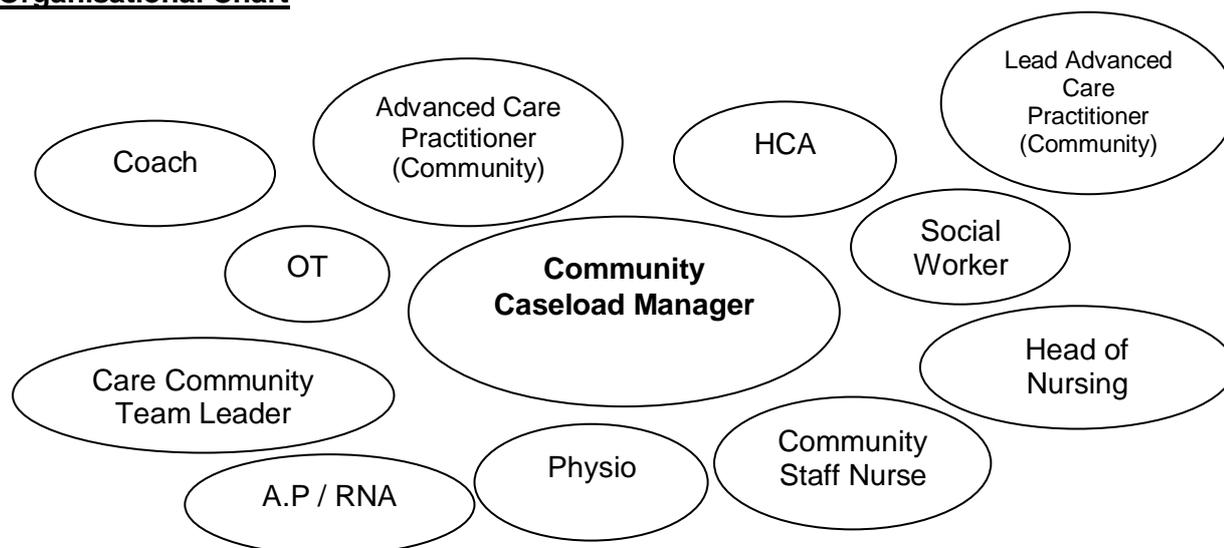


JOB DESCRIPTION

JOB TITLE	Community Caseload Manager
PAY BAND	Band 6
DIRECTORATE	Nursing & Midwifery
DEPARTMENT	Acute & Integrated Community Care
BASE	Congleton Ward Memorial Hospital
RESPONSIBLE TO	Community Nursing Team Leader
ACCOUNTABLE TO	Care Community Coach

Organisational Chart



Job Summary

- To provide holistic, high quality, safe and skilled health and social care / support to patients, carers and their families
- To work closely with member of the integrated care team to provide rapid and planned expert professional assessment and treatment interventions for patients in their own homes or other community settings, putting patients at the centre of their care and enabling patients to maximise their independence, health and wellbeing and remain in their own homes for as long as possible
- To be responsible /manage individual and team caseload of patients and carry continuing responsibility for the assessment of care needs, the development, implementation and evaluation of care programmes
- To provide leadership and support across the care community team demonstrating emotional intelligence to recognise pressures of self and team

