

## COMMUNITY ADVANCED PRACTITIONER HMR RAPID RESPONSE TEAM JOB DESCRIPTION

<b>Job Title:</b>	Community Advanced Practitioner HMR Rapid Response Team
<b>AfC Band:</b>	8a
<b>Directorate/Service:</b>	HMR Rapid Response Team
<b>Accountable To:</b>	Team Leader
<b>Responsible To:</b>	Advanced Practitioner Clinical Lead
<b>Base Location:</b>	Heywood, Middleton & Rochdale (HMR) Community Hub Rochdale Infirmary
<b>On-Call Requirement:</b>	No
<b>AfC Job Code:</b>	

### Values

Three values are at the heart of our organisation: **Care, Appreciate** and **Inspire**.

Our values and behaviours define what's important to us as we work alongside each other and with our patients and service users. They also shape what it feels like to work at the NCA and will be central to your development and performance conversations. Together, we will create a culture where care, appreciation and inspiration thrive.

### Structure Chart



### Job Summary

The postholder will be a key member of the HMR Rapid Response team and will be expected to take an active lead role in the advanced assessment, management, and treatment of patients over 18 years of age with complex needs and/or Long Term Conditions (LTC).

The advanced practitioner will manage patients from within the HMR population who are identified with complex needs with or without an associated LTC at risk of hospital admission. The Advanced Practitioner will provide comprehensive healthcare including advanced clinical assessments, taking history, diagnosing, planning treatment, prescribing and evaluation of care.

As an Advanced Practitioner you will be part of an exciting community-based workforce providing specialised input, developing, and leading MDT relationships across the designated team footprint. The Advanced Practitioner will be responsible for preventing unnecessary acute hospital admissions, enabling individuals to remain in their own homes and prevent premature admissions into long term care facilities.

Your normal place of work is HMR Community or such other location within the Northern Care Alliance or its associated sites where you may reasonably be required to work for the proper performance and exercise of your duties.

### Key Role and Responsibilities

Clinical Practice:

1. Work as an autonomous clinician to develop and provide expert clinical advice, support and care to appropriate patients within the HMR footprint.
2. Develop and use advanced clinical skills to analyse and interpret history of illness, presenting symptoms and physical findings to enable diagnosis, planning and treatment of patients.
3. Proactively assess chronic medical conditions and recognise the early symptoms of disease exacerbation and acute illness based on an understanding of disease, the disease process, and current evidence and practice standards.
4. Interpret history of illness, presenting symptoms and physical findings to enable diagnosis, planning and treatment of patients.
5. Empower patients and their families/Carers through appropriate support and education.
6. Evaluate the outcomes of interventions.
7. Facilitate the integration of patient goals for health and social care into care plans and plan for future health needs.

8. Undertake diagnostic assessments, health screening and therapeutic interventions and will recommend further investigations and refer to other agencies as appropriate.
9. Empower patients and their families through appropriate support and education.
10. Facilitate the integration of patient goals for health and social care into current care plans and future health needs. To influence, support and take an active role in Public Health/ Self-care of the individual and community.
11. Collect, collate, evaluate, and report clinical information, maintain accurate patient records related to assessment and care planning.
12. Support the development of clinical protocols and guidelines within own area of practice to ensure quality of care at all times.
13. Review medication/act as a resource to other colleagues for medication advice and support. Discuss side effects and where appropriate prescribe relevant medication and liaise with pharmacy and GP.
14. To regularly evaluate practice to ensure continuous improvement.
15. Act as an advocate for the patient negotiating and consulting with other clinicians and associated staff to ensure high quality care.
16. Work with clinicians and management in examining episodes of care delivery, critical incidents, and individual care plans to improve and develop services.
17. Work across professional boundaries providing expert clinical knowledge whilst developing new and transferable skills.
18. To support best practice end of life planning (last twelve months) including advance care planning for patients identified according to best practice end of life care.
19. To work with patients and carers to develop care plans which include chronic disease management, encourage self-care, and reduce avoidable hospital admissions.
20. Responsible for audits as required by the trust.

#### Leadership:

1. Contribute to the leadership and management of the HMR Rapid Response team.
2. Effectively communicate complex and sensitive information using the highest level of interpersonal and communication skills to maximise understanding.
3. Provide highly specialist, expert, clinical knowledge to team members and wider community clinical colleagues.
4. Present specialist, expert, clinical knowledge at large national gatherings on progress and service improvement initiatives.
5. Provide leadership and co-ordination across professional boundaries working closely with other clinicians within the same area of practice.
6. Provide effective clinical leadership at both team and directorate level to empower and inspire staff to develop their potential and ensure the delivery of a quality service to patients/clients in line with Trust objectives and vision.

7. Act as an ambassador and role model supporting the aims and vision of the Trust.
8. Act as a resource to all team members and wider neighbourhoods in delivery of clinical care to patients.
9. Act as an advocate for the patient negotiating and consulting with other clinicians and associated staff to ensure high quality care.

**Education:**

1. Identify own learning needs and subsequently plan implement and evaluate strategies to meet identified needs.
2. Ensure own compliance with mandatory training programmes and own on-going professional development and development of the advanced practitioner role.
3. Engage in clinical supervision and self-reflection to develop own clinical standards and work practices. Take lead role in implementing/monitoring supervision of colleagues/junior staff.
4. To lead the development, planning and implementation of a range of specialist educational and training programmes for team members, patients and carers.
5. Participate in pre and post registration training for staff from multi professional backgrounds.
6. Undertake health promotion.

**Research and Development:**

1. Carry out research or development work as part of their role.
2. Critically appraise available research and apply this knowledge to current clinical practice.
3. Use audit and research skills to examine current practice ensuring it is based on current best evidence.
4. Work with Neighbourhood teams and MDT colleagues in examining episodes of care delivery, critical incidents and individual care plans to improve and develop services.
5. Implement and evaluate new ways of working through planned programmes of care.
6. Act as a critical thinker and challenger in all areas of work.
7. Develop a portfolio of Advanced Practice.

**Policy and Service Development:**

1. Keep up to date with key developments within Community Services that affect working practices and discuss with the senior management team changes that need implementation.
2. In conjunction with the Senior Management team implement policies for own areas of work and proposes policy or service changes which impact beyond own area of activity.

3. Contribute to the redesign of services in response to the demands of the national and local agenda.

Human Resources:

1. Participate in the recruitment and selection of staff.
2. Participate in the induction and orientation programmes for newly appointed staff including staff disciplines other than nursing.
3. Contribute to the development and planning of an appropriate workforce in conjunction with the service leads.
4. Undertake specific line management duties including investigation of complaints under the direction of the Service Manager.
5. Supervise placements for students, including their assessment, training and appraisal.
6. Support the development of skills and knowledge of colleagues during periods of change in work practice and will guide learners in relevant education programmes.
7. Be a mentor / preceptor to junior staff.
8. Set agreed personal objectives for staff members (which reflect the tactical actions outlined for the team or service) as part of the Personal Development Review process.

Equality and Diversity:

1. Monitor the accessibility of services to elderly, vulnerable and hard-to-reach patient groups, and will develop plans to rectify inequalities.
2. Ensure that each part of the service is culturally sensitive in its response to health issues.
3. Embrace the principles of improving working lives ensuring that fair employment practice and equality of opportunity is delivered.
4. Ensure compliance with policies on equality and diversity and specific areas either relating to staff or patients that the role has regarding equality and diversity.
5. To promote and support equality and value diversity ensuring the service you provide meets the needs of all service users, carers, work colleagues, people in other organisations and members of the public.

Freedom to Act:

1. Develop clinical protocols and guidelines adhering to the relevant professional code of conduct and own area of practice to ensure quality of care at all times
2. Participate in professional and policy making activities that contribute to service modernisation and the development of the advanced practitioner role
3. Evaluate all aspects of clinical care, identifying areas for improvement and participate in bringing about change

Partnership Working:

1. Evaluate all aspects of clinical care, identifying areas for improvement and participate in bringing about change.
2. Work across professional boundaries providing expert clinical knowledge whilst developing new skills.
3. In conjunction with professional leads across the service, the post holder will facilitate staff's understanding of 'integrated working' and the development of skills to deliver new pathways of care focused around the needs of patients/clients.
4. Develop integrated ways of working with primary care clinicians, independent and voluntary sector services to ensure patient care is of a high quality and appropriately delivered.
5. Embed the principles of partnership working with social services, voluntary sector and other agencies to ensure patients access all resources available.

