

Job Description

1. Job Details

Job Title: *Clinical Advisor / Nurse / Paramedic*

Job ID: *ID-511*

Pay Band: *Band 5*

Reports to (Title): *Clinical Team Lead*

Accountable to (Title): *Clinical Services Manager*

Location/Site/Base: *TBC*

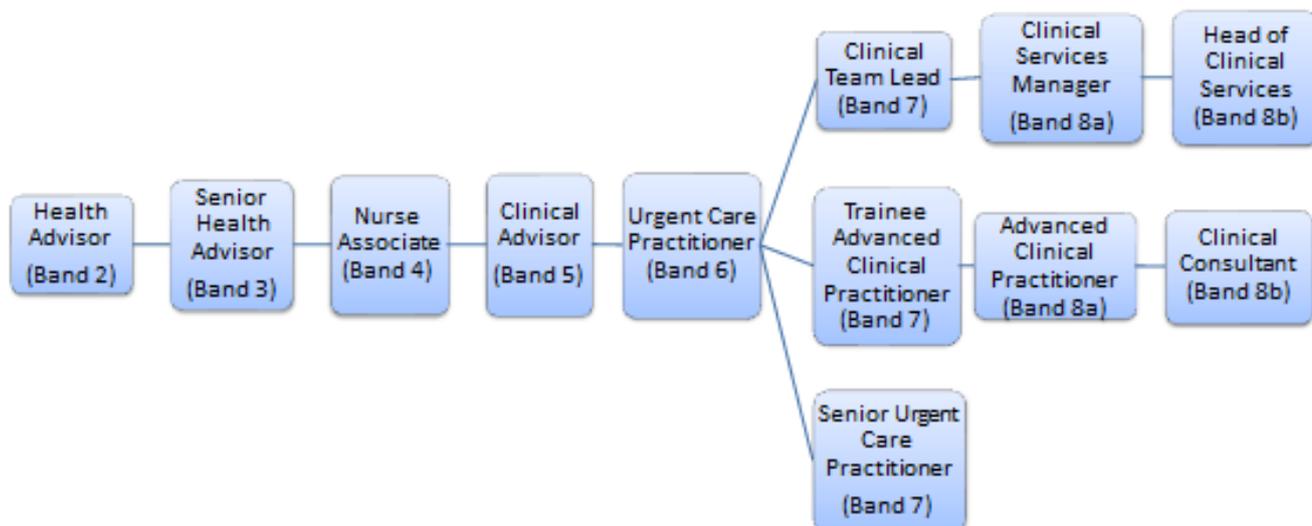
2. Job Purpose

- The post holder is responsible for providing an urgent response including assessment of need to patients with undifferentiated illness.
- The post holder will provide health advice to patients, carers and other members of the multidisciplinary team.
- The post holder will help deliver the clinical input and decision making with the support of the senior clinical staff and doctors.
- The post holder will maintain professionalism and high quality standards in all aspects of care delivery, working in partnership with colleagues, service users, carers, other health and social care professionals and statutory, independent and voluntary organisations as required.
- The post holder will promote self-care, self-management and enable independence.

3. Role of Department

Lincolnshire Community Health Services provide a responsive and professional countywide urgent care service to all residents and visitors. The service delivers person centred care for self-limiting and long term condition in building bases, home addresses and remotely over the telephone or via a video consultation. All staff within the service work, in collaboration with the patient, their carer and other statutory and voluntary organisation and agencies. The service supports the Lincolnshire sustainability and transformation plan values of hospital avoidance and urgent care teams should reflect these values in their day to day practices. The services are required to be flexible, responsive and timely in order to ensure accessibility and equity to all patients twenty-four hours a day.

4. Organisation Chart



5. Minimum qualifications, knowledge, training and experience required for the post

- Registered Health Care Professional (First Level Registered Nurse with current NMC registration Paramedic)
- Commitment to Continuous Professional Development (CPD) and lifelong learning with the ability and willingness to undertake competency based training both internally and as an on-going requirement for the post to meet service requirements.
- Proactively maintain knowledge of current developments in clinical practice
- Post registration experience including relevant urgent or emergency care settings
- Experience of working in a multi-professional/multiagency environment.
- Understanding of patient management in primary, secondary and tertiary care setting
- Ability to or undertake training to administer Intravenous medications and fluids
- Ability to use telephone triage skills
- Ability to undertake risk assessment and make decisions within a complex work environment under the supervision of the senior team.

