

Clinical Case Coordinator Job Description Band 6

Job Title: CHC Clinical Case Coordinator

Band: Band 6

Location: Hybrid – Home/office/site visits

Accountable to: Clinical/Specialist Lead

Responsible to: Head of Continuing Healthcare

1. Job Summary

The post holder will work within the NHS Continuing Healthcare (CHC) team which has responsibility for the full range of provisions relating to Continuing NHS Health Care and Funded Nursing Care.

The post holder will use knowledge and clinical skills to ensure that co-ordination and outcomes are determined in a consistent manner to ensure effective application and interpretation of the National Framework for NHS Continuing Health Care and NHS Funded Nursing Care. This may include supporting patients from referral to appeal processes as required depending on individual roles and responsibilities. Day to day that may include completing of assessments and or reviews using general case management principles.

Depending on individual roles and responsibility, the post holder may work closely with acute services (D2a), community services and care homes to develop systems and processes to facilitate a smooth assessment and referral process. This may involve liaising with internal and external stakeholders.

The post holder will regularly review the clinical needs of the patient throughout the NHS CHC process with regard to appropriateness of the placement, ensuring the level of care being provided meets the individual needs of the patient and entitlement to NHS Continuing Healthcare/Funded Nursing Care is considered at all times.

Effective verbal and written communication skills to communicate with patients, their families/representatives, and other professionals are essential as is the production of accurate, detailed, and comprehensive reports.

2. Key Working Relationships

The post holder will be required to:

- a. Maintain constructive relationships and work with a broad range of internal and external stakeholders.
- b. At all times, act professionally when gathering information, at meetings and reviewing individuals as part of the NHS CHC National Framework.
- c. Ensure all assessments and reviews are completed in a timely manner agreed locally with the CHC line manager/senior or clinical managers.
- d. Use different communication tools, skills and technology to gather the necessary information to complete their assessment or review.

3. Key Responsibilities

3.1 Analytical/Judgement

- Use clinical judgement to ensure that the patient is optimised by ensuring that all treatment and rehabilitation options have been fully explored.
- Use analytical and clinical judgement skills to interpret a range of verbal and written information to ensure the Checklist, Decision Support Tool (DST) and review tool documents have been comprehensively and accurately completed adopting the appropriate templates agreed with the CHC Senior or Clinical Manager.
- In conjunction with the Multidisciplinary team ensure consistent application of the NHS Continuing Healthcare and Funded Nursing Care (FNC) criteria be applied to all assessments and or reviews.
- Advocate on behalf of patients regarding clinical issues as required.
- Provide support and professional advice on behalf of the CHC team to all external and internal partners or providers.
- Undertake complex and detailed information analysis of the gathered evidence in relation to the checklist, DST and or review which requires high levels of concentration to enhance decision making regarding recommendation of CHC, FNC or no funding.
- Highlight risks to the patients which may need further escalation to the appropriate teams. For example, if safeguard needs to be raised to MASH.
- Provide coordination of and participate in relevant meetings, reporting attendance and provide information advice and support where requested.
- Submit a weekly update on progress of assessments completed/not completed with rationale to their line manager.

3.2 Communication

- Be able to explain to patients, family members, their advocates or representatives and health and social care staff the purpose and process of the national framework guidance to include the D2a process if applicable.

- Coordinate multidisciplinary meetings and care program approach reviews
 - Communicate directly and effectively with professionals to verify clinical status and to ensure robust completion of the required documentation.
 - Develop partnerships with key agencies throughout the Surrey Heartlands ICB and maintain rapport and working relationships with acute and community providers.
 - Manage and control challenging and emotive conversations/meetings around care and decisions made with patients, family members, members of health and social care teams and external representatives
- i.e. NHS Zero Tolerance Policy.**
- Be able to provide persuasive negotiation skills to convey standard and or complex information and gain understanding and agreement from relevant parties.
 - Participate in team meetings, sharing knowledge and update information.
 - Prepare written reports detailing standard and or complex clinical needs and details.
 - Provide relevant and timely advice and guidance on clinical and procedural Continuing Health Care issues
 - Support the development of internal and external communications where required by maintaining contact with the teams, stakeholders and Communication team.
 - Be responsible for preparation of correspondence and documents, as directed by Manager

3.3 Financial and Physical Resources

- Deliver against organisational objectives which may change depending on the needs of the service, achieving quality outcomes, prioritising own workload and working to tight deadlines
- Continually strive to support the commissioning of services to manage patient care which is considered to be value for money and effective.