Performance Management (Analysis and Data Management):

1. The post holder records personally generated information and will produce regular written and verbal reports as required sometimes at short notice and under pressurised conditions; this will form part of the neighbourhood team report to the board.
2. Collect, collate, evaluate, and report clinical information, maintain accurate patient records related to assessment and care planning.
3. Work alongside neighbourhood leads, operational teams and local authority to develop local solutions for identified problem areas.
4. Develop and implement systems for obtaining public involvement in services through focus groups and surveys etc., encourages and acts upon patient feedback.
5. To use relevant IT system(s) to accurately record activity/data as appropriate for job role within an agreed time frame.

Planning and Organising:

1. Delegate to other members of the team, recognising skill mix and specialists within the service and co-ordinate appropriate treatment where necessary.
2. Plan specialist service provision, including education and training.
3. Prioritise workload and be flexible in response to individual needs.
4. Work in collaboration with patients, carers, and all statutory and voluntary organisations.
5. Engage in promoting opportunities to develop advanced practice to deliver high quality care.
6. Plan and organise staff effectively at times of pressure and meet quality requirements.
7. Detailed planning may be required in terms of referral to other services (e.g. Ambulatory Care)

Standards of Business – Declaration of Interest:

1. All NHS staff should be impartial and honest in the conduct of their official duties and should not abuse their official position for personal gain or advantage.
2. Staff must not engage in outside employment which may conflict with their NHS work or be detrimental to it. Any staff who are concerned that they may be risking a conflict of interest should raise the matter with the relevant director, who will be responsible for judging whether a conflict has arisen.
3. Staff must ensure that they are not placed in a position which risks or appears to risk conflict between their private interests and their NHS duties and to declare any relevant interests either on starting work or on acquisition of the interest.

The above indicates the main duties of the post, which may be reviewed in the light of experience and developments within the service. Any review will be undertaken in conjunction with the post holder.

### PERSON SPECIFICATION

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	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• MSC in Advanced Practice</li> <li>• Relevant professional health degree</li> <li>• Evidence of recent CPD</li> <li>• NMP V300</li> </ul>	<ul style="list-style-type: none"> <li>• Communication/counselling skills training</li> <li>• Mentorship qualification</li> </ul>
<b>Professional Registration</b>	<ul style="list-style-type: none"> <li>• Current registration with NMC/HPC</li> </ul>	
<b>Knowledge, Training &amp; Experience</b>	<ul style="list-style-type: none"> <li>• Substantial post registration experience.</li> <li>• Experience within a speciality of community care at a senior level.</li> <li>• Proven experience of working as an independent practitioner</li> <li>• In-depth knowledge of recent NHS legislation, relevant to community.</li> <li>• Experience of leading, planning and completing audit / research.</li> <li>• Experience of teaching and mentoring of staff across the multi-disciplinary team.</li> <li>• Communication skills including presentation skills.</li> <li>• Leadership skills with ability to engage and deliver change through negotiation and partnership working.</li> <li>• Management skills with team building abilities.</li> <li>• IT skills</li> <li>• Ability to manage complexity and develop and sustain partnership working with both</li> </ul>	<ul style="list-style-type: none"> <li>• Evidence of applying research in practice.</li> <li>• Experience in the management of long-term conditions e.g. dementia, COPD, CHD etc.</li> <li>• Understanding of frailty and end of life processes.</li> <li>• IT skills</li> <li>• Evidence of recognised knowledge/skills in service improvement.</li> <li>•</li> </ul>

	<p>individuals and across organisations.</p> <ul style="list-style-type: none"> <li>• Can demonstrate experience of chronic disease management.</li> <li>• Caseload management</li> <li>• Able to work as an autonomous practitioner.</li> <li>• Ability to cope under pressure.</li> <li>• Able to prioritise workload, achieving a balance between clinical and other aspects of role.</li> <li>• Advanced clinical skills</li> <li>• Able to demonstrate care which reflects evidence-based practice.</li> </ul>	
<p><b>Skills &amp; Abilities</b></p>	<ul style="list-style-type: none"> <li>• Self-motivated and innovative</li> <li>• Assertive and Confident</li> <li>• Enthusiastic</li> <li>• Empathetic and Supportive</li> <li>• Flexible to meet the needs of 7-day community services.</li> <li>• Able to deal with occasional unpleasant working conditions.</li> <li>• Ability to travel to different geographical locations across the Trust footprint in line with service needs. Work Health Assessment may be required.</li> <li>• Attendance in line with Trust Sickness and Absence Policy.</li> <li>• DBS check required.</li> </ul>	<ul style="list-style-type: none"> <li>• Full UK driving license with willingness to use own car for work purposes</li> </ul>

### Living our Values

All colleagues are expected to demonstrate the NCA values and underpinning behaviours as you carry out your role.