6. Duties

1. Lincolnshire Community Health Service requires all staff to safeguard children, young people and adults. All staff are required to access the organisational policies, also the Local Safeguarding Children Board and the Local Safeguarding Adults Board policies and procedures that underpin the safeguarding agenda. The safeguarding policies to be followed are found at www.lincolnshirecommunityhealthservices.nhs.uk and www.lincolnshire.gov.uk
2. LCHS policies, procedures and guidelines - It is a condition of your employment that as an employee you are expected to adhere to our policies, procedures and guidelines. These can all be found on the Trust's website.
3. Receive and respond to requests for assistance, treatment or care. The requests may be from members of the public, healthcare practitioners or other professionals, and may include assisting patients to carry out personal care or mobilise where appropriate.
4. Perform routine observations, including temperature, pulse, respirations, blood

pressure, height and weight and to test specimens, recording the results appropriately and taking appropriate action on any abnormalities. Recording of ECG
5. Undertake stock rotation and re-stocking as necessary, preparing or cleaning equipment and clinical areas as requested.
6. Contribute to the effectiveness of teams, working as part of a multidisciplinary team, assisting new members of staff, and actively contribute to service improvements where appropriate.
7. Recognise and report adverse events, incidents, errors and near misses.
8. Ensure personal fitness for work presenting a positive image of self and the organisation, maintaining professional conduct including appearance at all times.
9. Work flexibly across sites as required by the service, providing cover for sickness, bank holidays, and annual leave of other colleagues.
10. To ensure that high standards of care are given and maintained. To act and raise concerns when standards are not being maintained following local policy and procedures. To be involved in Trust Initiatives to improve patient safety and care.
11. To act as an advocate for the patient and the family, including promoting and protecting their interests, privacy and rights, equality and inclusion, communicate to ensure that their individual needs are met.
12. To delegate appropriately to other team members, including Health Advisors, family members and other lay carers
13. Adopt a high standard of accurate documentation and record keeping on the designated computer system in a timely manner, detailing any care or interventions you are responsible for to assist in evidencing the progress of patients throughout the journey, reporting any areas of concern as appropriate.
14. Communicate effectively in a healthcare environment, adapting communication style to suit circumstances using understanding, tact, empathy and reassurance eg. communicate risks to health, wellbeing and safety to a range of individuals and advise how the risks can be prevented, reduced or controlled working to protocols and guidelines.
15. Have demonstrated the proficiency to administer medications and undertake annual medicines management training and adhere to Trust Policies relating to the control and administration of drugs.
16. To provide mentorship / supervision and preceptorship to newly qualified staff, Health care Support Workers and students, new starters and Trainee Nursing Associates and apprentices encouraging an effective learning environment.
17. To take responsibility for own continuing professional development and performance, including identifying own development needs, taking part in training applicable to your needs and maintain own portfolio in accordance with re-registration requirements.
18. Participate in research programmes utilising agreed research findings to enhance the patient and their family's experience. Actively participate in benchmarking clinical practice along with other areas and contribute to and participate in programmes of Audit, including utilisation of results in practice
19. Assess and ensure availability of clinical equipment to enhance patient care.
20. Provide supervision to other individuals including peers, health advisors and senior health advisors to support their ongoing development, in addition to providing day to day clinical leadership and advice.
21. Respond to circumstances and referrals which require immediate action or response outside of the identified care plan, before they lead to worsening health or hospital admission.
22. Analyse assessment findings in order to plan care from a range of options.
23. Develop and maintain required clinical skills and professional knowledge to contribute towards the care of case managed patient's e.g. Intravenous fluids and medication administration, venepuncture, wound care, injections, observations, management of

