

JOB DESCRIPTION

Job Title:	Lead/Duty Nurse – All-Age Continuing Care (AACC) Duty and End of Life Care
Band:	8A
Department(s):	Bromley Place Based – Integrated Commissioning
Function:	Clinical Leadership
Responsible to:	Deputy Head of All-Age Continuing Care
Accountable to:	Director of Integrated Commissioning
Hours:	37.5

Local Context

The South East London Integrated Care System (ICS) brings together the health and care partners that serve our vibrant and highly diverse populations resident in the London boroughs of Bexley, Bromley, Greenwich, Lambeth, Lewisham and Southwark - our Places.

Our partnership brings together six local authorities, over 200 general practices (operating within 35 Primary Care Networks), Guy's and St Thomas' Hospital NHS FT, King's College Hospital NHS FT, Lewisham and Greenwich NHS Trust, South London and the Maudsley Mental Health FT and Oxleas FT. Importantly, the ICS seeks to be connected to the communities we serve (circa 1.92m residents) and work with the widest possible range of community, voluntary and third sector groups and organisations in each borough. The reach of our NHS provider portfolios extends beyond the borders of the ICS, across London, the south of England and nationally for some services.

Our vision for the ICS is a highly performing, sustainable system that looks after its staff, responds to its communities and takes action to reduce the inequalities they experience. As a new organisation we have developed a system development plan <https://www.ourhealthierseel.nhs.uk/SDP-8-November-2021.pdf> that outlines the way in which we seek to operate and the steps we will take to realise the full potential of our partnership.

Our ICS is a 'System of systems' and the Integrated Care Board (ICB) that supports it will work with partners that come together as Collaboratives for acute physical and mental health care; and as Local Care Partnerships (LCPs) that provide multi-agency leadership to the development and delivery of borough focused care. The ICB will relate to and work with residents and the bodies that serve them at neighbourhood, borough and south east London wide levels.

Principles of our Operating model: Our system expectation

The South East London ICB is the NHS management unit of the ICS. It is accountable both to NHS England and to the South East London Integrated Care Partnership (ICP). The ICS exists to deliver four core purposes:

- Improve outcomes in South East London population health and health and care services
- Tackle inequalities in outcomes, experience and access suffered by the residents of South East London
- Enhance productivity and value for money in the use of health and care resources in South East London
- Help the NHS support broader social and economic development in South East London.

The ICS is not an intermediate management tier and fundamental to the operating model of the ICS are three fundamental principles:

- **Partnership:** We are a partnership of sovereign bodies coming together to achieve something greater than the sum of the partners. All partners have a voice and all partners have responsibility.
- **Subsidiarity:** We work on the basis of subsidiarity. This means issues and decisions should be dealt at the most local level consistent with their effective resolution.
- **Accountability:** We value both supporting each other and being held to account by each other and our wider partners.

JOB PURPOSE

The Lead Nurse – All-Age Continuing Care (AACC) Duty and End of Life Care is a clinical leadership role in the All-Age Continuing Care Service in Bromley.

The role will lead key programmes and functions that support the delivery of the statutory duties of NHS South-East London Integrated Care Board (Bromley) in relation to (i) the National Framework for Children and Young People's Continuing Care and (ii) the National Framework for NHS Continuing Healthcare and NHS-Funded Nursing Care.

The role will lead the delivery of the Bromley All-Age Continuing Care (AACC) Duty Function, with a key responsibility to lead and oversee: (i) the effective management of referrals into the team, including overseeing the first point of contact function, and providing advice for referring organisations and other partners, (ii) the AACC triage processes to ensure that cases are appropriately allocated within the team, including in relationship to the AACC Partnership Delivery Service (PDS), (iii) the management of fast-track referrals and (iv) leading key liaison activities with the London Borough of Bromley in relation to cases where there are identified health and care needs where a joint package of care may be required.

The postholder will lead AACC clinical improvement programmes around quality, performance and service delivery for eligible clients in line with their responsibilities. The postholder will also be accountable for the effective clinical and team delivery of the AACC's duties around Deprivation of Liberty Safeguards (DoLS) and will act as the safeguarding lead for the AACC. The role will also act as the AACC lead as part of the broader multi-disciplinary hospital discharge pathway around end of life care.

The Lead Nurse – AACC Duty and End of Life Care is a member of the AACC clinical leadership team. The role will work across the NHS, local authority and other partners to deliver relevant AACC improvement programmes.