Values	Behaviours (I will...)
<p><b>CARE</b></p>	<p>Provide the highest standard of care, with compassion and kindness.</p>

We listen and treat each other with kindness.	Communicate clearly, actively listen and be person centred.
	Seek to understand and empathise.
	Collaborate to deliver services that are safe and give confidence in our care.
<b>APPRECIATE</b>  We value and respect each other's contribution.	Recognise and openly acknowledge how we all make a difference.
	Value and respect others and share in celebrating our successes.
	Treat people fairly, notice, champion and positively appreciate diversity.
	Provide constructive feedback to support growth and development.
<b>INSPIRE</b>  We speak up and find ways to be even better.	Have a voice and act with integrity and honesty.
	Make time to learn, share and find new ways of working.
	Be positive, be open to change and empower others.
	Work with my team and other teams to agree and deliver best outcomes.

## Appendix

The below details all the standard Trust requirements which must be incorporated within the role.

<b>Infection Prevention</b>
Employees will adhere to all Trust Infection Control policies and procedures which are relevant to the post and undertake any appropriate mandatory training. All colleagues will ensure that advice is sought from the infection control team as required and appropriate action is taken to minimise cross infection.
<b>Safeguarding</b>
The Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all employees and volunteers to share this commitment. You will be expected to fulfil your mandatory safeguarding training at the level applicable to this role.
<b>Health and Safety</b>
Employees must act in accordance with the Health & Safety at Work Act 1974, and subsequent legislation, under which they must take reasonable care to avoid injury to themselves and to others who may be affected by their work activities. Employees are required to co-operate with the Trust in meeting statutory requirements. Employees must not intentionally or recklessly interfere with, or misuse anything that is provided in the interest of the health, safety and welfare of colleagues, patients, and the general public.
<b>Confidentiality and Data Protection</b>
Employees are required to uphold the confidentiality of all records held by the Trust, whether patient records or Trust information. Unauthorised disclosure of any confidential information, or that covered by the Data Protection Act may result in disciplinary action.
<b>Equality and Diversity</b>
All colleagues are required to understand the equality and diversity commitments and statutory obligations under the Equality Act 2010. You must act in ways that support Equality, Diversity, and Inclusion (EDI) and recognise the importance of people's rights in accordance with legislation, policies, frameworks, procedures, and good practice.
Colleagues must recognise and report any behaviour that undermines equality under Trust policy and further EDI activity by: <ul style="list-style-type: none"> <li>• eliminating discrimination, harassment, and victimisation</li> </ul>

- advancing equality of opportunity between people who share a protected characteristic and those who don't.
- fostering good relations between people who share a relevant protected characteristic and those who don't.
- understanding the impact of policies, services, and practice on people with different protected characteristics

**Code of Conduct**

Colleagues that have a national Code of Conduct are expected to adhere to that Code and failure to do so could result in disciplinary action being taken. Colleagues who do not have a regulatory body are expected to conduct themselves in a professional manner and in line with the Trust values and policies at all times.

**Leadership and Development**

We believe our colleagues play a vital role in delivering excellence, and that everyone has the ability to demonstrate leadership and make a difference. As a member of our team, we expect you to live the NCA values: Care, Appreciate and Inspire through your daily habits, to improve outcomes for patients, customers and service users across the system. In return we provide a range of development opportunities that help you to realise your potential and reach your professional best.

As you join us, you are required to attend our Corporate Induction, complete the Trust's mandatory training and participate in the NCA Accelerated Leader Development Programme if you are in a leadership or management role. Your annual My Time appraisal conversation helps to continually review your contribution and ongoing priorities through your Personal Development Plan, informed through a wide choice of development available to you.

**Flexibility**

This job description is not intended to be exhaustive, and it is likely that duties may be altered from time to time, in discussion with the post holder. This job description 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.