3.4 Staff Management

- Provide training, advice and support on own role/responsibilities where necessary. For example regarding NHS National Framework CHC process and or D2a pathway.
- Support the training and induction of staff new to the CHC team
- Supervise members of team including any students as required.
- Participate in the recruitment process of support staff as requested by their line manager.

3.5 Information Management

- Be responsible for ensuring that all relevant information is collected, collated and assimilated to identify relevant patient needs
- Take responsibility for ensuring own clinical records are accurate, contemporaneous and maintained in accordance with the standards set out in relevant professional Guidance and ICB

Policy

- Use professional practice to update, maintain, organize, gather and analyse information to predict/meet future organisational and team needs.

3.6 Research and Development

- Actively support and contribute to the development of key performance indicators for the successful assessment of performance. For example, D2a pathway, 28 days completing DST assessments.
- Test and review new concept, models, methods, practices, products and equipment in line with **role and responsibilities as agreed with line manager. For example, new documents or templates to support the day-to-day business as usual.**
- Contribute and participate in ensuring there are processes in place for sharing learning and outcomes.

3.7 Planning and Organisation

- Support the CHC team overall strategic improvement plan and direction by the Senior Leadership team
- and any associated action plans, in accordance with the agreed priorities of the team
- Contribute to the formulation of plans of up to three year and strategic direction within the team on issues.
- Deliver against individual, team and ICB objectives, achieving quality outcomes, prioritising own workload and working to tight deadlines

3.8 Policy and Service Development

- Contribute to the understanding and application of Department of Health legislation.
- Work as a key member of the NHS Continuing Healthcare Team to take forward the government agenda with regard to the NHS Continuous Healthcare and or the D2a pathway.
- Actively participate in developing and reviewing documentation to support the service
- Deliver care in accordance with national and local policies and procedures in line with the professional guidance. For example, Nursing and Midwifery Council (NMC) guidance, Allied Health Professionals (AHP).
- Take ownership and be responsible for organising and receiving an annual appraisal, recording an **identified professional development plan and organising training to meet objectives as agreed with your line manager in the first instance.**
- Facilitate and maintain an effective learning environment.
- Contribute to the review and development of existing information management systems and contribute to the development of an integrated approach to project management. For example, Personal Health Budget (PHB).

3.9 Equality, Diversity and Rights - Patient Care Responsibilities

- Undertake the co-ordination of care and ongoing reviews as applicable depending on your role and responsibility. For example, if supporting the acute services this may involve working within the D2a pathway and processes. Alternatively, if completing a CHC assessment or review using the NHS CHC National Framework. This may include providing advice and support to allocated partners throughout the Surrey Heartlands ICB.
- Assess and accurately interpret health and well-being needs working to Department of Health guidance for all those identified with registered nursing or health care needs
- Maintain the competence, knowledge and skills affiliated with your professional registration to ensure the patients have the right care and treatment they need to support them.
- Provide effective decision-making to ensure the care of patients is based on clinical need and delivers the best possible outcome for patients using the NHS Framework
- Develop, monitor and review programmes of care to meet identified needs. This may include giving advice or signposting patients, carers and members of health and social care teams to other services.
- Promote equality and value diversity in line with Surrey Heartlands ICB policy

This job description is an indication of the type and range of tasks that are expected of the post holder, other duties may be required, in line with the role and the banding. It will be reviewed and amended from time to time in consultation with the post holder to take account of changing organisational need.

Person Specification Generic Band 6

Supporting Evidence

The following information should be evidenced in the candidate’s application for the role.

