will liaise with patients, care givers, GP's, Paramedics, and other Health Care Professionals to ensure the best possible care outcomes are achieved and made available to all service users, where appropriate.
- Using electronic patient administration systems, telephone calls and emails, the Senior Clinical Assessor will arrange care with the most appropriate teams whilst maintaining a high level of patient confidentiality and clinical governance.
- The Senior Clinical Assessor will support the caller to achieve a positive outcome and if the service requested is not appropriate or available, alternative solutions will be sought, using the post holder's skills and experience to ensure a positive outcome for both patient and referrer.



- The Senior Clinical Assessor will be expected to use their clinical skills and knowledge to triage complex calls, support other colleagues and ensure the patient remains safe at home, or signpost to the most appropriate services as necessary.
- The challenges for this post relate to achieving the key performance indicators for our service.
- The Senior Clinical Assessor should aim to achieve the best possible positive outcome for every referral that is handled, working at a level that demonstrates their extensive leadership, clinical and communicative abilities.

### 3. Key Responsibilities

- To ensure all referrals are responded to in a safe and timely manner, to enable the patient to receive appropriate care and support the patient's wishes within the community whenever it is safe to do so or, if appropriate, to arrange hospital admission if needs cannot be met within the community.
- To resolve, where possible, and escalate in a timely manner any concerns the post holder has in terms of clinical, service or quality-related issues.
- To work in compliance with the NMC or HCPC code of professional conduct and within ethical, legislation and organisational frameworks, working as an autonomous practitioner, the Senior Clinical Assessor will ensure that the privacy, dignity, and confidentiality of the patient is adhered to at all times.
- The Senior Clinical Assessor will have an excellent all-round medical knowledge and in particular have experience with end of life care.
- The post holder will be responsible for leading the shift and will be expected to respond to any issues as they arise, dealing with these promptly, effectively and by demonstrating good leadership qualities in every sense. They will also be expected to manage call answer performance and all call queues effectively and efficiently during their shift, escalating any concerns appropriately as they arise.
- The post holder will be expected to identify gaps in knowledge and to assist in the development of appropriate educational resources to support junior staff within the team.
- The Senior Clinical Assessors involvement in lifelong learning will be integral to maintaining and developing practice utilising CPD, self-directed learning, reflective practice methods, coaching, clinical supervision, and the principles of performance management in the interests of their self, their colleagues and the service.

- The post holder will be expected to lead, influence, reflect on and participate in feedback from partner organisations, using this information as a development indicator to proactively identify areas of growth, service need and areas for personal development.
- To prioritise own workload and organise and carry out work effectively, identifying and managing risks to quality.
- The post holder does not have any financial responsibilities, including being a budget holder, a budget manager, responsibility for cash or valuables or responsibility for the maintenance of equipment, buildings, or other physical assets.

## 4. Main Tasks

- The post holder will be responsible for leading the shift, ensuring that all staff have the tools and support required to perform their role to the highest quality standards. To proactively seek resolutions to any issues observed or that arise and to take a forward-thinking, positive approach to the motivating the team, ensuring all aspects of clinical care are delivered in line with service needs and to lead by example.
- To ensure that rotas are filled, staff are present at work and are supported throughout the shift, highlighting and resolving any upcoming rostering issues, sickness management and issues relating to the high quality delivery of the service.
- Appropriately answering, handling, and actioning telephone calls to the ECHO service.
- Effectively triaging the needs of patients and ensuring the clear and accurate documentation of all assessments undertaken, demonstrating a clear rationale of the outcomes achieved.
- To use local pathways and protocols to process all referrals in a timely manner to the appropriate teams and/or to signpost service users effectively and appropriately to the correct service.
- Be able to respond to conflict situations whilst remaining calm and professional to ensure that a satisfactory outcome is achieved.
- Provide empathy to those using the service, being sensitive to their needs and ensuring that ReSPECT and Anticipatory Care Plans are clear appropriate.
- The post holder will actively review medications charts to ensure that they abide to SCFT policies and procedure to prevent any delay in care.