Key Duties/Responsibilities

Clinical

- To assess new and existing patients' needs through comprehensive assessment using analytical skills to design individual care/treatment plans using specialist clinical reasoning skills
- Review and evaluation of the needs of patients and carers including those with highly complex presentations/ multi-pathologies
- To use professional knowledge and judgement to take into account the range of care/support packages and treatment options available. To consider each service user's personal circumstances and preferences in order to implement and adjust programmes of care and intervention.
- Engages and actively involve the individual and, if appropriate, their family/carer, in the assessment, planning, implementation and evaluation of programmes of treatment and/or care by using person-centred techniques to promote a culture of involvement and empowerment To involve patients and carers in the planning of care programmes and to encourage self-management when appropriate
- Coordinate and liaise with other agencies and colleagues to ensure patients' needs are met appropriately. Referral and liaison with other health & social care providers, independent sector care providers, voluntary agencies, relatives/carers and patient's representatives.
- To liaise with primary health care team, statutory and voluntary agencies in the provision of care to patients and their families/carers.
- To lead/ participate in multi-disciplinary team meetings, such as case conferences and joint assessments as required.
- Works to standards of proficiency identified by their professional and regulatory bodies performing clinical treatments/procedures to a competent standard
- Prioritises their own workload, and that of the wider team, within agreed objectives deciding when to refer to others as appropriate
- Maintain accurate records within the community setting in line with NMC record keeping guidelines. To maintain accurate nursing records, including electronic records, within the locality team.
- Co-ordinate interventions by acting as an interface between primary, secondary and social care – facilitating safe transfers from hospital where appropriate

Leadership/Management

- To be accountable for the proactive management and monitoring of a patient caseload making autonomous decisions about patient care and seeking support from colleagues as appropriate
- Deploy, co-ordinate and supervise the team proactively managing own and team caseload and ensuring adequate handover and communication
- Demonstrates the ability to delegate, organise and prioritise workload to ensure the safe delivery of the service including the management of referrals and discharges utilising locally agreed support mechanisms and making judgements in complex situations
- Provide clinical leadership and support to a team of multidisciplinary professionals providing clinical, health and social care to avoid inappropriate admission to hospital. Set and maintain standards of care and clearly articulates the expected clinical standards of the service, monitors and identifies where standards are not met and takes action to address
- Demonstrates clinical leadership, initiative and creativity in the role including developing projects inspiring others to be positive in their contribution to continuous improvement

- To provide supervision for Qualified Nurses and Healthcare Assistants on a regular basis recognising the complex demanding nature of their caseload and the mental, emotional effort and supporting resilience when responding to challenge, change and complex or difficult situations
- To facilitate collaborative working across the whole team and take opportunities to initiate and sustain relationships with external care providers, voluntary support services and other agencies and acting as a credible source of information for other agencies/professionals involved in the care as required
- To lead and promote the multi-disciplinary team supporting the patient
- To communicate effectively within a multi-disciplinary team and all members of Primary Health Care teams; to develop networks for effective communication between health, statutory and voluntary services including patient forums order to improve and develop service delivery
- Provide a safe environment for the treatment of patients and protection of staff by ensuring effective use of equipment and materials in compliance with health and safety and other relevant policies
- To report /escalate any concerns/safety issues to the team leader or appropriate manager in a timely manner
- Implements, monitors and maintains agreed standards of care, reporting to the team/service manager when standards are not met
- Identifies areas for improvement within own service and proactively addresses these within the overall organisational governance frameworks and corporate objectives reflecting the changing needs of the population, local and national initiatives
- Actively works to continually improve the quality of own service within the overall organisational governance frameworks and corporate objectives e.g. through audit or suggesting changes to practice
- Ensure all staff have access to Trust, Practice and Professional information

Professional

- Maintain nursing practice within the context of NMC Code of Conduct, Scope of Professional Practice, and policies laid down by the Trust. To maintain and develop own professional expertise as a clinician. Implements policies relevant to service area and ensures team members are aware of policy requirements
- Works with managers and colleagues to identify, manage and minimise risks within the overall organisational risk management frameworks. This includes understanding and applying knowledge of clinical role in safeguarding and actively leading incident management processes
- To be responsible for the self-development of skills and competencies through participation in training and development activities and to maintain up to date technical and professional knowledge relevant to the post.
- Maintain a comprehensive personal profile and demonstrate appropriate professional development to Post Registration Education and Practice standards. Evaluate professional performance, undertake reflection and identify implications for practice.