Factors	Description	Essential Criteria	Desirable Criteria	Assessment
Knowledge, Training and Experience	<ul style="list-style-type: none"> • Educated to degree level in relevant subject or equivalent level of experience of working at a similar level in specialist area. 	√		A/I
	<ul style="list-style-type: none"> • Experience of assessment of Health and social care needs- care planning and coordination. 	√		A/I
	<ul style="list-style-type: none"> • Ability to work effectively under stressful conditions in a rapidly changing environment. 	√		A/I
	<ul style="list-style-type: none"> • Demonstrable experience of care/case management. 		√	A/I
	<ul style="list-style-type: none"> • Knowledge of care packages 		√	
	<ul style="list-style-type: none"> • Experience of communications with a variety of stakeholders. 	√		A/I
	<ul style="list-style-type: none"> • Previous experience in similar role in public sector. 		√	A/I
	<ul style="list-style-type: none"> • A good understanding of the health and social care environment and roles and responsibilities within it. 	√		A/I

	<ul style="list-style-type: none"> Working knowledge and understanding of Safeguarding. 	√		A/I
Analytical	<ul style="list-style-type: none"> Ability to analyse complex issues where material is conflicting and drawn from multiple sources. 		√	A/I
	<ul style="list-style-type: none"> Demonstrated capability to act upon incomplete information, using experience to make inferences and decision making. 		√	A/I
	<ul style="list-style-type: none"> Experience of problem solving. 	√		A/I
	<ul style="list-style-type: none"> Able to be an independent thinker with good judgement. 	√		A/I
Communication Skills	<ul style="list-style-type: none"> Clear communicator with excellent writing, report writing and presentation skills; capable of constructing and delivering clear ideas and concepts concisely and accurately for diverse audiences. 	√		A/I
	<ul style="list-style-type: none"> Skills for communication on complex matters and difficult 	√		A/I

	<p>situations, requiring persuasion and influence.</p> <ul style="list-style-type: none"> • Skills for nurturing key relationships and maintaining networks. 	√		A/I
Planning Skills	<ul style="list-style-type: none"> • Able to organise own time, work independently and unsupervised. • Ability to work on own initiative and organise workload without supervision, working to tight and often changing timescales. 	√		A/I
Physical Skills	<ul style="list-style-type: none"> • Working knowledge of Microsoft Office with intermediate keyboard skills. • Ability to navigate systems. 	√		A/I
Autonomy	<ul style="list-style-type: none"> • Ability to work on own initiative and organise own workload without supervision. • Working to tight and often changing timescales. 	√		A/I
Equality and Diversity	<ul style="list-style-type: none"> • Understanding of and commitment to equality of opportunity and good working relationships 	√		A/I
Other	<ul style="list-style-type: none"> • An ability to maintain confidentiality and trust. • Used to working in a busy environment. • Adaptability, flexibility and ability to cope with uncertainty and change. 	√ √ √		A/I A/I A/I

	<ul style="list-style-type: none"> • Commitment to continuing professional development. 	√		A/I
	<ul style="list-style-type: none"> • Professional calm and efficient manner. 	√		A/I
	<ul style="list-style-type: none"> • Effective organiser 	√		A/I
	<ul style="list-style-type: none"> • Demonstrate a strong desire to improve performance and make a difference by focusing on goals. 	√		A/I

***Assessment will take place with reference to the following information**

A=Application form

I=Interview

T=Test

C=Certificate

This job description is a broad reflection of current duties, but it is not exhaustive. It will be regularly reviewed to reflect priorities and developments during the on-going appraisal and performance review process.

Produced: 2023

Safer Recruitment

Equality, Diversity and Inclusion

The organisation is committed to achieving equality of opportunity for all staff and for those who access our services. Employees must respect others (staff and patients), uphold the values equal opportunities and diversity in the workplace. All managers and staff must know what is expected of them and are responsible for ensuring that this is delivered in practice in their day to day working lives. The organisation will not tolerate any form of discrimination, bullying or harassment in the workplace.

We are passionate about creating an inclusive workplace that promotes and values diversity. We know through experience that different ideas, perspectives, and backgrounds create a stronger and more creative work environment that delivers better patient outcomes. We welcome all applications, especially those from

underrepresented communities, including people with a disability, and those from Black, Asian and Minority Ethnic (BAME) backgrounds.

Health & Safety

The organisation recognises its duties under the Health and Safety at Work Act 1974 to ensure, as far as it is reasonably practical, the Health, Safety and Welfare at Work of all its employees and, in addition, the business of the organisation shall be conducted so as to ensure that all individuals having access to organisational premises and facilities are not exposed to risk to their health and safety. All staff under contract will be expected to comply with all appropriate Health and Safety policies and ensure all statutory and mandatory training is up to date.