The post holder will deputise for the Deputy Head of All-Age Continuing Care as required and will be a key manager within the broader Integrated Commissioning Division.

1. Duties and Responsibilities

The post holder will be responsible for:

- leading the delivery of All-Age Continuing Care (AACC) duty function including:
 - the effective management of referrals into the team, including overseeing the first point of contact function for referring organisations and other partners. This will also involve direct liaison with referring agencies to provide clinical expert advice as required.
 - the AACC triage processes to ensure that cases are appropriately allocated within the team, including in relationship to the AACC Partnership Delivery Service (PDS).
 - management/decision-making of fast-track referrals.
 - leading key liaison activities with the London Borough of Bromley in relation to cases where there are identified health and care needs where a joint package of care may be required.
- programmes and functions that support the delivery of the ICB Bromley statutory duties in relation to (i) the National Framework for Children and Young People's Continuing Care and (ii) the National Framework for NHS Continuing Healthcare and NHS-Funded Nursing Care.
- leading AACC clinical improvement programmes around quality, performance and service delivery for eligible clients in line with the postholder's responsibilities.
- leading the effective clinical and team delivery of the AACC's duties around Deprivation of Liberty Safeguards (DoLs).
- acting as the safeguarding lead for the AACC, including leading and overseeing safeguarding processes and procedures in the AACC. The postholder will also be the key lead in terms of liaising with the ICB's and local authority's safeguarding functions as required.
- acting as the AACC lead as part of the broader multi-disciplinary hospital discharge pathway around end-of-life care. This will include joining regular meetings with the acute hospital, community health services, social care and other partners.
- oversee the completion of and agree/authorise (in line with the postholder's responsibilities) AACC checklists, assessment/reviews and Decision Support Tool (DST) decisions, Freedom of Information (FOI) Requests, Subject Access Requests (SAR) and other briefings/reports.

- the provision of expert advice around continuing healthcare (CHC) in support of key AACC commissioning and market development projects as required.
- be a member of the AACC management team, providing clinical leadership and direction for the AACC service in support of the total service and workforce.
- providing leadership, advice and guidance in respect of application of the law, associated guidance and best practice in relation to AACC as required.
- leading on relevant quality improvement activities in relation to AACC and Special Educational Needs and Disabilities (SEND) such as workforce development and contributions to Education, Health and Care (EHC) Needs assessments as required.
- leading relevant AACC elements of the local area SEND Improvement agenda as required.
- deputising for the Deputy Head of All-Age Continuing Care as required and acting as a key manager of the wider Integrated Commissioning Division.

Communications & Relationships

The post holder will:

- lead communications and relationship management on behalf of the AACC service in the area of continuing healthcare (CHC) duty and End of Life Care This will include leading and overseeing the first point of contact function, and the direct provision of clinical expertise and advice to referring agencies and other partners as required.
- lead communications with the ICB's and Bromley Council's safeguarding functions as required.
- lead communications on behalf of the AACC in relevant areas with the London Borough of Bromley, adult social care, community health services, the Princess Royal University Hospital (PRUH), GPs, private organisations and voluntary and community services.
- lead communications as part of the broader multi-disciplinary hospital discharge pathway around end-of-life care
- lead communications with eligible clients, their families and carers on behalf of the AACC in relation to CHC Duty and LPS activities as required.
- lead work that helps ensure that communications and relationship-management strategies of the AACC are effective, collaborative, outcomes-focused and place the AACC at the heart of decision-making and partnership working in Bromley.
- lead key engagement and communications activities for the Bromley AACC including with external and internal stakeholders, clients, their families and carers.

- lead communications with key internal AACC partners as required including safeguarding, quality, commissioning, contracting, the Senior Clinical Commissioning Manager for Learning Disabilities and Mental Health and other relevant leads.
- lead sometimes fraught and challenging communications with partners around AACC services, including funding decisions as required. This will include direct negotiations with hospital leads, and Director-level leads of adult social care as required.
- provide and receive highly complex, sensitive and contentious information, including in relation to individual clients' physical and mental health conditions and case histories. The post holder will need to review this information, often in liaison with a wide range of stakeholders in formal and other settings, including as part of the ICB's quality assurance processes.
- engage with senior clinicians, patients and members of the public on individual cases on behalf of the ICB.
- work with the communications and engagement team to ensure best practice patient and client involvement in all aspects of the role.
- lead work related to the delivery of the Learning Disabilities/Autism Spectrum Disorder (ASD) transformation programme in Bromley as this relates to AACC. This will involve chairing or other work to support the delivery of Care and Treatment Reviews (CTRs) for adults.
- act autonomously with little oversight or supervision, making key decisions on behalf of the ICB, in order to contribute to the ICB's overall vision and delivery plan.