Education and Research

- Supports and participates in the induction, teaching and mentorship of new staff and students the learning and development of the team and participates in teaching and development of all staff grades. Facilitate supervision and supporting staff through a team culture of reflective practice
- Ensures appraisals for direct reportees are undertaken in accordance with Trust policy and contribute to the annual learning needs analysis

- Supports the team leader in managing performance which falls below standard in accordance with the appropriate HR policies and processes
- Support the recruitment & selection of staff, ensuring orientation programmes are in place
- Analysis of duty rosters to ensure a correct staffing level in order to provide adequate service. SKILL
- Managing sickness/absence including completion of forms and return to work interviews.
- Facilitate pre-registration students within their community placement. L&D
- Act as mentor/preceptor as appropriate
- Identify personal learning needs and take steps to pursue personal development plan.
- Contribute to the development of nursing practice through involvement, participation, and implementation of research and audit. Actively seek and critically appraise evidence based research to promote and inform clinical practice. Participate as appropriate in departmental audit and clinical effectiveness initiatives

Service Specific and Clinical Competencies identified for this post

These are defined clinical competencies identified as essential for successful delivery of the Registered Nurse within the Integrated Community Team.

<u>REGISTERED GENERIC</u>	<u>REGISTERED GENERIC</u>
Consent Mental Capacity Safeguarding/DOLs Act as key coordinator of care package /plan Produce personalised management & care plans Supporting self-care, self-management and enabling independence Discharge assessment MDT/DST/GSF input and referrals to other services	Equipment assessments and provision Vital sign monitoring Incident management & reporting Delivery of anaphylaxis & Cardio Pulmonary Resuscitation Cognitive Assessment
<u>HOLISTIC ASSESSMENT</u>	<u>NUTRITIONAL SUPPORT</u>
Full nursing holistic assessment Specialist assessments and referrals – SSKIN/ Waterlow/Falls/Must /Moving and handling Health and Wellbeing advice Equipment assessment and provision Medication review & promoting self-management Assess and planning MDT and facilitate discharge Continuing Healthcare Assessments & DST/Panel Attendance & liaison at CHC panel/MDT/Integrated team review/Safeguarding/DOLs Referral for specialist or complex assessment Review of care package/discharge Pain Assessment	Parenteral/enteral tubes flush Parenteral/enteral tube management Weight management planning and support Full nutritional assessment & reviews (MUST) Referral to support services, GP or weight management services, counselling services, exercise programmes Training and education for family/carer regarding dietary and nutritional values Ongoing reviews of blood results, weight and BMI

<u>PALLIATIVE / END OF LIVE CARE</u>	<u>LONG TERM CONDITIONS SUPPORT</u>
<p>Palliative needs assessment Nutritional advise and provision of supplements Palliative & EOL symptom management GSF registration and palliative services registration DNA CPR implementation & management Central line management to include HICC/PICC & portocath. Setting up & delivery of medicines via syringe driver Verification of death Bereavement care & signposting for counselling</p>	<p>Vital signs monitoring Long term condition management planning Long term condition management self-care assessment & support Assessment of carer support Interpretation of tests and investigations outcomes Use of tele-care and telemedicine Symptom control management Annual LTC formal reviews</p>
<u>TISSUE VIABILITY</u>	<u>MEDICATIONS</u>
<p>Pressure ulcer prevention/assessment & management Wound Care assessment & management Leg Ulcer – prevention, assessment & management Complex wound care Negative Pressure Wound Therapy Lymph oedema dressing Datix of all pressure ulcers/Root cause analysis TV specialist equipment assessment and provision Multi-layer bandage techniques/4 Layer Bandaging Removal of clips and sutures Pressure ulcer prevention & management/SSKIN Application of topical products and emollients Clinical photography Doppler</p>	<p>Insulin Administration for diabetic patients Administration of Influenza Vaccinations Administration of sub cut anticoagulants Blood glucose monitoring Administration of Eye Drops/Ear Drops Support to achieve medication self-management plans Administration of vaginal pessary medications Insulin pen/device priming to support self-administration Ongoing administration of sub cut injections Setting up of nebulisers/oxygen therapy/inhalers Medication review and reassessment Administration PEG, parenteral and enteral Administration of medication PV/PR Administration of IM injections Syringe driver administration</p>

