

JOB DESCRIPTION

All staff share the Trust Vision and uphold and promote our Trust values

Our Vision	<i>Outstanding services, healthier communities</i>
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Our Values

Innovative	<i>We seek new ideas and adopt best practice to improve our services.</i>
Caring	<i>We show kindness and consideration for others.</i>
Agile	<i>We deal with new situations quickly and successfully.</i>

Job title:	Case Management Nurse
Band:	AfC Band 6
Location / Work Base:	Hoddesdon Health Centre
Business Unit / Department:	Adult Services – Upper Lea Valley
Reporting to:	Locality Manager

JOB PURPOSE SUMMARY:

Delivering a high standard of patient care using evidence based framework within a specified Locality

The post holder will:

- Provide support to a team of multidisciplinary professionals providing clinical health and social care in admission prevention / avoidance service.
- Set and maintain standards of care and to deploy, co-ordinate and supervise the nursing team and learners as required.
- Be responsible for the assessment, planning, implementation and evaluation of individualised nursing care to patients living in the community.
- Be responsible for the accurate maintenance of patient and other records
- Participate in the long term management of patients within the locality
- To have continued responsibility for a defined caseload.

MAIN DUTIES and RESPONSIBILITIES:

Operational Delivery

To be an influential member of the Primary Health Care Team using knowledge and skills to provide high standards of nursing care.

To be responsible for the assessment, implementation and evaluation of individualised evidence based care plans.

Ensure that risk assessments are instigated for the benefit of self, colleagues and clients in line with Risk Management Policy and Health and safety at Work Act 1974, particularly in relation to the Lone Worker Policy.

Analysing complex information with a view to resolving conflict wherever it occurs

To be responsible for ensuring that the team monitors, interprets, develops and evaluates individualised programmes of care for people in their own homes

Patient / Customer Care

Accountable for the direct delivery of patient care within a defined caseload.

To ensure a team philosophy embraces a holistic approach to patients, carers and relatives, ensuring all are treated with respect for their privacy and dignity.

To promote optimum standards of health through education and encourage patients to adopt a self-care management model.

To work with hospital discharge teams to raise concerns of patients admitted to or discharged from acute hospitals, including those with complex care needs.

To ensure that all assessments are conducted in line with the Single Assessment Process.

To ensure the team promotes good health and participates in Public health initiatives

To develop non-medical prescribing and maintain own competence in this area.

To follow Hertfordshire and Trust procedures concerning vulnerable Adults and Children

To assist with management of long-term conditions to a defined population.

Planning and Strategic Management

Management of the team to ensure the provision of a safe and effective service on a daily basis by ensuring adequate staffing levels are maintained. Reporting to the line manager where standards cannot be met.

To be responsible for the planning and allocation of patient visits, and staff on a daily basis.

Monitoring and managing annual leave/sickness/attendance in accordance with trust policies and procedures, raising areas of concern with the line manager.

To analyse the training needs of the team through IDPR, KSF and Personal development plans to meet locality needs.

Ensure effective line management of self and team

Participate in case conferences/continuing care applications etc to facilitate discharge planning and on-going care for complex cases.

Service Development and Improvement

Implementation of all Trust policies, ensuring that all quality standards ratified by the Trust are understood and met.

Highlight the impact of new Trust policies on service delivery.

Propose service changes in accordance with the changing needs of that service.

Management and Leadership

Responsible for the line management of a defined team.

Assist with recruitment and selection of staff

Have knowledge of performance and attendance management procedures.

Ensure arrangements are in place for clinical supervision for all team members including appraisals.

Assist in the investigation of complaints in line with Trust policies.

Communication and Relationship Building

Demonstrate discretion and respect when communicating with patients, colleagues and other agencies.

To use tact and diplomacy to provide and communicate complex, sensitive information where motivational negotiating empathetic and reassurance skills are needed, where barriers exist to understanding, maintaining confidentiality within Trust Policies.

To communicate effectively with all members of Primary health Care teams. Develop networks for effective communication between health, statutory and voluntary services including patient forums.

Communicate and work together with other teams within HCT, and other providers to ensure optimum patient centred care. Using various methods of communication, this will include oral, written, electronic or other verbal or non-verbal methods.

To involve patients and carers in the planning of care programmes and encourage self management where appropriate.

To maintain accurate nursing records, including electronic records, within the locality team.

To ensure all patients and their relatives cultural wishes are respected and their special mental and physical needs are met.

To have responsibility for conflict resolution both within and without the team.

To assist with marketing the Integrated Team to develop greater understanding of service delivery within the wider population.

