

Candidate Information Pack

Including Job Description & Person Specification



Croydon Health Services provides integrated NHS services to care for people at home, in schools, and health clinics across the borough as well as at Croydon University Hospital and Purley War Memorial Hospital.

CUH provides more than 100 specialist services and is home to the borough's only Emergency Department and 24/7 maternity services, including a labour ward, midwifery-led birth centre and the Crocus home birthing team.

Purley War Memorial Hospital (PWMH) in the south of the borough offers outpatient care, including diagnostic services, physiotherapy and ophthalmology services run by Moorfields Eye Hospital, alongside an onsite GP surgery.

Our experienced staff take care of people of all ages across the borough of Croydon.

We are a very close-knit and friendly organisation where everyone of our 3600 members of staff is valued. We strongly believe that our employees are our greatest asset.

Join us and be a part of the team that is making Croydon proud.



Our values

We will always be **professional**, **compassionate**, **respectful** and **safe**.

Professional

- Set ourselves very high standards and share best practice
- Keep our uniforms smart, and be professional and consistent in our approach
- Work in partnership to best support our community's needs
- Use resources wisely without compromising quality or safety

Compassionate

- Treat everyone as we would want to be treated ourselves
- Demonstrate kindness, dignity, empathy and compassion
- Make time for the people we are caring for, to understand their needs and wants
- Organise our services to give people the best possible experience of care

Respectful

- Be courteous and welcoming, and introduce ourselves
- Value the diversity and needs of everyone
- Always involve people in decisions about their care, listening to and respecting their wishes
- Appreciate the contribution that staff from all backgrounds bring to our services

Safe

- Be open and honest in everything we do, sharing what we do well and admitting our mistakes, to constantly improve our care
- Protect the confidentiality of those in our care and show sensitivity to people around us
- Feel free to raise concerns so we are always learning
- Make time for training and development and support research so people always receive the highest standards of care.



JOB DESCRIPTION

JOB TITLE	Senior Integrated Community Nurse
DIRECTORATE	Integrated Adult Care Directorate
DEPARTMENT	Community Nursing
BAND	7
RESPONSIBLE TO	Cluster Matron
ACCOUNTABLE TO	Head of Community Nursing
RESPONSIBLE FOR	<i>(Direct Reports)</i>

JOB SUMMARY

This post holder will be responsible for improving, maintaining and monitoring the Community Nursing Service, to ensure that patient care is delivered to the standards detailed in the Performance Management Framework and Nursing Strategy. This will be achieved through leadership, the promotion of advanced clinical skills and the performance management of the caseload holder /District Nurse within ICNT.

To actively provide case management for patients with complex long-term conditions or who are high intensity users of secondary care, to prevent hospital admissions, to achieve a reduction in 'length of hospital stay' and enable independence. This will include collaboration with the Rapid Response Service and stakeholders in the local health economy

MAIN DUTIES AND RESPONSIBILITIES

To provide a comprehensive assessment of the physical, psychological and social care needs of patients and their main care providers followed by the instigation of an appropriate care package that maximises health and wellbeing and promotes independence.

To take overall responsibility for the ongoing co-ordination of complex care packages including for those patients requiring facilitated discharge from hospital, or other places of care, hospital avoidance and on-going care.

To provide advanced, effective evidence based nursing care and case management to patients with moderate and highly complex care needs, in a variety of community settings ensuring patient safety, patient experience and patient outcomes are optimised and patients are free from harm.



To provide professional leadership, and direction to the integrated community nursing teams within the cluster, acting as a resource and role model at all times.

In the absence of the Cluster Matron be responsible for Cluster management and escalate issues that cannot be resolved locally to the identified Cluster Matron allocated to provide professional support.

Lead and participate in transformation of community nursing services in order that it can manage the increasing demands and move to a fully integrated service in line with the accountable provider alliance (APA) model of care.

