

Job Description

Job Ref:	23-223
Job Title:	Community Triage Nurse
AfC Pay Band:	Band 5
Number of hours:	37.5
Clinical Unit:	Community Health and Integrated Care
Department:	District Nursing
Location:	District Nurse Bases
Accountable to:	Operational Team Lead
Reports to:	Clinical Lead Nurse

Job dimensions & responsibility for resources	
Budgetary & Purchasing, Income generation	<p>Budget: No direct responsibility; supports cost effective service delivery</p> <p>Other: Careful use of Trust resources</p>
Staff	<p>Staff: No direct line management; supports team of Service Advisors. Careful use of Trust resources</p>
Information Systems	<p>Store and share data in accordance with Trust Information Governance Policy and Data Protection legislation</p>

Job purpose	<ul style="list-style-type: none"> To support the management of referrals from Health and Social Care Connect (HSCC) by applying clinical knowledge and experience of community nursing. To facilitate the provision of accurate and timely healthcare support to patients, based on clinical need. Work autonomously within a DN team, seeking clinical support when needed. Whilst this role is primarily office based, each triage nurse will be expected to undertake some direct clinical patient interventions and these will be agreed on an individual basis.
Department Structure <p style="text-align: center;">Operational Team Lead</p> <p style="text-align: center;">Clinical Lead Nurses</p> <p style="text-align: center;">B6 District Nurses and Senior Staff Nurses</p> <p style="text-align: center;">B5 Triage Nurse and Community Nurses</p> <p style="text-align: center;">B4 Nursing Associates, B3 HCAs and Phlebotomists</p>	

Communications and Working Relationships		
With Whom:	Frequency	Purpose
Patients / clients	Daily / as required	To carry out treatment / care plans.
Manager / Supervisor	Daily / Weekly / or as required	Management supervision, work planning, advice and support.
Colleagues	Daily / Weekly / or as required	Multi-disciplinary / agency attend meetings as and when required

Key Duties and Responsibilities

1. On receipt of the referral from Health and Social Care Connect (HSCC), assess the nursing needs for the patient.
2. Contact patients when required to discuss nursing needs and ensure all required equipment and consumables have been provided.
3. When a patient can't be contacted, use clinical expertise to plan initial nursing care.
4. Further to assessing clinical needs, create a personalised care plan for the patient on SystemOne.
5. Work with the wider nursing team to identify capacity and plan a date for the first visit.
6. Discuss the referral with the patient's GP if no nursing needs are identified and primary care support is more appropriate to the presenting clinical need.
7. Use clinical knowledge to direct the referral to another service if this would be more appropriate, eg NHS111 or another community or primary care service.
8. Manage the duty phone and be a contact point for other professionals, eg hospice, hospital, GP, UCR, OT and PT and plan care as required for patients referred from these colleagues.
9. Triage phlebotomy referrals and direct urgent referrals to appropriate service, eg UCR
10. Maintain current clinical and professional knowledge to ensure correct advice is given to patients and professionals.
11. Use advanced communication skills with a range of patients and professionals to gain a holistic picture to meet the patient's nursing needs
12. Use advanced communications skills to discuss deferred visits with patients and de-escalate challenging conversations
13. Work autonomously whilst maintaining strong links with the clinical leads for advice as required.
14. Work as part of the MDT to support optimised patient care.
15. Use IT systems to gather and document patient information.
16. Maintain a CPD portfolio and current nursing knowledge

General

Other work and general duties as delegated within the remit of the post.

This job description reflects the current main organisational priorities for the post. In the context of rapid change taking place within the NHS/ESCC, these priorities will develop and change in consultation with the post-holder in line with service business needs and priorities.