Finance and Resource Management

Assist in the monitoring of locality nursing resources.

Ensuring that team members adhere to Trust Health and Safety and other policies including those regarding maintenance and use of equipment.

Information Management

Ensure accurate and timely data is entered by all team members (SystemOne)

Develop communication links around patient records with other services in line with Caldecott Principles

General

FREEDOM TO ACT

To work unsupervised and independently within the NMC Code of Professional Conduct, Standards for Conduct, Performance and Ethics.

Take responsibility for own continuous professional development, maintaining a sound level of professional knowledge and competence in line with the Personal Development Plan agreed at annual appraisal.

Ensure attendance of the team at all required (mandatory) training.

Take all reasonable steps to ensure that advice and treatment given is up to date and evidence based, bringing new ideas/evidence-based practice to the team for discussion.

Develop with the Learning and Development team a competency framework within the skill mix of the locality team in line with other services.

EFFORT, PHYSICAL SKILLS and WORKING CONDITIONS:

Physical skills	<ul style="list-style-type: none">• Use of syringe drivers for the administration of medicines• Demonstrate competence in safe medicines prescribing• Demonstrate competence in phlebotomy• Demonstrate competence in administration of intravenous therapy• Strong organisational, time-management skills• Ability to plan and deliver key objectives within strict timetables• IT skills, knowledge of word processing, and Internet• Presentation skills
Physical effort	<ul style="list-style-type: none">• Using manual handling equipment and techniques during the delivery of patient care, adhering to Health and Safety Regulations.• It is a requirement to have a valid, full UK driving licence.
Mental effort	<ul style="list-style-type: none">• Ability to work under pressure.• Prioritise workload effectively to minimise disruptions, to ensure care and organisational deadlines are met in a timely manner.• Ability to forward plan to meet service needs.• Ability to deal with urgent/unpredictable issues appropriately and safely.
Emotional effort	<ul style="list-style-type: none">• Provide ongoing support on a daily basis to team members• Investigate and resolve conflict within the team

	<ul style="list-style-type: none"> • Ensure appropriate mechanisms are in place to support staff in difficult circumstances • Participate in own support groups provided by the Trust.
Working conditions	<ul style="list-style-type: none"> • Responsible for self and team members adhering to Trust Health and Safety, Lone Working and Infection Control policies. • Monitor the professional practice of team members in diverse environments. • Ensure that relevant risk assessments are conducted and promptly disseminated to all staff and relevant others.

Supplementary Information:

Equality and Diversity

The Trust is committed to eliminate racism, sexism and forms of discrimination. The Trust will not discriminate on grounds of age, colour, disability, ethnic origin, gender, gender reassignment, culture, health status, marital status, social or economic status, nationality or national origins, race, religious beliefs, or non beliefs, responsibility for dependants, sexuality, trade union membership or hours of work.

It is required of all employees to uphold this policy in the course of their employment with the Trust and whilst undertaking their duties.

Mobility / Flexibility

The normal place of work for the post is as stated above, but as a term of employment post holders may be required to work from any of the Trust's establishments.

Health and Safety at Work

In accordance with the Management of Health and Safety at Work Regulations 1992 (as amended) and other relevant Health and Safety legislation, staff have a duty to take responsible care to avoid injury to themselves and others by their work activities and to co-operate in meeting statutory requirements.

Infection Control

Employees must be aware that preventing healthcare acquired infections and infection control is the responsibility of all staff. Clinical procedures should be carried out in a safe manner by following best practice and infection control policies.

Data Protection and Confidentiality

Employees must maintain confidentiality when dealing with sensitive material and information and be aware of the Caldicott principles, the Data Protection Act 1998 and the Human Rights Act 1998. The protection of data about individuals is a requirement of the law and if any employee is found to have permitted unauthorised disclosure, the Trust and individual may be prosecuted. Disciplinary action will be taken for any breach.

No Smoking Policy

The Trust operates a smoke free policy which means that smoking is not allowed anywhere on Trust sites including buildings, car parks and entrances.

Safeguarding

Post holders have a general responsibility for safeguarding children and vulnerable adults in the course of their daily duties and for ensuring that they are aware of the specific duties relating to their role. The expectation is that the post holder is familiar with the relevant procedures and guidelines, all of which can be found on the Trust's intranet.

The above duties and responsibilities are intended to represent current priorities and are not meant to be an exhaustive list. The post holder may from time to time be asked to undertake other duties and responsibilities commensurate with the grade. Any changes to this job description to take account of changing service needs will be made in discussion with the post holder.