Be accountable for the development, monitoring and maintenance of the standards of nursing care delivered, by closely monitoring the clinical performance and competencies of the caseload holders /district nurses in the ICNT; in partnership with Practice Educators.

The senior integrated Community Nurse will be involved with the ICN Multi-Agency GP Huddles. This is working closely with the GP networks within Croydon to ensure patients who are medium high risk are identified quickly and are proactively case managed by one or more members of the MAWS team.

Activity ensure the effective and efficient use of resources available including taking responsibility for the care and safe keeping of equipment issued for personal, team and/or patient use. Ensure delivery of a service that is responsive, high quality, value for money and achieves key performance indicators and patient outcomes.

Clinical

To use advanced clinical decision making skills, physical assessment skills and expert knowledge to assess the physical and psychosocial needs of patients on the caseload in order to identify early symptom exacerbation in order to instigate treatment promptly, and therefore reduce the chance of hospitalisation.

To develop an individualised care plan with the patient, carers, relatives and health care professionals based on a comprehensive assessment of medical, nursing and social care needs.

To order investigations as necessary and to instigate therapeutic treatments based on best available evidence in order to improve health outcomes and to provide expert clinical care and health promotion interventions.

To work in collaboration with GPs; consultants in elderly care, Nurse Consultants and other health and social care colleagues to determine diagnosis; provide specialist assessment, to establish appropriate care planning, treatment and outcomes.

To prescribe within Nurse prescribing and independent or supplementary formulary and initiate medicines review with colleagues to improve patient outcomes. Advice patients and staff on the safe storage and administration of medication, liaising with other professionals as appropriate (e.g. pharmacists).

To regularly monitor / review the patient's care plan and condition to increase independence and to identify changes in condition to reduce the need for inappropriate hospital admission and to facilitate discharge from the caseload.



Provide information and support to patients, relatives and other carers that promote and optimise positive health and to undertake health promotion and disease prevention activities such as flu immunisation, advice on stopping smoking, dietary advice and foot health.

To be accountable for the delivery of safe effective care provided to patients admitted to the ICNT. This will include the coordination prioritisation and delegation of care to the most appropriate, competent staff member.

Managerial

To be accountable for the delivery of safe effective care provided to patients admitted to the ICNT. This will include the coordination, prioritisation and delegation of care to the most appropriate member of the team who is competent to undertake the delegated task.

To work collaboratively with the line manager, Practice Educators and other ICNT team leaders to meet the organisations clinical governance agenda and to actively contribute in this process.

To work in partnership and collaboration with the Clinical Governance leads to ensure practice is evidence based; guidelines and policies are developed, monitored and implemented across the service.

To ensure that statutory requirements and directives of the NMC are promoted and adhered to and staff work with their scope of practice.

To promote a suitable learning environment for staff and students to enable individuals develop the required competencies according to their role and needs of the service.

To develop, monitor and evaluate staff objectives, personal development plans in accordance with the organisations KSF Performance Management Framework.

Organise appropriate ICNT management and performance meetings to disseminate information to the team and to keep staff informed on their team's performance and the Organisations transformation agenda.

Report, investigate, review and monitor complaints and clinical incidents and undertake clinical audit in conjunction with Cluster Matrons, governance and performance leads and work collaboratively to develop strategies around prevention of future occurrences and shared learning.

Work with clinical, pathway and professional leads to develop and re-design care pathways with other partners and to implement best practice and ensure maximum utilisation of available resources

Lead on recruitment and selection initiatives and the subsequent employment and induction of new staff and contribute to the trust wide workforce development programme.

To monitor and review the needs of the community clusters and prioritise as appropriate using effective management of resources.

To ensure that off duty rotas are planned appropriately so that the needs of the service can be met and to manage any resource implication related to this and to inform the line manager.

To keep accurate and up to date records jointly produced with patients, in accordance with the integrated organisations and NMC policies and guidelines



To undertake regular caseload analysis in order to target health needs, and reduce inequalities in service provision.