- Demonstrate decision making skills by assessing each enquiry/referral (discussing with qualified team members if appropriate) and contacting community staff immediately when a rapid response is necessary.
- Being able to request further information as appropriate, whilst maintaining appropriate confidentiality and conduct throughout.
- To liaise effectively with other directorates within the Trust, other health service providers such as the local hospices, statutory and voluntary agencies and service groups ensuring effective communication and co-operation at all times.
- To set up and manage 'huddles' between services to aid co-ordination of care.
- To effectively and efficiently display message taking skills, ensuring community teams receive information at agreed times.
- To work with community staff regarding ordering and monitoring of community equipment services as required and liaising with patients, carers, and professional staff to ensure that resolutions are achieved and are well communicated.
- To escalate complex patients to the weekly hospice meetings.
- To co-ordinate humanitarian in-house transfers.
- To be flexible and always professional when dealing with others.
- To effectively monitor generic mailboxes and all areas where electronic information is received and requires action.
- To respond effectively to any issues that arise during the shift e.g., telephone or IT failure, escalating matters to the appropriate person in a timely manner.
- To report any building or equipment maintenance problems to the Trusts Estates Helpline or escalate to the Senior Clinician on duty.
- To provide support for junior staff, showing leadership by demonstration and you will be a key part of ensuring that there is a positive and supportive culture, with patients at the heart of everything we do in ECHO.

## 5. Organisation Chart



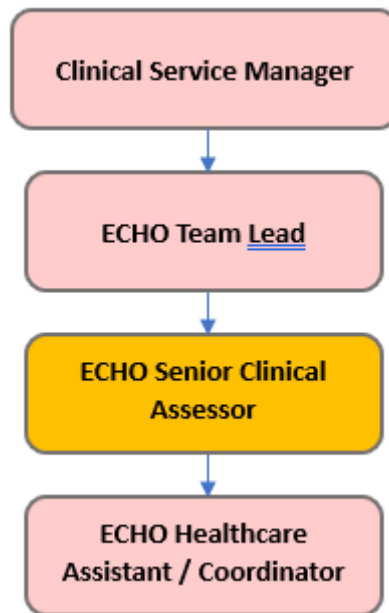
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- The post holder may have tasks or responsibilities delegated to them, appropriate to their level of competence. They may also be expected to delegate tasks or responsibilities to other staff, as appropriate.
- The Delegation Policy sets out the expectation of staff regarding the safe delegation of clinical care and therapeutic interventions to unregistered practitioners and support workers.

## 6. Flexibility

- This job description is intended to provide a broad outline of the role. The post holder may be required to carry out other duties commensurate with their banding and competence.

## 7. Policies and Procedures

- The post holder is required to familiarise themselves with all Trust policies and procedures and to comply with these at all times.

## 8. Confidentiality and Data Protection

- The post holder must maintain the confidentiality of information about patients, staff and other health service business and meet the requirements of the Data Protection Act (2018) and General Data Protection Regulation (2018) at all times.



- The post holder must comply with all Trust information and data protection policies at all times. The work of an NHS Foundation Trust is of a confidential nature and any information gained by the post holder in their role must not be communicated to other persons except where required in the recognised course of duty.

## **9. Health, Safety and Wellbeing**

- Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974) and must follow these in full at all times, including ensuring that they act in line with all agreed procedures at all times in order to maintain a safe environment for patients, visitors, and colleagues.
- The Trust is committed to support the health and wellbeing of all its employees. The post holder is required to familiarise themselves with the organisation's range of health and wellbeing support, share with their team, and report stress and ill health as early as possible.

## **10. Equality, Diversity and Inclusion**

- The Trust aims to grow inclusive teams in which you feel like you belong, we encourage a culture of learning from different points of view. We want to support you to be courageous and to overcome bias and challenge prejudice.
- We are a Level 3 Disability Confident Leader. We go the extra mile to make sure disabled people get a fair chance. As well as paid employment we offer work experience and apprenticeships for disabled people.

## **11. Use of Technology**

- The Trust is making increased use of computer technology. The majority of employees (both clinical and non-clinical) should expect to use automated information systems in their work in order to improve quality and coordination of services and enable faster and more certain communication within the Trust. Necessary training will be provided.

## **12. No Smoking Policy**

- SCFT operates a no-smoking policy, in line with government legislation. This applies to all staff, visitors and patients. It is a condition of employment for staff that they do not smoke whilst on duty or in uniform or anywhere on Trust premises. This includes electronic cigarettes.





- Whilst we do not discriminate against employing smokers, they are expected to adhere to this policy and all prospective employees should be aware of this.

### **13. Professional Registration**

- All employees who are required to be a member of a professional body are required to hold relevant registration and must comply with the standards and guidelines of their professional practice, education and conduct and must act at all times within the boundary of the code of conduct.

### **14. Infection Prevention and Control**

- Infection prevention and control is everybody's responsibility. All staff, both clinical and non-clinical, are required to adhere to the Trust's Infection Prevention and Control Policy and make every effort to maintain high standards of infection prevention and control at all times thereby reducing the burden of healthcare-associated infections (HCAI).

