

# Job description

## Paramedic/Nurse Urgent Response Band 6



...we are caring and compassionate

...we deliver quality and value

...we work in partnership



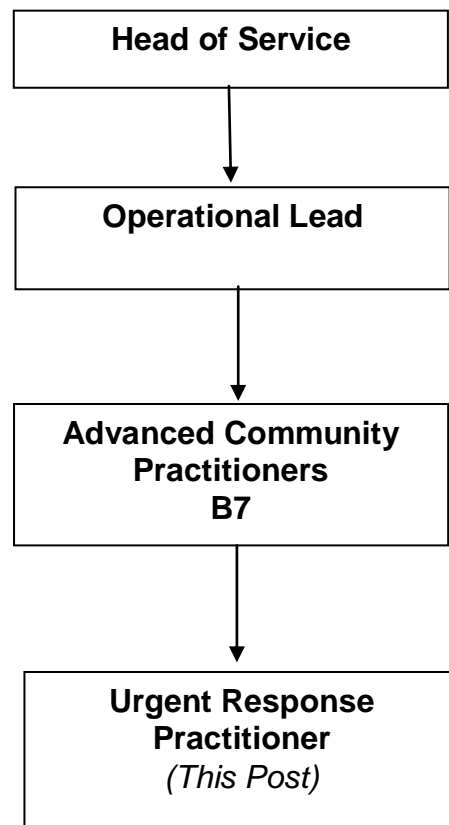
**Name:**  
**Job title: Urgent Response Practitioner**  
**Team: Urgent Response Service**  
**Business unit: Planned Care**  
**Reports to: Operational Lead**  
**Accountable to: Head of Service**  
**Band: 6**  
**Location: Medway**  
**Last updated: 17/07/2020**

---

## **Job purpose**

- To work as part of the multi-disciplinary urgent response service to support unwell patients in domiciliary and care homes.
- The service operates from 0700-1900hrs 7 days a week and the post holders are required to work 12 hour shifts.
- The post holder will rotate between clinical triage function and face-to-face patient consultations.
- To undertake clinical triage for health care professional referrals into the urgent response service.
- To undertake face-to-face assessment, diagnosis and treatment for community patients presenting as unwell to prevent hospital admission where appropriate and keep patients safe within their own homes.
- To work as a member of a multidisciplinary team providing clinical care for patients within research and evidence-based guidelines. The team comprises of advanced clinical practitioners, paramedics, phlebotomists, therapists, care managers and social care providers.
- To support the clinical leads in managing cost-effective and efficient practice and actively seek to prevent hospital admissions where appropriate.

# Organisational Chart



## 1. Communication and relationship skills

### Internal

- Head of service
- Clinical lead
- Clinical nurse managers
- Community nurse team leaders
- Community nursing staff
- Other services/professionals
- MedOCC

### External

- Patients and their family/carers
- GP's and practice teams
- Social services
- Voluntary agencies including care navigators
- Housing services
- Other primary healthcare organisations
- Acute hospital trusts
- Community pharmacists
- Care home providers and staff
- Continuing care

- To impart clinical knowledge and experience. Ensure effective communication within the advanced community practitioners and the wider community nursing team, the patient and other professional main stream services and to act as the patient advocate.
- Communicate complex patient information, verbally and in writing to various professionals.
- Provide advice, motivation and education to patient's family and carers in respect of their medical/health condition, where there may be barriers to understanding, being empathetic and providing reassurance.
- Liaise with Provider Services staff and primary care staff, including the patient's GP, Social Services and other mainstream and voluntary groups/services as necessary.
- Gain valid informed consent and work within a legal framework with patients who lack the capacity to consent to treatment.

## **2. Knowledge, training and experience**

- Hold current registration as a Paramedic with the Health and Care Professions Council or as a nurse with Nursing and Midwifery Council.
- Evidence of experience with clinical triage.
- Qualification in Minor Illness Management, Enhanced Clinical Assessment or willingness to undertake.
- Understanding of community setting for care and functioning of integrated working.
- Evidence of undertaking regular training and continuous personal/professional development.
- Recent Intravenous therapy and cannulation training, or willingness to undertake.
- Preparation of Mentors/ENB 998 or equivalent.
- Good communication skills.
- Good interpersonal skills.
- Awareness of child and adult protection issues.
- A sound knowledge of Clinical Governance and risk management.
- Intermediate IT (Information Technology) skills (Windows, Internet, Outlook).
- Excellent time management skills.
- Demonstrable research skills.
- Assertiveness and resilience.
- Familiar with National Service Frameworks and demonstrates understanding of patient pathways in relation to Minor Illness Management.

## **3. Analytical and judgement skills**

- Ability to prioritise and respond appropriately to patient referrals.
- Provide assessment of patients presenting with a range of clinical conditions in order to diagnose, recommend and advise on treatment, referring to clinical colleagues as appropriate.
- Proactive management and identification of risk in relation to patients and their presenting conditions.
- Regularly assess and act on the views of the patients, relatives and colleagues about the care given, ensuring that feedback is dealt with promptly and courteously, upholding the role of patient advocate at all times.

- Follow approved pathways and guidelines, while using own judgement to decide when to refer patients to others or to seek further guidance.

#### **4. Planning and organisational skills**

- Initiate and organise the necessary services to the patient to ensure appropriate care including liaising and referral to other specialist teams.
- Facilitate the provision of any required care at home, as appropriate.
- Report on patients' conditions to appropriate senior nurse or medical practitioner (Primary Care Physician, GP) as necessary and ensure prescribed treatments are carried out.
- Participate in self-development programmes, clinical supervision, agreeing personal objectives and professional development plans.
- Effective time management of work to meet the demands of allocated patients.
- Ability to adapt and be flexible in responding to changing needs and demands of the service.
- Assess, plan, implement, and evaluate programmes of care.

#### **5. Physical skills**

- Undertake the physical examination of patients in order to assess, evaluate, plan, and implement programmes of care to ensure effective high quality, evidence based health care and health promotion in accordance with best practice standards.
- Undertake a range of clinical skills, including wound care, observation skills and the dexterity to perform and administer intravenous injections, the insertion of cannulae and the taking of blood for blood tests when appropriate.

#### **6. Responsibility for patient / client care**

- To deliver research-based practice and initiate appropriate changes to ensure that care is safe and effective.
- To prescribe treatments as appropriate either through Patient Group Directions or as independent prescriber.
- To ensure effective communication with colleagues which facilitate and promote multi-disciplinary working.
- To provide clinical expertise and knowledge within the service environment.
- To ensure that the patient experience and treatment is provided within a quality service.
- To provide effective public health education to service users.
- To ensure that own practice is within the guidelines set by professional bodies e.g. HCPC/NMC.
- Initiate own autonomous clinical assessment (including telephone triage) using a range of advanced skills and expert knowledge of intermediate care, of patients presenting with complex and undiagnosed conditions, facilitating diagnosis, specialist advice, treatment, referral, review or discharge.
- Initiate and review care programmes appropriate to the needs of individual patients in a community setting, including patients within residential and nursing homes.

- Recognise and report environmental health problems affecting patients and provide health protection interventions that promote health and safe environments for patients and staff.
- Maintain clinical and professional competence by portfolio evidence which shows an up to date knowledge of nursing, therapy, health, social and integrated working care trends and policy
- Maintain a professional manner and promote a positive image that reflects the values of the organisation.
- Actively participate in regular clinical supervision as supervisor and supervisee.
- Participate in the appraisal programme and identify training needs, ensuring that statutory, mandatory and professional training and registration is completed and updated in a timely manner.
- Attend and participate in staff meetings.
- Actively progress integrated/interprofessional patient care and collaborative working.
- Contribute to the achievement of organisation and community nursing service objectives.

## **7. Responsibility for policy and service development implementation**

- Actively participate in clinical audit and clinical governance activities including risk assessments.
- Participate in data collection, activity reporting and outcome measuring for community nursing.
- Actively progress integrated/interprofessional patient care and collaborative working.
- Contribute to the achievement of organisation and community nursing service objectives.

## **8. Responsibilities for financial and physical resources**

- Responsible for the safe use of expensive equipment.
- Promote compliance to the organisations procedures for supply of consumables.
- Identify and progress practice development to improve patient care standards and outcomes.

## **9. Responsibilities for human resources (HR)**

- Supervise and provide the training, mentoring and education of students and junior/unqualified staff.
- Participate in own appraisal and clinical supervision.

## **10. Responsibilities for information resources**

- Ensure records are kept up to date and safeguard patient confidentiality by being aware of professional, legal and ethical responsibilities.
- Record and submit accurate, timely data and information to inform caseload management and service development.

## **11. Responsibilities for research and development (R&D)**

- Actively participate in clinical audit and clinical governance activities to maintain quality of service and support service developments including risk assessments.

## **12. Freedom to act**

- To work within organisational policies and procedures.
- To operate effectively within the operational policies and guidelines of the service.
- Guided by established policies and guidelines, be professionally and legally responsible and accountable for all aspects of own work, ensuring a high standard of clinical care.

## **13. Physical effort (refer to effort factor questionnaire)**

## **14. Mental effort (refer to effort factor questionnaire)**

## **15. Emotional effort (refer to effort factor questionnaire)**

## **16. Working conditions (refer to effort factor questionnaire)**

## Physical effort

This factor measures the physical effort (sustained effort at a similar level or sudden explosive effort) required for the job. It takes account of any circumstances that may affect the degree of effort required, such as working in an awkward position or confined space. Please tick the appropriate box in the table below.

| Job requirements   | Yes / no | Average number of shifts per week | Average number of times per shift | Average duration of each occurrence | Average weight lifted |
|--|----------|-----------------------------------|-----------------------------------|-------------------------------------|-----------------------|
| Standing / walking for substantial periods of time?                  | Y        | 5                                 | 4                                 | 20 mins                             |                       |
| Standing / sitting with limited scope for movement for long periods? | N        |                                   |                                   |                                     |                       |
| Making repetitive movements?   | N        |                                   |                                   |                                     |                       |
| Inputting at a keyboard?   | Y        | 5                                 | 10                                | 1 hour                              |                       |
| Kneeling, crouching, twisting, bending or stretching?                | Y        | 5                                 | 5                                 | 30 mins                             |                       |
| Climbing or crawling?  | N        |                                   |                                   |                                     |                       |
| Working in physically cramped conditions?                            | Y        | 5                                 | 2                                 | 30 mins                             |                       |
| Working at heights?  | N        |                                   |                                   |                                     |                       |
| Pushing / pulling trolleys or similar?                               | N        |                                   |                                   |                                     |                       |
| Running?   | N        |                                   |                                   |                                     |                       |
| Cleaning / pot washing?  | N        |                                   |                                   |                                     |                       |
| Lifting weights / equipment with mechanical aids?                    | Y        | 2                                 | 1                                 | 15 mins                             | 12st                  |
| Lifting weights / equipment without mechanical aids?                 | Y        | 2                                 | 1                                 | 10 mins                             | 10lbs                 |
| Manual digging?  | N        |                                   |                                   |                                     |                       |
| Other? (please specify)  |          |                                   |                                   |                                     |                       |



## Mental effort

This factor measures the mental effort (concentration, responding to unpredictable work patterns, interruptions and the need to meet deadlines) required for the job. Please tick the appropriate box in the table below and describe the level of alertness / concentration required when undertaking certain activities. Please note that the periods of time in the table refer to continuous periods of concentration.

| Job requirement  | Average duration | How often per day / shift? | Are there interruptions? | If yes, do they require you to change what you are doing? |
|--|------------------|----------------------------|--------------------------|---|
| Check documents  | 30 mins          | 6-10/day                   | Y                        | occasionally  |
| Carry out calculations   | 15 mins          | 2/day                      | Y                        | occasionally  |
| Analyse statistics   | 30 mins          | 1/week                     | Y                        | occasionally  |
| Operate equipment / machinery  | N                |                            |                          |   |
| Drive a vehicle  | 15 mins          | 6-10/day                   | N                        |   |
| Carry out screening tests / microscope work                              | N                |                            |                          |   |
| Carry out clinical / therapeutic / social care / diagnoses / assessments | 90 mins          | 1/day                      | Y                        | occasionally  |
| Attend meetings (please describe role)                                   | 90 mins          | 1/month                    | Y                        | occasionally  |
| Prepare detailed reports   | N                |                            |                          |   |
| Carry out formal student / trainee assessments                           | 3 hours          | 5/week                     | Y                        | occasionally  |
| Undergo cross examination in court                                       | N                |                            |                          |   |
| Carry out clinical, therapeutic or social care interventions / treatment | 40 mins          | 6-10/day                   | Y                        | occasionally  |
| Carry out non-clinical fault finding                                     | N                |                            |                          |   |
| Other (please specify)   |                  |                            |                          |   |

Is the pattern of this work predictable in nature? No

If no, please describe below, including examples of activities / responsibilities that make it unpredictable.