To manage complaints promptly according to the Organisations Policy in collaboration with Cluster Matrons and Head of Service.

Professional Development

Facilitate the learning placement for students on post-initial qualification/advanced learning programmes identifying appropriate mentors.

Manage all aspects of performance, development and training of staff in line with Trust policies, ensuring that systems are in place to ensure that all staff within remit have an annual appraisal and personal development plan and attend annual mandatory refresher training.

To keep self up to date on clinical and professional developments in line with NMC revalidation process and evidence based practice; to share knowledge with other team members where appropriate.

To actively contribute to and participate in research, screening programmes and audits where appropriate.

To utilise research findings and evidence based practice to inform clinical decision making.

Service and Practice Development

To support staff engagement by encouraging team members to be involved in shaping and influencing service delivery and ensuring that the contributions and perspectives of all staff are heard, valued and influence management decision making.

To facilitate the engagement of staff within the ICNT with the Listening into Action process in order to improve the care provided to our patients.

By effective role modelling promote effective communications within and between teams.

Actively participate in team, cluster, directorate and other relevant meetings, working groups and committees.

Ensure that directorate, professional practice and service developments are implemented efficiently and effectively within the team.

Actively contribute to developing guidelines, policies and protocols relevant to the delivery of care within the ICNT. This will include participating in relevant steering groups.

To inform the line manager of any changes in service need and assist where possible to address the changing need.

To motivate and lead the ICNT in developing a professionally accountable and responsible approach to work, by acting as an exemplar role model.



Other Duties & Responsibilities

To undertake such other duties as may be reasonably required from time to time and as are consistent with the responsibilities and grade of the post. This may include providing caseload cover for other bases/teams.

To have responsibility for the health, safety and welfare of self and others in the working environment; to follow safe working practices; and to comply at all times with the Trust's Health & Safety Policies & Procedures.

GENERAL

1. To work in accordance with the Trust's Values to consistently demonstrate the behaviours required. The postholder is required to carry out his/her role in accordance with the organisation values, standards and behaviours, in a Professional, Compassionate, Respectful and Safe way.
2. To ensure that Croydon Health Services Trust's policies and procedures are adhered to.
3. To have responsibility for the Health, Safety and Welfare of self and others and to comply at all times with the requirements of the Health and Safety Regulations and the Trust's Health and Safety policies and procedures.
4. To ensure confidentiality at all times, only releasing confidential information obtained during the course of employment to those acting in an official capacity in accordance with the provisions of the Data Protection Act and its amendments.
5. To work in accordance with the Trust's policies to eliminate unlawful discrimination and promote equality and diversity in the workplace. To positively promote at all times equality of opportunity in service delivery and employment in accordance with Trust policies, regardless of age, disability, race, nationality, ethnic or national origin, gender, religion, belief, sexual orientation or domestic circumstances.
6. To adhere to the Trust Infection Control Policy, procedures and guidelines, and in particular practice strict hand hygiene at all times while carrying out clinical duties, in line with the responsibilities placed on employees by the Health Act 2006: Code of Practice for the prevention and control of healthcare associated infections (HCAIs). The prevention and control of HCAIs must be embedded into everyday clinical practice and applied consistently.
7. All clinical staff hold responsibility for ensuring they have sound knowledge of standard infection control precautions and that no omission on their part or within the sphere of their responsibility is detrimental to the interests or safety of their patients, visitors and colleagues. Clinical staff must keep their infection control knowledge and skills up to date by attending the Trust's mandatory infection control training, a record of which will be kept and information provided to line managers as required.
8. To comply with the Trust's Safe Guarding Children and Vulnerable Adults policies, procedures and protocols. All individual members of staff (paid or unpaid) have a duty to safeguard and promote the welfare of children, young people and vulnerable adults This will require you to:
 - Ensure you are familiar with and comply with the London Child Protection Procedures and protocols for promoting and safeguarding the welfare of children and young people.
 - Ensure you are familiar and comply with the Croydon Multi Agency Safeguarding Vulnerable Adults Pan London Procedures.
 - Ensure you are familiar and comply with local protocols and systems for information sharing.
 - Know the appropriate contact numbers and required reporting lines.