Risk Management

All staff will follow risk management policies and procedures at all times. All staff are personally responsible for risk management issues in respect of yourself and colleagues. If you identify a potential hazard you should report it to your manager / supervisor at once using the organisational incident reporting process. If in doubt you should speak to your manager for guidance.

All staff have a responsibility to report all clinical and non-clinical accidents or incidents promptly and when requested, to co-operate with any investigation undertaken. All staff must use the safety equipment provided, and report any defects to their manager. You must attend risk management training as directed by your manager.

If you are a manager or have line management responsibilities for staff, a department or area of work, you are responsible for the risk management issues in that area. In conjunction with risk management you will ensure that there is an annual risk management audit in your area, risks are identified on the local risk register and that where necessary, an action plan eradicating risks is drawn up and implemented.

Protection of Children and Vulnerable Adults

All employees have a duty for safeguarding and promoting the welfare of children and vulnerable adults. Staff must be aware of the organisational procedure for raising concerns about the welfare of anyone with whom they have contact. The organisation believes that it is always unacceptable for a child, young person or vulnerable adult to experience abuse of any kind and recognises its responsibility to safeguard the welfare of all, by a commitment to practice which protects them.

Clinical Governance

The ICB promotes an open, learning culture ensuring appropriate governance systems and processes are in place to support and develop this culture. The post holder is responsible for ensuring that they are aware and

compliant with the ICB's policies and procedures that govern their work; and if something goes wrong, they have an obligation to report it so lessons can be learned from mistakes, incidents and complaints.

If any member of staff has concerns on any clinical governance matters, they should raise them with their line manager, professional adviser, or a senior member of management.

Infection Prevention and Control

The organisation is committed to reducing Healthcare Associated Infection. All employees are expected to comply with Infection Prevention and Control Strategies. All organisation staff are responsible for protecting themselves and others against infection risks and ensuring a clean safe environment is maintained. All staff regardless of whether clinical or not are expected to comply with current infection control policies and procedures and to report any problems with regard to this to their managers. All staff undertaking patient care activities must attend infection control training and updates as required by the organisation.

Policies and Procedures

Employees are expected to follow organisational policies, procedures and guidance as well as professional standards and guidelines. Copies of policies can be accessed via the staff intranet or external website or via your manager. The organisation operates a policy which promotes a smoke free environment.

Appraisal and Personal Development

The organisation is committed to lifelong learning for all staff and has put in place an appraisal and development infrastructure.

All employees have a responsibility to participate in an annual appraisal with their line manager and to identify performance standards for the post. As part of the appraisal process employees have a joint responsibility with their line manager to identify any learning development needs in order to meet the agreed performance standards.

Information Governance

It is a contractual requirement for the post holder to ensure that as a minimum they acquire the necessary skills to implement good practice in all matters relating to information governance and in particular data which can be attributed to an individual.

The post holder must adhere to information governance policies and procedures including the Data Protection Act, Caldicott principles, NHS Code of Confidentiality,

Records Management, NHS Code of Practice Parts 1 and 2

Managers have a responsibility to ensure that their staff are equipped with the necessary tools to use in the implementation of information governance.

Records Management

The post holder has a responsibility to adhere to the standards defined within policies in the creation, use, closure, retention, and disposal of records. The types of record held may consist of patient or staff records, administrative records, photographs, microfiche, audio and tapes, e-mails, electronic and scanned records and text messages.

Data Quality

The organisation is committed to producing relevant and reliable data and information to support decision making, manage performance and provide evidence to demonstrate compliance with CQC standards. The post holder is responsible for ensuring any data and information recorded by the individual complies with the Data Quality Policy.

Partnership Working

The organisation is committed to partnership working and staff involvement, underpinned by the values of openness, trust, staff involvement, development, diversity at work, commitment to modernisation and delivering the highest standards of performance.

Financial Instructions

Budget management and control is an element of each member of staff's job description where they are designated as being budget holders. The post holder must comply with the Financial Standing Orders, Standing Financial Instructions and Scheme of Delegation as appropriate to this role.