<u>UROLOGICAL AND BOWEL HEALTH</u>	<u>SINGLE EPISODE INTERVENTIONS</u>
Intermittent catheterisation & education to achieve self-care Comprehensive assessment of urological health Urinalysis/Bladder scanning/Medication review Comprehensive assessment of bowel health Referral to specialist nurse/support agencies Exercise regimes and lifestyle changes Management of skin integrity Primary catheter insertion Catheter reinsertion – female, male and suprapubic Administration of bladder maintenance solution Assessment and implementation of continence products, aids and devices Penile sheath implementation and care Bowel management support – complex and/or acute Administration of suppositories or enemas Digital removal of faeces Stoma management Management of acute episodes of diarrhoea and constipation	Collection of sputum sample Collection of urine sample/Urinalysis testing Collection of catheter specimens of urine Collection of mid-stream urine sample Taking of swap samples Taking and recording of observations Base line health screening assessments Vital signs recording and interpretation of Ear syringing Venepuncture Interpretation of tests and investigations outcomes

As ECNT is committed to ensuring it meets the needs of the patient by working with the wider health community, it may be necessary to review and update the service specific competencies in the event of identified service development need.

This list of duties is not intended to be exhaustive, but indicates the main areas of work and may be subject to change after consultation with the post-holder to meet the changing needs of the service.

GENERIC CLAUSES FOR ALL JOB DESCRIPTIONS

To maintain a broad understanding of the work of the Directorate and Department, and of Trust as a whole, and actively contribute your ideas for the improvement of service provision.

To ensure own actions contribute to the maintenance of a quality service provision.

To be responsible for the self-development of skills and competencies through participation in training and development activities and to maintain up to date technical and professional knowledge relevant to the post.

To participate in Trust's Performance and Development Review and to undertake any identified training and development related to the post.

To undertake statutory and mandatory training as deemed appropriate by the Trust.

To develop and maintain effective working relationships with colleagues.

To adhere to all Trust policies and procedures.

Health & Safety:

All staff have a duty to ensure the health and safety of themselves and others whilst at work. Safe working practices and health and safety precautions are a legal requirement. ALL accidents must be reported to your manager and in line with the general philosophy of the Trust; you must participate in accident prevention by reporting hazards and following relevant policies and procedures including Moving and Handling guidelines.

Infection Control:

All staff have a duty to comply with all relevant ECNHST guidelines and policies in relation to Infection, Prevention and Control. You have a duty to ensure that you minimise the risk of infection, infectious diseases and particularly Hospital Acquired Infection. This responsibility includes minimising the risk by highlighting any concerns you may have to the appropriate person as identified in the policies and guidelines.

Risk Management:

You are required to contribute to the control of risk and use the incident reporting system to alert the Trust of incidents or near misses that may compromise the quality of services.

Data Security:

To ensure that the Trust Policies and Procedures regarding data security are adhered to, and that staff are aware of their obligations under these policies.

Confidentiality:

Working within the trust you may gain knowledge of confidential matters which may include manual / electronic personal and medical information about patients and staff. Such information must be considered strictly confidential and must not be discussed or disclosed. Failure to observe this confidentiality could lead to disciplinary action being taken against you.

Equality & Human Rights:

The Trust will ensure that job applicants and prospective and current employees are treated solely on the basis of their merits, abilities and potential without any unjustified discrimination on grounds of age, gender, gender reassignment, sexual orientation, disability, marital or civil partnership status or family circumstances, race, colour, nationality, ethnic origin, religion or belief, trade union activity & social and economic status.

Values based Recruitment:

The post-holder has a responsibility to ensure that their own actions and behaviours fully support the Trust's core values.