Financial and Physical Resources

The post holder will:

- be accountable for the AACC continuing healthcare (CHC) duty and LPS budget.
- provide expert advice to support the commissioning/contracting of services for eligible AACC clients.
- provide expert advice to the Joint Funding Panel Adults (JFPA) in relation to adults who are not eligible for continuing healthcare but in consideration of a joint funded package of care between Bromley Council and the ICB, as required.
- deliver value for money across the AACC budget, including the delivery of efficiencies as required.

Staff Management and leadership

The post holder will:

- manage a team of CHC nurse assessors, in order to deliver best possible clinical outcomes across these critical functions.

- instil a culture and ways of working in areas that the postholder is responsible for which delivers excellent services and outcomes, retains and develops a high-quality workforce and holds the team and individuals to account for outcomes.
- be a key manager post across the wider Integrated Commissioning function, managing and supporting other staff and programmes in the Division as required.
- lead multi-disciplinary work programmes across healthcare providers, social workers and commissioning and clinical teams.
- champion the rights and needs of adults eligible for continuing healthcare (CHC) to ensure that these individuals are able to access the best outcomes possible.
- support the development of systems of communication to ensure that health, care and other partners are aware of new information and guidance relating to AACC.

Policy and Service Development

The post holder will:

- lead and deliver Bromley continuing healthcare (CHC) duty and End of Life Care programmes and critical service development work.
- lead and deliver relevant policy and service development programmes for continuing healthcare (CHC) Duty and End of Life Care, including service reviews and wide-scale service changes.
- support key strategic programmes across South-East London for continuing healthcare (CHC) duty and End of Life Care, in liaison with partners in other boroughs and the directorate of the ICB's Chief Nurse, on behalf of the Bromley AACC service.
- develop plans for the delivery of the role's responsibilities including identifying interdependencies, managing risks, modelling the potential impacts on the wider organisation, determining resource requirements and building in contingencies.
- track and report progress against project plans and agree corrective action to address slippage or necessary adjustments.
- develop, maintain and monitor information systems to support innovation initiatives.
- support the identification of priorities for the strategic development, planning and delivery for AACC services across South-East London, within available resources and in line with evidence-based policy and practice.
- oversee AACC processes and quality assurance activities related to Education, Health and Care (EHC) needs assessment advice and annual review advice as required.
- interpret local and national health and social care policy, strategy and health and social care performance data to inform AACC service delivery.

Analytical and Judgement Skills

The post holder will:

- be responsible for the analysis of responsible areas of activity relating to services for clients eligible for AACC services.
- be responsible for making recommendations, providing advice and preparing complex strategic reports/briefings on behalf of the AACC team.

Responsibilities for patient/client care

The post holder will:

- be responsible for the delivery of safe, clinically effective, high-quality services for eligible clients.

GENERAL DUTIES AND RESPONSIBILITIES

2. Mobility

The post-holder is contracted to work at any appropriate South East London ICB office as necessary for the delivery of the functions of this role.

The main place of work for the postholder will be Global House, 10 Station Approach, Hayes, Bromley, Kent, BR2 7EH and/or Bromley Council, Bromley Town Centre.

3. Confidentiality

In the course of your employment you will have access to confidential information relating to the ICB's business, patients, the STP and its staff. You are required to exercise due consideration in the way you use such information and should not act in any way, which might be prejudicial to the organisation's interests. Information which may be included in the category which requires extra consideration covers both access to the general business of the ICBs and information regarding individuals. If you are in any doubt regarding the use of information in the pursuit of your duties you should seek advice from your Line Manager before communicating such information to any third party.

Confidential information should always be treated according to the ICB's rules on confidentiality. Any inappropriate disclosure may be subject to the ICB's disciplinary procedures.