catheters.
24. Implement integrated care pathways, in conjunction with primary and secondary care colleagues, to avoid unnecessary admission to hospital and promote early discharge from acute hospital beds.
25. Be aware of national and local policy that impacts upon the health and wellbeing of patients with long term conditions and life limiting illnesses
26. Contribute to risk assessment plans to support patient independence and daily living within their home.
27. Plan and develop approaches to care that promote health and wellbeing of patients.
28. To support patient/client/carer involvement in providing feedback this informs service developments and improvement in quality.
29. To make good working relationships with emergency care colleagues, primary care, the Neighbourhood Team and Primary Care Network, EMAS, mental health colleagues and others.
30. Assess capacity, gain valid informed consent and work within the legal framework with patients who lack capacity to consent to treatment. Be aware of the Mental Capacity Act.
31. Contribute to the effectiveness of teams using knowledge and experience to support other staff in making decisions relating to patient care leading to safe service user outcomes. Ensure the immediate needs of the patient are met.
32. Work with the service delivery team to contribute to the development and delivery of service and facilitate and actively participate in the continuous quality improvement audit process to develop individual performance and achieve set targets.
33. Arrange services and support with other healthcare providers, acting as a referral agent to ensure that patients are safely discharged.
34. To be involved in clinical governance and quality improvement in clinical practice.
35. Competently carry out a wide variety of procedures and interventions which require levels of knowledge and skills requiring dexterity and accuracy. This will include: Simple Wound Closure Techniques, Trephining, Simple Plastering Techniques (Upper and Lower Limbs), and Removal of Foreign Bodies from Earlobes, Insertion of Urethral and Suprapubic Catheters, Collecting Samples for Microbiology including MSU, CSU and Swabs, and Removal of Clips and Sutures.

7. Skills Required for the Post

Communication and relationship skills

- Provides and receives complex, sensitive information both verbally and written to colleagues, patients, carers and external contacts, adapting communication style to suit circumstances, e.g. effectively and calmly in difficult situations and difficult people.
- Demonstrate self-awareness to communicate effectively, anticipating barriers to communication, showing empathy, persuasion and reassurance.
- Ability to communicate with a variety of different people, encouraging effective communication and negotiation between all involved.
- Articulates a vision for trust focus which generates enthusiasm and commitment from both employees and patients/wider public and is persuasive in putting forward own view and that of the organisation.

Analytical and judgment skills

- Demonstrate the persistence and skill in gathering information and uses the skills of analysis to re-asses patients to judge effectiveness of prescribed treatments.
- Provides, receive and analyse a range of complex, contentious or sensitive information, e.g. assessment of conditions.

- Confident in utilising gathered opinions to act and creatively find solutions at times of crisis.
- Articulates solutions and decisions that impact on service delivery.
- Sound clinical decision capabilities – ability to demonstrate critical thinking.

Planning and organisational skills

- Effective time management and able to prioritise work effectively, balancing responsibilities and changing priorities to meet deadlines, ensuring these remain in accordance with those of the service as a whole.
- Holistically assess care needs, plan, implement and evaluate packages of care for patients based on best practice and evidence.

Physical skills

- Standard keyboard skills for inputting information.
- May be required to construct/inflate mattress/ equipment which have been delivered to the patient's home.
- Dexterity and accuracy required to carry out clinical procedures, e.g. removal of clips and sutures, intravenous fluids and medication administration, venepuncture, wound care, injections, observations, management of catheters.

8. Responsibilities of the Post Holder

Responsibilities for direct/indirect patient care

- To advise on complex and specialist patient needs.
- Identify patient needs through holistic assessment, care planning, implementation and evaluation of care plans and care delivery.

Responsibilities for policy and service development implementation

- Follows practices and protocols as per designated work area.
- Working within the Trust's policies and procedures and the philosophy of the department.
- Willing to participate in service development.
- Make changes in own practice and offers comment on policy where requested.
- Constructively identifies where new ways of working, policies or strategies are having a negative impact on the service, given to users or the public.