Responding to urgent referrals and the changing demands of patient need.

Responding to needs of staff/team/colleagues, e.g. sickness absence, study leave, practice support, i.e. meeting another member of staff at a patient's house if a problem is encountered.

## Emotional effort

This factor measures the emotional effort required to undertake clinical or non-clinical duties that are generally considered to be distressing and/or emotionally demanding. Please complete the table below, indicating whether you carry out the activities listed as examples.

| Examples  | Number of occasions per week / month / year |
|---|---|
| Giving unwelcome news to patients / clients / carers / staff                    | 1/week                                      |
| Processing, eg typing / transmitting, news of highly distressing events         | 0   |
| Providing a service for distressed / angry patients / clients                   | 1/week                                      |
| Dealing with difficult situations / circumstances                               | 5/week                                      |
| Designated to provide emotional support to front line staff                     | daily                                       |
| Providing a care or therapy service to emotionally demanding patients / clients | 1/week                                      |
| Caring for the terminally ill   | daily                                       |
| Communicating life changing events to patients / clients                        | 0   |
| Dealing with people with challenging behaviour                                  | 1/month                                     |
| Arriving at the scene of a serious incident                                     | 0   |
| Other (please specify)  |   |

## Working conditions

This factor measures the demands arising from inevitably adverse environmental conditions (such as extreme heat / cold, smells, noise, fumes) and hazards, which are unavoidable (even with the strictest health and safety controls), such as road traffic accidents, spills of harmful chemicals, aggressive behaviour of patients, clients, relatives, carers).

Please describe where you work and state percentage of time in each area below:

- Patients Homes 35%
- Care Homes 20%
- Travelling 25%
- Office 20%

Please complete the table below concerning the conditions in which you are required to work or illness /injury to which you are exposed.

| Are you require to work in, directly with or exposed to:                     | Yes / no | Frequency per week / month / year |
|--|----------|-----------------------------------|
| Driving / being driven in normal situations (excluding driving to work)?     | Y        | 6-10/day                          |
| Driving / being driven in emergency situations?                              | N        |                                   |
| Inclement weather?   | Y        | Winter/summer                     |
| Use of VDU more or less continuously?  | N        |                                   |
| Excessive temperatures?  | N        |                                   |
| Unpleasant smells / odours?  | Y        | daily                             |
| Excessive noise and / or vibration?  | N        |                                   |
| Dust / dirt?   | Y        | daily                             |
| Humidity?  | N        |                                   |
| Exposure to dangerous chemicals / substances in containers?                  | Y        | 1/month-chemotherapy              |
| Exposure to aggressive verbal behaviour where there is no or little support? | Y        | 1/month                           |
| Unpleasant substances / non-household waste?                                 | N        |                                   |
| Noxious fumes?   | N        |                                   |
| Infectious material / foul linen?  | Y        | 1/month                           |
| Fleas or lice?   | Y        | 2/year                            |
| Body fluids, faeces, vomit?  | Y        | daily                             |
| Exposure to dangerous chemicals / substances not in containers?              | N        |                                   |
| Other (please specify)   |          |                                   |

# Corporate accountabilities

## Equality and diversity

The post holder will comply with all policies and procedures designed to ensure equality and diversity of employment and services across the organisation.

## Standards of professional and business conduct

The postholder will be required to comply with the organisation's standing orders and standing financial Instructions, and at all times deal honestly with the organisation, with colleagues and all those who have dealings with the organisation, including patients, relatives and suppliers. The postholder will also be required to comply with the Code of Conduct for NHS Managers and / or the relevant professional codes of conduct.

## NHS values

All staff must be committed to abiding by the NHS values and our organisational values; open and truthful in all their dealings with patients and the public, being caring and compassionate, working in partnership and delivering quality and value. Organisational and personal interests must never be allowed to outweigh these.