4. Information Governance

ICB staff must keep up to date with the requirements of Information Governance and must follow ICB policies and procedures to ensure that ICB information is dealt with legally, securely, efficiently and effectively. Staff must appropriately manage all of the Information they handle during the course of their employment with the ICB, making the information available for sharing in a controlled manner, subject to statutory requirements and the ICB Information Governance Policy, and formal Information Sharing arrangements.

5. Raising Concerns

Staff may on occasion have genuine concerns about healthcare matters and consequently the ICB endorses the principle that these must be raised in a responsible and appropriate manner, and if necessary using the ICB's 'Raising Concerns (Whistleblowing)' policy.

6. Records Management

As an employee of the ICB, you have a legal responsibility for all records you work with e.g. patient records, financial records, personal, administrative, etc that you gather or use as part of your work within the ICB. The records may be held in a variety of formats such as paper, electronic, microfiche, audio and video tapes, etc. You must consult your manager if you have any doubt as to the correct management of the records with which you work.

7. Data Protection

The ICB is registered as a data controller under the Data Protection Act 2018/General Data Protection Regulations. All the personal information we hold, obtain, record, use and share as an organisation is governed by this Act and Regulation. As an employee of the ICB you have a legal responsibility for all personal information you handle and must not at any time use the personal data in a way incompatible with the guidelines stipulated in this act. If you are in any doubt regarding what you should or should not do in connection with the Data Protection Act and the General Data Protection Regulations then you must contact your Line Manager.

8. Health and Safety

Employees must be aware of the responsibility placed on them under the Health and Safety at Work Act (1974) to maintain a healthy and safe working environment for both staff and visitors. Employees also have a duty to observe obligations under the ICB's Health and Safety policies and to maintain awareness of safe practices and assessment of risk in accordance with the Risk Management Strategy.

9. Infection Control

ICB staff are responsible for protecting themselves and others against infection risks. 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 ICB.

10. Financial Regulations

All staff are responsible for the security of the property of the ICB, avoiding loss or damage of property, and being economical and efficient in the use of resources. Staff should conform to the requirements of the Standing Orders, Standing Financial Instructions or other financial procedures including the Code of Conduct and Accountability and the Fraud and Anti Bribery Policies.

11. Safeguarding Children & Vulnerable Adults

All employees are required to act in such a way that at all times safeguards the health and wellbeing of children and vulnerable adults. Compliance with mandatory and statutory training requirements is an essential requirement of all employees.

12. Risk Management

Managers are responsible for implementing and monitoring any identified and appropriate risk management control measures within their designated area(s) and scope of responsibility. Responsibilities of staff with regard to risk management are outlined more fully in the Risk Management Strategy. Staff are responsible for ensuring that they are aware of those responsibilities.

13. Code of Conduct

The Department of Health's Code of Conduct for NHS Managers has been adopted by the ICB for all Director-level and senior management posts. This requires the post-holder to comply with the Code and for his/her actions to demonstrate a commitment to the Code. In particular, the post-holder must:-

- a) make the care and safety of patients his/her first concern and act quickly to protect patients from risk;
- b) respect the public, patients, relatives, carers, NHS staff and partners in other agencies;
- c) be honest and act with integrity;
- d) accept accountability for his/her own work, the performance of those he/she manages and of his/her own organisation;
- e) Demonstrate his/her commitment to team working by co-operating with all his/her colleagues in the NHS and in the wider community.

14. Acceptance of Gifts and Hospitality

The conduct of staff in the public service should be scrupulously impartial and honest and in this context any offers of gifts or hospitality should be discussed with your manager, prior to acceptance.

15. Equality and Diversity

The ICB is committed to ensuring equality of opportunity for all irrespective of their age, colour, creed, ethnic or national origin, marital status, nationality, physical or mental disability, race, religious belief, sex, transgender, sexual orientation. Include all protected characteristics.

16. Use of new technology

The ICB is making increased use of computer technology. The majority of employees (both clinical and non-clinical) are expected to use automated information systems in their work in order to improve quality and co-ordination of services, to enable faster and more certain communication. Necessary training will be provided. Compliance with the Data Protection Act 1988, Information Governance and the relevant Computer Usage Policy is expected.

17. Civil Contingencies Act 2004

All staff will note the Organisation's responsibilities under the Civil Contingencies Act 2004, and NHS Major Incident Plans Guidance (DoH 1998 and 2004).

18. No Smoking

Smoking by staff, patients and visitors, will not be permitted anywhere on ICB premises.