Responsibilities for financial and physical resources

- Has a duty to care to ensure all equipment and resources are handled, used, maintained and stored in line with LCHS trust policy.
- Maintain stock control by ordering supplies within agreed stock levels

Responsibilities for human resources (including training)

- Responsible for the day to day supervision of other non-registered staff e.g. HCSWs, students and apprentices, including clinical supervision of staff.
- Demonstrate activities to new or less experienced staff in their own work area.
- Develops one self and others in areas of practice by supporting, coaching and mentoring others to encourage them to develop whilst promoting and monitoring best practice.
- Ensures all employees managed have an annual appraisal and comply with mandatory training.

Responsibilities for information resources (including systems access)

- Is required on a daily basis to use a laptop to record personally generated clinical record information relating to the care they have provided, e.g. clinical observations and test results.
- Maintains work-related records.

Responsibilities for research and development

- Occasionally involved in service development in line with the needs of the rapid response service e.g. NICE / NSF / research / clinical audit.
- Contribute to research and audit; provides statistical and other information as requested by Provider Services.
- Participates in staff feedback to support Trust development e.g. staff survey.

9. Freedom to Act

The post holder is managed rather than supervised and has the ability and freedom to make clinical decisions based on clearly defined operational and occupational policies and defined parameters to improve service and quality of patient care whilst working within national and local policies, protocols and guidelines.

10 Effort & Environment

Physical effort

- Frequent light effort for several short periods, involving moving, handling and positioning patients and equipment with / without aids.
- Required to travel daily varying distances in urban and rural communities, including during adverse weather conditions

Mental effort

- There is a frequent requirement for concentration where the work pattern is unpredictable.

Emotional effort

- Occasional exposure to distressing situations or emotional circumstances, such as caring for palliative care patients, engaging with their relatives and carers and the delivery of unwelcome news.

Working conditions

- Frequent exposure to highly unpleasant working conditions e.g. lice, bodily fluids, infectious materials, foul linen

Person Specification

Post of Clinical Advisor/ Nurse / Paramedic

Job Related Criteria	Essential	How Identified	Desirable	How Identified
Qualifications (Academic, Professional & Vocational)	Registered Health Care Professional (First Level Registered Nurse with current NMC registration Paramedic) Commitment to Continuous Professional Development (CPD) and lifelong learning with the ability and willingness to undertake competency based training both internally and as an on-going requirement for the post to meet service requirements.	A A A/I	Post registration qualifications/ further relevant training e.g. elderly care, palliative care, wound care, continence ENB 998 / FLiPS or equivalent qualification or willingness to undertake training Recognised minor injuries certificate. Mentor/coaching qualification	A/C A/C A/C A/C
Previous Experience (Nature & Level)	Post registration experience including relevant urgent or emergency care settings Experience of working in a multi-professional/multiagency environment.	A/I A A	Can demonstrate experience of assessment, care planning and care delivery Previous community experience as registered nurse Experience of care of the elderly. Experience of delegation and supervision of others. Experience of working independently.	A/I A/I A/I A/I

			Knowledge of local primary care services including key stakeholders	A/I
Evidence of Particular: - Knowledge - Skills - Aptitudes	Proactively maintain knowledge of current developments in clinical practice	A/I	Knowledge of the Trust's Values expressed in the LCHS way.	A/I
	Understanding of patient management in primary, secondary and tertiary care setting	A/I		
	Ability to or undertake training to administer Intravenous medications and fluids	A/I		
	Ability to use telephone triage skills	A/I		
	Ability to undertake risk assessment and make decisions within a complex work environment under the supervision of the senior team.	A/I		
	Ability to use initiative and be aware of limitations.	A/I		
	Basic computer skills.	A/I		
Specific Requirements	Ability to work in a team	A/I		
	Ability to stay calm in the event of the unexpected and under pressure.	A/I		
	Ability to deal sensitively with distressing, emotional situations	A/I		
	Able to work unsocial hours, including	A/I		

	24/7 shift work and bank holidays Ability to travel across the County.	A/I		
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Job Description Agreement

Job Title: Clinical Advisor/ Nurse / Paramedic

Area:

I declare that I have read the Job Description and Person Specification and confirm that this is an accurate and fair description of the role.

Signature

Date

Job Holder:

Name:

Line Manager:

Name: