

## Job Description

### 1. Job Details

**Job Title:** Senior Urgent Care Practitioner

**Job ID:** ID-545

**Pay Band:** Band 7

**Reports to (Title):** Clinical Team Lead

**Accountable to (Title):** Clinical Services Manager

**Location/Site/Base:** Urgent Care

### 2. Job Purpose

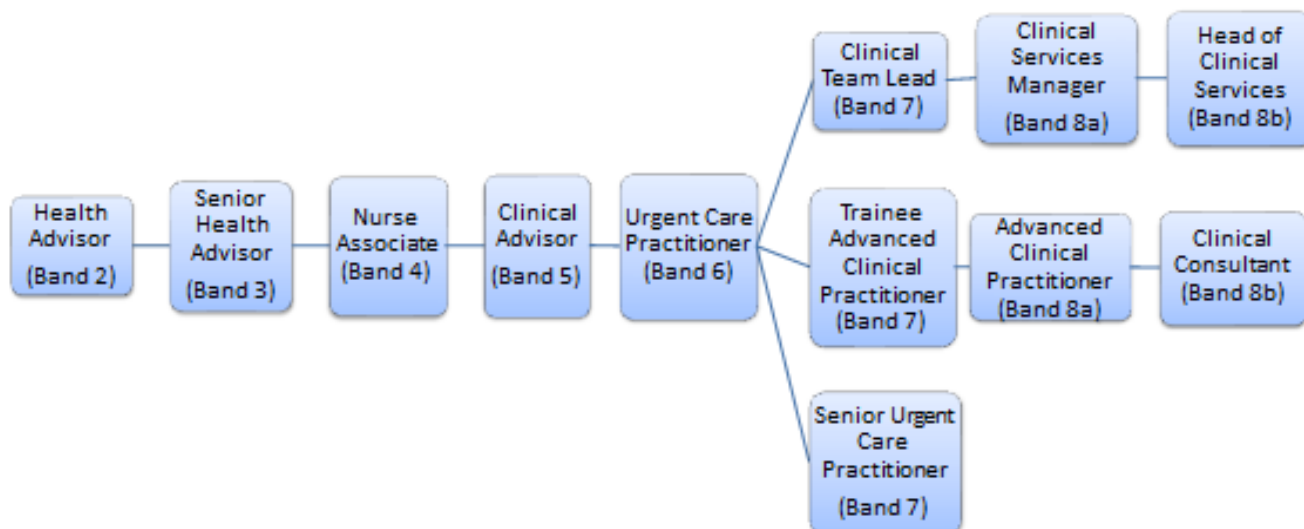
- The post holder will provide day to day autonomous clinical management in a variety of urgent care settings including building bases, patient home addresses, over the telephone or via video consultation.
- The post holder will support the delivery of policy and procedures, providing clinical leadership to achieve a quality, evidence based service, excellence in clinical practice, this together with continuous professional development are integral to the role and development of the service.
- The post holder will influence, lead, support and motivate colleagues to maintain morale in difficult and challenging situations.
- The post holder will provide clinical lead during a shift by modelling the professional attitudes and behaviours outlined in the LCHS behaviours framework.
- Home visiting post holders will require standard driving skills to visit patients or transport equipment from one location to another; all other roles require the ability to travel to all sites on request and external meeting locations on request.

### 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 with existing registration – first level nurse or paramedic
- Level 6 Degree in relevant subject
- Evidence of Level 7 study, or equivalent experience demonstrated via specialist training, experience, short courses plus further specialist training
- Highly developed specialist knowledge in Urgent Care, underpinned by theory and experience
- 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
- Substantial consolidated experience of clinical practice in a range of settings
- Experience of administering medication within Patient Group Directions (PGD)
- Experience of working in a multi-professional/multi-agency environment
- Experience of coaching and mentoring others
- Extensive understanding of patient care in urgent care settings
- Significant Urgent Care experience, and an ability to see, treat and manage patients with a wide range of minor injuries and illnesses
- Level 6 or 7 qualification in History Taking and Clinical Assessment, Minor Injury Management and Minor Illness Management
- Excellent written and verbal communication skills
- Computer literacy

#### 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 <a href="http://www.lincolnshirecommunityhealthservices.nhs.uk">www.lincolnshirecommunityhealthservices.nhs.uk</a> and <a href="http://www.lincolnshire.gov.uk">www.lincolnshire.gov.uk</a>
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.
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.
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. Take part in training applicable to your needs and demonstrate evidence based practice. Contribute towards identification of personal training needs
15. 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.
16. 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.
17. Analyse assessment findings in order to plan care from a range of options.
18. 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.
19. 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.
20. Be aware of national and local policy that impacts upon the health and wellbeing of

patients with long term conditions and life limiting illnesses
21. Contribute to risk assessment plans to support patient independence and daily living within their home.
22. Plan and develop approaches to care that promote health and wellbeing of patients.
23. To support patient/client/carer involvement in providing feedback this informs service developments and improvement in quality.
24. 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.
25. 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.
26. 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.
27. Arrange services and support with other healthcare providers, acting as a referral agent to ensure that patients are safely discharged.
28. To be involved in clinical governance and quality improvement in clinical practice.
29. Assess an individual's health status, providing skilled and effective assessment of patients presenting clinical need, through telephone or face-to-face consultations, using professional clinical judgement with the support of clinically based algorithms.
30. Communicate risks to health, wellbeing and safety to a range of individuals and advise how the risks can be prevented, reduced or controlled by applying critical analysis to the synthesis of complex information during the care process to provide accurate advice and health information to patients in order to empower them to act upon the advice given. Recognise the opportunity for and provide health education to patients during the consultation process, referring to appropriate health care professionals as required.
31. Communicate effectively in a healthcare environment, adapting communication style to suit circumstances, by effective listening and liaising effectively between caller and third party in critical situations/areas of concern e.g. safeguarding where information is not consistent or may be disputed. Use complex communication skills to negotiate and provide support to callers who may not agree with recommended outcomes, and may be emotive, hostile or antagonistic using understanding, tact, empathy and reassurance.
32. Obtain a patient history and establish a diagnosis of an individual's health condition by undertaking face to face assessment and treatment of patients, in accordance with the relevant protocols and in line with the competency framework and individual's scope of practice. This includes providing assessment, treatment and working diagnosis at point of first contact, by attending to patients in a variety of clinical or non-clinical settings according to patients' needs.
33. Investigate and diagnose an individual presenting for emergency assistance.
34. Determine a treatment plan for an individual and manage an individual's medication to achieve optimum outcomes within the scope of PGD, escalating where appropriate. Competently carry out a wide variety of procedures and interventions which require high levels of knowledge and skills requiring dexterity and accuracy.
35. Provide practitioner-led care to patients; differentially diagnosing as appropriate, ordering/carrying out investigations, interpreting results, treating, referring and discharging patients in accordance with professional standards and codes of conduct, national best practice and locally and nationally agreed standards and within own sphere of competence.
36. Develop and sustain productive working relationships with colleagues, primary care, the Neighbourhood Team and Primary Care Network, EMAS, mental health colleagues and others. Actively communicate with all senior managers of any factors affecting the service delivery at the time an issue is highlighted, acting as a professional role model at all times and facilitating clear patient pathways.

37. Perform point of care testing and obtain supporting information to inform the assessment of an individual. Undertake/order and interpret appropriate laboratory and radiological investigations.
38. Provide clinical interpretation from clinical investigations and determine a treatment plan for an individual. Autonomously make a diagnosis and care management decisions based on interpretation of results, ensuring that optimum physical and psychological needs are met and are ethically based. Make appropriate follow up referral as needed and/or ensure the patient has instructions on action to take if not improving.
39. Prioritise treatment and care for individuals according to their health status and need, accepting responsibility of own caseload of patients, ensuring all patients have accurate, up to date and complete records of patient consultation, consistent with current legislation and local policies.
40. Prepare prescriptions for prescription only medication. Act as an independent prescriber or work to Patient Group Direction (PGD), working within parameters of agreed clinical guidelines and in accordance with current legislation regarding the supply and prescribing of medications. This includes the ongoing monitoring, assessment, evaluation and revision of medication.
41. Prioritise individuals for further assessment, treatment and care, including prioritising own workload on a daily basis to meet needs of the service and prioritising patients based on clinical need and escalating appropriately to colleagues for assistance with workload, if patient care would otherwise be compromised.
42. Provides support, advice, guidance and training to patients, families and carers, to promote the understanding and consent to care.
43. Demonstrate a high level of clinical knowledge and advanced skills to undertake a remote assessment to formulate a differential diagnosis and devise, monitor and review evidence based treatment plans and advice in accordance with professional standards and codes of conduct, national best practice and locally and nationally agreed standards.
44. Arrange services and support with other healthcare providers by establishing multi-agency collaboration across primary/secondary interface to meet the needs of the patient.
45. Act as a credible expert, leading a team in the care of patients, who may have highly complex and or/ chronic presentation, developing, evidencing high-level assessment, assimilation of information implementing and evaluating personalised clinical management plans.
46. Support the collation of the training needs analysis, promoting learning and creating a positive learning environment.
47. Develop and maintain your professional networks by actively seeking opportunities to promote, publicise and disseminate the role and integrated working. Taking part in local and national professional and multidisciplinary events and through presentations, workshops, formal teaching, conferences, networking and if appropriate publications as required.
48. Improve quality of health and healthcare through audit and evaluation by participating in audit, data collection and activity monitoring to improve performance and inform future service developments. This will involve the use of and/or developing and writing clinical and operational policies and procedures in collaboration with the wider healthcare team.
49. Assist in research work taking an active role in relevant research projects within then policy framework of the organisation.
50. Competently carry out a wide variety of procedures and interventions which require advanced levels of knowledge and skills requiring dexterity and accuracy. This will include: Simple wound closure techniques, suturing Level 1 (Head and Limbs), trephining, incision and drainage of paronychia, the use of local anaesthetic and digital nerve blocks, simple plastering techniques (Upper and Lower Limbs), removal of foreign