### **15. Safeguarding Children, Young People and Vulnerable Adults**

- SCFT is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults, and expects all staff and volunteers to share this commitment. Rigorous recruitment checks are carried out and successful applicants may be required to undertake an Enhanced Disclosure via the Disclosure and Barring Service (DBS).

### **16. Quality**

- Excellent care at the heart of the community is our Trust vision. To make sure our care meets this high standard all staff must ensure that the three themes of quality care are provided in every encounter they have with our patients. The three themes are safe care, effective care, and patient-centred care.
- All staff, clinical and non-clinical, are expected to ensure that quality is a key consideration in all we do. This includes reviewing practice and being open to feedback on our performance, being open and honest, and seeking to identify, resolve, and appropriately escalate issues and risks.





Author's name:	Ronnie O'Connor
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Date:	20/05/2023
Job evaluation number:	



## PERSON SPECIFICATION

This person specification lists the requirements necessary to perform the job. Candidates will be assessed according to the extent to which they meet or have the potential to meet the specification. It is therefore important that applicants pay close attention to all aspects of the person specification when deciding if their skills, experience and knowledge match these requirements.

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Criteria	Essential or Desirable	Method of assessment
<b>Qualifications and/or Professional Registration</b>		
Registered General Nurse or Paramedic – NMC or HCPC	<b>Essential</b>	<b>Assessment / Interview</b>
Evidence of post registration experience	<b>Essential</b>	<b>Assessment / Interview</b>
Mentorship course or ENB 998 (teaching and assessing course) or must be willing to undertake within 1 year)	<b>Essential</b>	<b>Assessment / Interview</b>
Educated to degree level	<b>Desirable</b>	<b>Assessment / Interview</b>
Postgraduate qualification in health-related subject	<b>Desirable</b>	<b>Assessment / Interview</b>
<b>Experience</b>		
Triage experience	<b>Essential</b>	<b>Assessment / Interview</b>
Evidence of well-developed critical decision-making skills	<b>Essential</b>	<b>Assessment / Interview</b>
Ability to manage a team	<b>Essential</b>	<b>Assessment / Interview</b>

Criteria	Essential or Desirable	Method of assessment
Understanding of the Health Care Agenda	<b>Essential</b>	<b>Assessment / Interview</b>
Demonstrates commitment to and recent evidence of further education and professional development	<b>Essential</b>	<b>Assessment / Interview</b>
Evidence of Palliative and End of Life Care experience	<b>Essential</b>	<b>Assessment / Interview</b>
Ability to deal with a wide range of people at all levels including clients, carers, therapists, health and social care colleagues and other professionals	<b>Essential</b>	<b>Assessment / Interview</b>
Demonstrates a positive attitude towards change	<b>Essential</b>	<b>Assessment / Interview</b>
Understanding of multi-disciplinary working in the care of adults	<b>Essential</b>	<b>Assessment / Interview</b>
Knowledge of clinical governance	<b>Essential</b>	<b>Assessment / Interview</b>
Understanding of the Single Assessment Process	<b>Desirable</b>	<b>Assessment / Interview</b>
Experience of unscheduled care	<b>Desirable</b>	<b>Assessment / Interview</b>
Experience of supervising, coaching, supporting, and mentoring less experienced staff	<b>Desirable</b>	<b>Assessment / Interview</b>
Experience of clinical supervision	<b>Desirable</b>	<b>Assessment / Interview</b>
<b>Skills and Knowledge</b>		
Computer Literate	<b>Essential</b>	<b>Assessment / Interview</b>
Demonstrate excellent communication skills	<b>Essential</b>	<b>Assessment / Interview</b>

Criteria	Essential or Desirable	Method of assessment
Demonstration of clear, accurate and precise documentation	<b>Essential</b>	<b>Assessment / Interview</b>
Excellent organisational skills	<b>Essential</b>	<b>Assessment / Interview</b>
Excellent time management skills	<b>Desirable</b>	<b>Assessment / Interview</b>
Knowledge of SystmOne		<b>Assessment / Interview</b>
<b>Other Requirements</b>		
Ability to work flexibly within a shift pattern	<b>Essential</b>	<b>Assessment / Interview</b>
<b>Equal Opportunities</b>		
An understanding of the principles of equal opportunities in relation to staff and patients	<b>Essential</b>	<b>Interview</b>

**Good luck with your application!**

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