19. General

- The post holder may be required to work at any of the ICB's sites in line with the service needs.
- Create, maintain and enhance effective working relationships, both internally and externally
- This job description provides an outline of the tasks, responsibilities and outcomes required of the role. The job holder will undertake any other duties that may be required which are consistent with the grade and responsibility of the post.
- This job description describes responsibilities, as they are currently required. It is anticipated duties will change over time and the job description may need to be reviewed in the future.
- All staff have a responsibility to participate in the ICB's Appraisal Scheme and to contribute to their own development and the development of any staff that they are responsible for appraising.

Person Specification

Lead Nurse – All Age Continuing Care Duty and End of Life Care – Band 8A

Supporting Evidence

In the supporting evidence of your application form, you must demonstrate your experiences by giving specific examples for the criteria within the person specification.

Factors	Essential	Desirable	Assessment Method
Education / Qualifications			
Degree/diploma supplemented by specialist training, experience, short courses, to master's level equivalent	√		A/C
Registered nurse on the Nursing and Midwifery Council (NMC) register	√		C
Extensive experience working as a nurse assessor or equivalent for continuing care (CC)/continuing healthcare (CHC).	√		A/I
Excellent knowledge of continuing healthcare (CHC) guidance, policies and decision-making.	√		A/I
Evidence of continued professional development	√		A
Experience			
Clinical experience working within the legislative and policy landscape of Continuing Care (CC) and Continuing Healthcare (CHC), with demonstrable clinical experience working on areas related to health and care delivery.	√		A/I
Experience of delivering a best practice clinical duty function in a relevant health or care setting.	√		A/I
Experience in a clinical leadership or management role in a relevant health or care setting for adults in care.		√	A/I

Experience of working with clinicians and/or within clinical settings to deliver excellent health outcomes for adults receiving care.		√	A/I
Experience or a strong understanding of the policies, procedures and practices employed by clinicians and social workers to assess and review eligible clients in receipt of continuing healthcare and adult social care.	√		A/I
Experience of working in the NHS and/or local authority at a relevant level.		√	A
Experience of providing excellent customer service in a public sector environment.	√		A/I
Demonstrated experience of delivering best possible clinical outcomes for adults eligible for care services.	√		A/I
Significant experience of effective work with adult patients/service users, families and carers to deliver best possible clinical outcomes.	√		A/I
Experience of managing and mitigating risks in a sensitive public sector type environment.	√		A/I
Experience of managing budgets and business planning processes.	√		A/I
Experience of chairing complex meetings across multi-disciplinary teams.		√	A/I
Experience of successfully managing disputes between organisations or with clients and their families, including through recourse to legal avenues of redress where necessary.		√	A/I
Experience of providing expert advice and/or training in relevant areas.	√		A/I
Skills and Abilities			

Ability to provide and receive highly complex, sensitive and contentious information, to negotiate with senior stakeholders on challenging and controversial issues, and to present complex and sensitive information to large and/or influential groups.	√		A/I
Ability to negotiate on difficult and controversial issues including performance and change.	√		A/I
Ability to prepare clear concise written and verbal reports for a range of audiences, including senior managers.	√		A/I
Ability to analyse complex issues where material is conflicting and drawn from multiple sources.	√		A/I
Numerate and able to understand complex financial issues combined with deep analytical skills.	√		A/I
Knowledge of Financial Systems e.g. monitoring budget management, processing invoices and procurement.	√		A/I
Comprehensive knowledge of project principles, techniques and tools.	√		A/I
Ability to Provide and receive highly complex, sensitive and contentious information and present complex and sensitive information to large groups and senior stakeholders	√		
Ability to prepare and produce concise communications for dissemination to a broad range of stakeholders as required.	√		A/I
Demonstrated capability to plan over short, medium and long-term timeframes and adjust plans and resource requirements accordingly.	√		A/I
Other			

Self-sufficient in word processing, e-mail, spreadsheet, and access database usage	√		A/I
Ability to work as part of a team and work flexibly to provide support to other departments and teams as and when necessary	√		A/I
Ability to work autonomously while able to deal with an ambiguous and changing environment	√		A/I
Ability to develop and interrogate databases and information systems	√		A/I
Ability to communicate a vision and motivate others	√		A/I

Assessment Method

A = Application	I = Interview	C = Certificate	T = Test
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