## Control of infection

All staff whether clinical or non-clinical are required to comply with the Health and Social Care Act 2008. Code of Practice for the prevention and control of infections and related guidance. Therefore the postholder is expected to keep patients, visitors, themselves and other staff safe by continuously reducing the risk of healthcare associated infections.

## Risk management and health and safety

The postholder will ensure compliance with the organisation's risk management policies and procedures. These describe the organisation'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. The postholder will be required to observe local health and safety arrangements and take reasonable care of him / herself and persons that may be affected by his / her work.

## Governance standards

Comply with the relevant governance standards applicable to the organisation as communicated to the postholder from time to time

## Confidentiality

To respect the confidence of patients, clients and their carers relating to their condition, their family and their financial and other circumstances and not to disclose any such information to others who are not authorised to have it, either within or outside the organisation. To abide by the organisation's code of conduct and Caldicott requirements in confidentiality at all times.

## Records management

To maintain organisation and patient records (both paper and electronic) in accordance with organisation policies to facilitate clinical care and effective administration.

## Freedom of Information

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 organisation Freedom of Information procedures.

### **Data protection**

To comply with organisation's policies and the Data Protection Act in all respects, with particular relevance to the protection and use of personal and patient information.

### **Security**

To comply with organisation 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.

### **Safeguarding and protecting children and vulnerable adults**

All staff must be familiar with and adhere to Medway Community Healthcare Safeguarding Policies, procedures and guidelines for both children and vulnerable adults. This must be in conjunction with the Kent and Medway Safeguarding Children Procedures and Kent and Medway Safeguarding Vulnerable Adults Multi-Agency Policy, protocols and guidelines. All staff are required to attend mandatory safeguarding children and vulnerable adults training and updating relevant to their position and role.

## Person specification

| Criteria  | Essential  | Desirable   |
|---|--|---|
| <b>Qualifications</b>                                   | Hold current registration as a Paramedic with the Health and Care Professions Council or as a Nurse with the Nursing and Midwifery Council.  | Preparation of Mentors/ENB 998 or equivalent.   |
| <b>Experience</b>                                       | Experience in undertaking urgent care in community settings and clinical triage.   | Understanding of community setting for care and functioning of integrated working.  |
| <b>Special knowledge / expertise</b>                    | Qualification in Minor Illness Management, Enhanced Clinical Assessment or willingness to undertake.<br>Qualification in Minor Illness Management, Enhanced Clinical Assessment or willingness to undertake.<br>Recent Intravenous therapy and cannulation training, or willingness to undertake.<br>Awareness of child and adult protection issues.   | Knowledge and experience of working with enhanced Patient Group Directives.<br>Prescribing qualification (Level 3) or willingness to undertake. |
| <b>Disposition, adjustment, attitude and commitment</b> | Evidence of undertaking regular training and continuous personal/professional development.<br>Excellent time management skills.<br>Assertiveness and resilience.<br>Flexible and responsive to service needs.<br>Self-motivated and a proactive approach.<br>Demonstrate ability to work autonomously and as part of a team.<br>Demonstrate ability to practice at an advanced level.<br>Ability to work under pressure. |   |
| <b>Practical / intellectual skills</b>                  | Good communication skills.<br>Good interpersonal skills.<br>A sound knowledge of Clinical Governance and risk management.<br>Intermediate IT (Information Technology) skills (Windows, Internet, Outlook).<br>Awareness of audit requirements.   | Demonstrable research skills.<br>Experience of audits and ability to formulate outcome measures.  |
| <b>MCH values</b>                                       | <b>Being caring and compassionate</b><br>The health and wellbeing of our patients and staff are my priority.   |   |

I show kindness and humanity.  
I am inclusive and non-discriminatory.

### **Working in partnership**

I ask for, respond to and offer feedback which improves the quality of our services.

I work effectively as part of my immediate team, the wider organisation and with external partners to achieve shared goals.

I take responsibility and ownership for my area of work and I meet and manage expectations.

### **Delivering quality and value**

I raise my concerns and I am open and honest when things do not go well, learning from successes and mistakes.

I make the most of resources and reduce waste and inefficiencies.

I seek out, share and actively participate in new ideas and ways of working.

*These are the core values and behaviours expected of all roles within MCH and individual performance in relation to the values is assessed in your PDR. A full description is available from your manager and the intranet.*