Codes of Conduct and Accountability:

You are required to comply with Trust codes of conduct and accountability and codes of conduct which are relevant to this post.

SAFEGUARDING Adults and Children:

East Cheshire NHS Trust has a responsibility and is committed to, safeguarding and promoting the welfare of children, young adults and adults at risk with care or support needs and expects all staff and volunteers to honor this commitment to minimise risk of harm in accordance with current legislation, statutory guidance and Trust policies and procedures. This means that staff must understand their own responsibility and recognise the requirement to engage with staff training and supervision, as well as promoting multi-agency working to safeguard our patients.

Disclosure and Barring Service (DBS)

“REHABILITATION OF OFFENDERS ACT: This post is exempt from the Rehabilitation of Offenders Act 1974. Should you be offered the post it will be subject to a disclosure and barring check from the DBS before the appointment is confirmed. This will include details of cautions, reprimands, final warnings, as well as convictions”.

The Trust requires an Enhanced Disclosure through the Disclosure and Barring Service for this post to ensure suitability for employment.

THE TRUST OPERATES A NO SMOKING POLICY

PERSON SPECIFICATION

JOB TITLE	Community Caseload Manager		
PAY BAND	Band 6		
	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
QUALIFICATIONS	<ul style="list-style-type: none"> • Registered Nurse • Specialist Nursing Practice (District Nursing) Degree or equivalent (be willing to undertake / complete training within 2 years of commencing post) • Community Nurse Prescribing (V150) • Mentor / Preceptor / 998 or equivalent 	<ul style="list-style-type: none"> • Management / leadership qualifications • Working towards MSc in relevant subject • Post registration qualifications eg palliative care, care of the elderly, wound care, continence or other relevant qualifications • Clinical examination skills 	
KNOWLEDGE & SKILLS	<ul style="list-style-type: none"> • Demonstratable experience at band 5 with either community experience or transferable skills • Evidence of clinical knowledge relevant to the post with knowledge of care planning • Experience of teaching others • Advocate of multidisciplinary working • Knowledge and understanding of Adult protection issues and Safeguarding Vulnerable Adults • Clear understanding of health and social care services • Good understanding of current nursing workforce issues • Understanding of Information Governance / Data Protection • Professional knowledge awareness (NMC) standards • Can demonstrate experience of assessment, care planning and care delivery • Further relevant training eg palliative care, wound care, elderly care, diabetes • Broad range of clinical skills including skills for assessing and interpreting acute and chronic patient conditions • Ability to lead junior colleagues 	<ul style="list-style-type: none"> • Band 6 level experience in relevant setting • Management of a team • Awareness of standardised assessments and outcome measures • Awareness of relevant NSF's and NICE guidance Clinical supervision • Undertake Continuing Health Care (CHC) assessment (SKILL) • Competencies in a range of relevant skills • Ability to forward plan to meet service needs • Ability to deal with urgent / unpredictable issues appropriately and safely 	

<p>EXPERIENCE</p>	<ul style="list-style-type: none"> • Ability to make appropriate decisions at all levels • Ability to lead and manage a team • Ability to organise the workload, able to delegate and prioritise • Good knowledge of health and safety and risk management • Reflective practitioner • Relevant experience / placements to the role including assessment and management of long term conditions, palliative care conditions and wound care • Ability to manage time and caseload effectively • Provision of support and direction to learner nurses, Health Care Support workers, Assistant Practitioners and new starters 		
<p>SPECIFIC JOB REQUIREMENT</p>	<ul style="list-style-type: none"> • Enhanced clinical thinking • Good organisational skills with skills / experience of managing a team / resources on a day to day basis in a unpredictable environment • Excellent communication and interpersonal skills • Computer literate • Effective written and verbal skills 	<ul style="list-style-type: none"> • Advanced communication skills 	

Signature of Postholder: **Date:**

Print Name:

Signature of Manager: **Date:**

Print Name: