

## Job Description

<b>Job Title:</b>	Front Door Team Lead
<b>Base:</b>	Great Western Hospital
<b>Grade:</b>	Band 7
<b>Reporting to:</b>	Acute Therapies Lead

### Our Values

Our STAR values are at the heart of everything we do. You can expect to see them in the way we act and the way we treat each other. Our values make us who we are.

<b>Service</b>	We will put our patients first
<b>Teamwork</b>	We will work together
<b>Ambition</b>	We will aspire to provide the best service
<b>Respect</b>	We will act with integrity

### Main Purpose of the Job

To manage the 7-day Front Door Therapy Team. The team provides services to the Emergency Department, Acute Assessment Unit (LAMU) the Short Stay Units and any other admission unit within GWH. The post holder will be a role model for the Trust core values of Service, Teamwork, Ambition and Respect.

To be responsible for clinical and professional leadership of staff within the team. To ensure safe and effective delivery of therapy and discharge services at the Front Door.

To ensure collaborative working with the other Front Door staff and external partners, promoting admission avoidance, discharges within the Trusts and National targets and early discharge planning and therapy intervention for other patients.

### Main Responsibilities and Duties

1. To provide effective leadership, direction and line management to the Front Door Therapy Team.
2. To operationally manage the day-to-day organisation of the Front Door team prioritising workloads, responding to changing hospital demands, ensuring an accessible, responsive, and flexible service.
3. To monitor both internal and external customer satisfaction with the service provided.
4. To be responsible for all equipment used by and supplied by the therapists, including the regular servicing of all equipment.
5. Ensure the delivery of the Teams KPI's and assist the trust in avoiding ED breaches, unnecessary admissions or unsafe discharges.
6. To be professionally and legally responsible and accountable for all aspects of your work.

## **Patient Client Care**

1. To always put the patient at the centre of your decision making. Including the patient and their NOK in treatment and discharge plans.
2. To ensure a high standard of patient care, being responsive to their needs and adapting as required.
3. To work with the MDT, ICB and external partners (Adult Social Care, Mental Health, SWAST, Primary Care, NHS @ Home and community colleagues) to develop new and efficient patient pathways.
4. To provide specialist assessment, treatment, and management of a complex clinical caseload.
5. To facilitate and co-ordinate patient discharges in a timely manner, completing relevant referrals, liaising with the multidisciplinary team and handover discharge plans to ward therapists. Liaise with health care professions to ensure smooth discharge, including GPs, NHS @ Home and community teams.
6. To formulate and develop individually tailored therapy treatment programmes/goals based on knowledge of evidence-based practice and sound clinical reasoning and treatment skills.
7. To evaluate patient progress and adjust treatment required to ensure effective discharge.
8. To assess for and order specialist equipment according to patients needs such as mobility aids and equipment to facilitate activities of daily living, gaining budgetary approval as necessary.
9. To train members of patients' families, carers and nursing staff in correct manual handling procedures in relation to specific patients in your care.
10. To be involved where necessary with the washing, dressing and cleaning of patients if in association with treatment/assessment.
11. Communicate effectively and sensitively with patients and carers, discussing discharge plans and ensuring expectations are appropriate.
12. To gain valid and informed consent from patients. Completing MCA and Best Interest decisions in keeping with the Mental Capacity Act 2005.
13. To support other members of the team with complex, high risk decision making, seeking support from Safeguarding Teams and Adult Social Care as needed whilst still keeping patient wishes at the centre of decision making.
14. To act on safeguarding's and SWAST alerts quickly and realistically, balancing risks to patients from unnecessary hospital admission against risks in the community.

## **Financial Responsibilities**

All staff will support their managers to make efficient and effective use of resources. All staff are responsible for identifying any actual or potential deviation from budgets and are to work with the budget holder or manager to find effective ways of handling it.

All staff must ensure they use resources in a manner consistent with organisational objectives and policies, ensuring that resources are realistic, justified and of clear benefit to the organisation.

## **Budget Responsibilities**

As a Manager you will share responsibility for the co-ordination, monitoring and review of the use of financial resources within your budget.

The Management of Financial Resources is relevant to all areas of work in the NHS as financial management takes place throughout the service. Financial Resources includes money and finance as well as the financial value of other resources such as people, equipment, material etc.

### **Responsibilities for People or Training**

1. To be responsible for the recruitment of staff for the Front Door Team.
2. To meet regularly with the Front Door Team to cascade information, seek opinions and facilitate team support.
3. To be instrumental in the delivery of the appraisal scheme for the staff you supervise and to ensure all the staffs in your team have had appraisal and personal development plans.
4. To support and facilitate student training establishments by providing suitable student clinical placements and support for staff who supervise students.
5. To manage all staffs Mandatory training, supervision, sickness levels and AL with the assistance of HR and OH
6. Identify training needs of the team and yourself and encourage a culture of evaluation, reflective practice and audit towards continuous service improvement and personal development.
7. To manage and promote staff emotional intelligence to build a supportive and compassionate high performing team.
8. To have a high level of emotional intelligence to manage difficult conversations with staff and complex team dynamics.