- Participate in required training and supervision.
- Comply with required professional boundaries and codes of conduct

NOTE:

- A child is someone under the age of 18 (this would include unborn children).
- A vulnerable adult is 'someone who is or may be in need of community care services by reason of mental or other disability, age or illness; and who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation' (this includes carers).

Copies of the Protocols and Procedures are available on the Trust Intranet under Child Protection. Staff are advised on how to access the appropriate contact numbers and the Protocols and Procedures when attending Safeguarding training. Updates and revisions are notified to all staff via 'What's New'.

9. To work within the relevant Professional Bodies Code of Professional Conduct and Scope of Professional Practice.
11. Budget Holders are responsible for adherence to Standing Financial Instructions
12. Managers are responsible for adherence of maintaining expenditure within budget and addressing deviations from budget
13. To undertake such other duties as may be reasonably required from time to time as are consistent with the responsibilities of the post.

You are the difference –Staff Pledges

All staff are expected to demonstrate a considerate and respectful attitude.

I will always introduce myself to patients and other staff "Hello my name is"

If I see that someone looks like they need help, assistance or they look lost – I will always – Can I help you?

If I can't help you I will always ensure that I refer you to someone who can

If I see behaviour that is inappropriate I will feel empowered and supported to always challenge it

This job description is not an exhaustive document, but is a reflection of the current position. The job holder may from time to time be asked to undertake other reasonable duties. Any change will be made in discussion with the job holder in light of service needs.

Job Description Agreement

This job description can be updated annually as part of the personal development plan.

This job description has been updated and agreed by:

Current post holder :Date:

Line Manager:Date



Person Specification
JOB TITLE: Senior Integrated Community Nurse
Band 7

HEADINGS	ESSENTIAL	DESIRABLE	HOW TESTED
EDUCATION AND QUALIFICATIONS	<p>Registered General Nurse with current NMC registration</p> <p>Mentorship Qualification Successful study at 1st degree level</p> <p>Willingness to undertake relevant modules at Masters level. Nurse prescriber</p> <p>Advanced practitioner qualification or Community nursing qualification e.g. DN, HV, Practice nurse</p> <p>Research Module at 1st Degree or Masters level.</p> <p>Managing sickness absence, recruitment and retention of staff, and performance management training</p> <p>Post registration qualification relevant to Band 6 role, e.g. management, leadership, teaching or in specialist area of clinical practice.</p>	<p>Willingness to undertake Independent (V300) prescribing study</p> <p>Practice Teacher Qualification (SPT) or willingness to undertake</p>	<p>A/I</p> <p>A/I</p> <p>A</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>
KNOWLEDGE AND UNDERSTANDING	<p>Understanding of current issues, policies and frameworks affecting primary care practice and district nursing i.e. practice based commissioning, community matron and Health care closer to home</p> <p>Knowledge and understanding of Commission a Patient Led NHS</p> <p>Understanding of professional and personal accountability and responsibility in line with NMC Code of Professional Conduct</p> <p>Knowledge and understanding of Children's Act, Child and Adult Protection Issues</p> <p>Knowledge of management strategies and leadership styles</p>		<p>A/I/T</p> <p>A</p> <p>A/I</p> <p>A</p> <p>A</p>



	<p>Knowledge and understanding of needs of patients carers and knowledge of relevant statutory and voluntary services and how to access these</p> <p>Knowledge and understanding of management patients with Long Term Conditions</p> <p>Knowledge and understanding of clinical governance, risk management, and ability to work in partnership with the Cluster Matrons to implement strategies</p> <p>Knowledge, understanding and ability to participate in the audit process</p> <p>Knowledge, understanding and ability to participate in the development of policies and procedures</p> <p>Understanding of research process, and ability to participate in research undertaken within the team/PCT as appropriate</p> <p>Working knowledge of equal opportunities, equities and diversities</p> <p>Working knowledge and understanding of the importance of confidentiality</p>		<p>A</p> <p>A</p> <p>A</p> <p>A</p> <p>A/I</p> <p>A</p> <p>A/I</p> <p>A</p>
EXPERIENCE	<p>Significant experience working as a qualified District Nurse. HVOP or Community Matron</p> <p>Experience of managing conflict with a team</p> <p>Experience of caseload management</p> <p>Ability and willingness to contribute to service development opportunities, e.g. developing guidelines, policies, primary care services</p> <p>Experience managing staff within a team, resources and workload, e.g. effective use of team skill mix, appropriate delegation of patient care, supervision of junior staff</p> <p>Experience identifying learning needs and line management experience or demonstrates the ability to be a line manager</p>	<p>Significant experience in complex nursing procedures e.g. Intravenous therapy, syringe drivers, continence and tissue viability.</p> <p>Experience of clinical supervision and as a facilitator for supervision (or willingness to undertake)</p>	<p>A</p> <p>A</p> <p>A/I</p> <p>A</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>



SKILLS/ABILITIES	<p>Ability to deliver evidence based care that is responsive to the needs of patients and carers and that is negotiated in partnership with service users</p> <p>Ability to carry out concise, comprehensive patient assessments, prescribe appropriate nursing care, delegate implementation of care appropriately, and evaluate outcomes</p> <p>Ability to set up complex packages of care for patients with complex needs</p> <p>Ability to assess the needs of the caseload and to prioritise and manage the resources</p> <p>Ability to promote independence and self care and to enable other staff to do the same</p> <p>Ability to take proactive approach to facilitating hospital discharge/preventing inappropriate admission</p> <p>Ability to work independently using initiative to make clinical decisions at a high level</p> <p>Excellent interpersonal and verbal communication skills, ability to establish rapport and work effectively with colleagues and others, to influence and negotiate</p> <p>Good written communication skills, ability to produce contemporaneous accurate and concise patient records, reports and other relevant documentation when working within time constraints</p> <p>Ability to provide leadership and manage staff</p> <p>Ability to communicate sensitively and effectively with colleagues patients and carers</p> <p>Ability to work collaboratively with team members, other professionals and agencies</p> <p>Ability to adopt a constructive and logical approach to dealing with conflict, and to challenge and support others appropriately and assertively</p> <p>Ability to manage complaints effectively</p> <p>Able to facilitate reflective practice self/others</p>		<p>A/I</p> <p>A</p> <p>A</p> <p>A/I/I</p> <p>A</p> <p>I</p> <p>A/I</p> <p>I</p> <p>A</p> <p>I</p> <p>A</p> <p>A/I</p> <p>I</p> <p>I</p> <p>A</p>
-------------------------	--	--	--



	<p>Evidence of being self motivated, and an ability to motivate others</p> <p>Ability to positively manage change processes</p> <p>Ability to manage own and others time effectively,</p> <p>Ability to prioritise workload effectively when under pressure</p> <p>Ability and willingness to contribute to service development opportunities, e.g. developing guidelines, policies, primary care services</p> <p>It literate, e.g. emails, word and excel</p>		<p>A</p> <p>A</p> <p>A</p> <p>A/I</p> <p>A</p> <p>A</p>
Other factors / Special circumstances	<p>Car driver, current UK licence and access to car for work purposes</p> <p>Commitment to philosophy and values of Trust</p> <p>Able to work flexibly including unsocial hours</p> <p>Able to work flexibly including unsocial hours</p> <p>Willingness and ability to adapt positively to changes in working practices and to develop new and innovative approaches to district nursing</p>		<p>A</p> <p>I</p> <p>A/I</p> <p>A</p> <p>A</p>

A= Application T= Test I=Interview