General Duties & Responsibilities applicable to all job descriptions

- To be familiar with and adhere to the policies and procedures of the Trust.
- Behave and act at all times in accordance with the Trust Values, of Working Together, Respect and Compassion, Engagement and Involvement and Improvement and Development
- To achieve and demonstrate agreed standards of personal and professional development within agreed timescales.
- To participate fully in the performance and development review (appraisal) process and undertake Continuing Professional Development as required.
- To participate in surveys and audits as necessary in order to enable the Trust to meet its statutory requirements.
- To be aware of the Trust's emergency planning processes and follow such processes as necessary, in the event of an unexpected incident.
- This job description is not exhaustive. Staff may be required to undertake any other duties at the request of the line manager, which are commensurate with the band, including project work, internal job rotation and absence cover.

Statement

1. This job description will be agreed between the jobholder and the manager to whom he/she is accountable. It may be reviewed in light of experience, changes and developments.
2. The information being handled by employees of East Sussex Healthcare NHS Trust is strictly confidential. Failure to respect the confidential nature of this information will be regarded as a serious breach of regulations, which will result in action under the Disciplinary Procedure, including possible dismissal. This includes holding discussions with colleagues concerning patients in situations where the conversation may be overheard. It is the employee's personal responsibility to comply with the Data Protection Act.
3. It is the employee's responsibility to ensure all records (computerised or manual) are accurate and up to date, and that errors are corrected or notified as appropriate.
4. It is the manager's role to monitor and assure the quality of any data collected or recorded by or in his/her area of responsibility.
5. Employees must take reasonable care, and be aware of the responsibilities placed on them under the Health & Safety at Work etc. Act (1974) and to ensure that agreed safety procedures are carried out to maintain a safe environment for employees, patients and visitors.
6. All staff have a responsibility to ensure that infection control policies, procedures and guidelines are adhered to, in addition to supporting the trusts commitment to preventing and controlling healthcare associated infections (HAI).
7. All members of staff must be aware of their responsibilities under the Freedom of Information Act 2000.
8. In addition to any specific responsibility for risk management outlined in the main body of this job description, all employees must ensure they are aware of the key responsibilities applicable in relation to risk management as identified in the Trust's Risk Management Strategy.
9. All staff will note the Trust's responsibilities under the Civil Contingencies Act 2004, and NHS Major Incident Plans Guidance (DoH 1998 and 2004)
10. All employees are responsible for ensuring they attend the relevant mandatory training as identified in the Trust's Education Strategy and as agreed with their manager/supervisor.

11. It is the employee's responsibility to ensure they follow the latest version of all policies and procedures which apply to them.
12. For posts which involve contact with patients, it is required that the postholder receives satisfactory clearance from the Disclosure and Barring Service.

Person Specification

Job Title: Community Triage Nurse		Grade: Band 5	
Department: Community Health and Integrated Care Division		Date: August 2023	
*Assessed by: A= Application I= Interview R= References T= Testing C = Certificate			
Minimum Criteria	*	Desirable Criteria	*
Qualifications <ul style="list-style-type: none">RGN / RN with current Nursing & Midwifery Council Registration (NMC)ENB 997/998, Learning through Mentorship module, or commitment to undertake-Evidence of continuing professional development to degree level in a relevant area-	A/I A/I A/I	Supporting Learners in Practice course	
Experience <ul style="list-style-type: none">Experience of working as an autonomous nursing community practitionerMulti-disciplinary and multiagency working	A/I A/I	<ul style="list-style-type: none">Teaching in a clinical settingLong Term Condition managementExperience of supporting a teamExperience of managing change and developing teams	A/I A/I A/I A/I
Skills / Knowledge / Abilities <ul style="list-style-type: none">Awareness of Health & Safety issues. Commitment to undertake Health & Safety trainingKnowledge of professional codes, standards and Professional developmentUnderstanding of protocols for the administration of medicinesKnowledge of Safeguarding and the principles of Adult & Child protectionKnowledge of health education and promoting well-beingAn understanding of clinical governance	A/I A/I A/I A/I A/I	<ul style="list-style-type: none">Demonstrates a sound understanding of community developments and priorities; locally and nationally	A/I