### **Professional Responsibilities**

1. To manage your time effectively. To balance clinical needs of the team and patient caseload against management responsibilities.
2. To use a range of resources (outlook calendar, prioritisation lists, team diary) to ensure you are organised and able to respond to changing demands.
3. To always maintain professional standards and Trust STAR values.
4. To ensure clinical governance and risk management are integral to service provision and development and find ways to problem solve quickly.
5. To diffuse potentially hostile and antagonistic situations with staff, patients and relatives using highly developed negotiation and interpersonal skills.

### **Organisational**

1. To ensure all staff maintain accurate and comprehensive documentation in line with Trust and Professional standards.
2. To investigate complaints, incidents, and clinical issues. Identify the root cause and implement recommendations. To share learning within the team and wider teams as appropriate.
3. To identify, mitigate and escalate risks as appropriate.
4. To comply with Trust policies and procedures and ensure staff follow these as required.
5. To be involved in the reviewing and updating of policy and procedures as appropriate.
6. To report all patient safety incidents and near misses in keeping with Trust procedure.

### **Other Factors**

1. The staff member will be required to work their contracted hours between 8am to 6pm covering 7 days a week and to participate in weekend working according to service needs.
2. To carry out ongoing assessments and treatments for a wide variety of conditions with moderate physical effort repeatedly during the day.
3. The job requires concentration for most of the day often with frequent interruption especially by phone or bleep. It will be stressful at times aiming to have discharge plans in place in a timely manner especially during periods of escalation.
4. You may need to treat patients who have high levels of anxiety and aggression caused by pain, dementia or limited mobility.
5. You will be required to work alone in some environments and manage both the clinical and personal risk.
6. The job involves frequent exposure to unpleasant working conditions on a regular (daily basis), e.g. bodily fluids including sputum, vomit, urine, and occasional exposure to verbal and physical aggression.
7. You will frequently be exposed to distressing and emotional circumstances involving patients and relatives and occasionally have to deal with patients and relatives following a serious, traumatic or terminal incident.
8. To manage sensitive information and maintain staff and patient confidentiality and work in keeping with information governance and data protection guidelines.

### **Flexibility**

This job description is not intended to be exhaustive and it is likely that duties may be altered from time to time in the light of changing circumstances, in discussion with the post holder. This role profile is intended to provide a broad outline of the main responsibilities only. The post holder will need to be flexible in developing the role with initial and on-going discussions with the designated manager.

### **Supplementary Information**

This job description should be read alongside the Supplementary Information provided on NHS Jobs for applicants and alongside the Employee Handbook for current staff members.

## Person Specification

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<b>Base:</b>	Great Western Hospital

The following criteria will be assessed from information provided on your completed application form, during the shortlisting and assessment process, and by your referees.

Criteria	Essential	Desirable
<b>STAR Values</b>	We will expect your values and behaviours to reflect the STAR Values of the organisation: <b>Service</b> - We will put our patients first <b>Teamwork</b> - We will work together <b>Ambition</b> - We will aspire to provide the best service <b>Respect</b> - We will act with integrity	
<b>Education, Qualifications and Training</b>	<ul style="list-style-type: none"> <li>HCPC registered</li> </ul>	<ul style="list-style-type: none"> <li>Management Qualification</li> <li>i.e. Certificate, Diploma</li> <li>Management training courses</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>Managing a team</li> <li>Operational management</li> <li>Significant clinical experience in discharge planning and admission avoidance</li> <li>managing conflict</li> </ul>	<ul style="list-style-type: none"> <li>Service review and change management</li> <li>Recruitment process</li> <li>Managing a Budget</li> <li>Complex discharge planning</li> </ul>
<b>Knowledge and Skills</b>	<ul style="list-style-type: none"> <li>Good IT skills- Able to write reports, basic use of excel</li> <li>Leadership qualities- ability to delegate, support, motivate and supervise</li> <li>The ability to implement Evidence Based Practice into service delivery</li> <li>Recent participation in audit projects</li> <li>ability to communicate complex or sensitive information about well-being to anxious patients and relatives.</li> </ul>	<ul style="list-style-type: none"> <li>Ability to prepare and deliver presentations to a group of people.</li> <li>The ability to lead audit projects.</li> <li>Ability to network across organisations</li> </ul>
<b>Other Job-Related Requirements</b>	<ul style="list-style-type: none"> <li>Willing to work in other areas of the Trust or Trust-wide as and when required to do so.</li> <li>Adaptable and responsive to change</li> <li>Able to identify personal learning needs</li> </ul>	<ul style="list-style-type: none"> <li></li> </ul>