bodies from wounds and earlobes, insertion of urethral and suprapubic catheters, verification of death, and removal of clips and sutures.
51. Provide leadership in your area of responsibility by directing, leading and motivating staff to ensure a high standard of professionalism, efficiency and effectiveness in service delivery, ensuring activity is aligned to service and organisation priorities. Promoting and influencing others to incorporate values based care into practice.
52. Competently carry out a wide variety of procedures and interventions which require advanced levels of knowledge and skills requiring dexterity and accuracy. This will include: Simple Wound Closure Techniques, Suturing Level 1 and 2 (Head and Limbs, and Hands and Feet), Trephining, Incision and Drainage of paronychia, Use of local anaesthetic, Digital Nerve Block, Simple Plastering Techniques (Upper and Lower Limbs), Removal of Foreign Bodies from Wounds and Earlobes, Insertion of Urethral and Suprapubic Catheters, Verification of Death, and Removal of Clips and Sutures.
53. Provide senior leadership in your area of responsibility by directing, leading and motivating staff to ensure a high standard of professionalism, efficiency and effectiveness in service delivery, ensuring activity is aligned to service and organisation priorities. Promoting and influencing others to incorporate values based care into practice.

## 7. Skills Required for the Post

### Communication and relationship skills

- To competently manage any barriers to communication in the effective treatment of patients for example altered conscious levels, sensory loss and altered perception, pain, fear and psychosocial problems.
- To use a high level of verbal and non-verbal communication skills, with the ability to adapt to a variety of situations in the management of patient care in sometimes complex, sensitive and contentious situations such as delivering bad news/special needs and dealing with distressed families.
- 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, showing empathy, persuasion and reassurance.
- Ability to communicate with a variety of different people, encouraging effective communication and negotiation between all involved.

### Analytical and judgment skills

- Analysis and synthesis of complex problems across a range of settings, enabling innovative solutions to enhance patient experience and improve outcomes.
- Demonstrates autonomous high level decision making skills by critical thinking, analyses and interpretation of highly complex information gained during clinical examination and history taking to diagnose an individual's problem or illness and decide upon an appropriate course of action.
- Demonstrate the persistence and skill in gathering information and uses the skills of analysis to re-asses patients to judge effectiveness of prescribed treatments and interpret results of investigations in complex cases.
- Is confident in utilising gathered opinions to act and creatively find solutions at times of crisis.
- Understands levels of inclusion necessary for ownership and effective action.

### Planning and organisational skills

- To plan specialised nursing service provision for often complex patients, organising this

efficiently and effectively with regard to clinical priorities and use of time.

- To decide priorities for own work area, balancing responsibilities and changing priorities to meet deadlines, ensuring these remain in accordance with those of the service as a whole.
- To arrange services and support with other healthcare providers establishing multi-agency collaboration across primary/secondary interface to meet the needs of the patient.
- Prioritise treatment and care for individuals according to their health status and need, identifying those who require further assessment, treatment and care.
- Support service and practice development to meet the needs of local populations.

### **Physical skills**

- Ability to assess, diagnose and formulate management plan for a variety of patients presenting with minor injuries, illnesses or palliative needs.
- Competently carry out a wide variety of procedures and interventions which require advanced levels of knowledge and skills requiring dexterity and accuracy e.g. removal of clips and sutures, intravenous fluids and medication administration, venepuncture, wound care, injections, observations, management of catheters.
- Standard keyboard skills for inputting information.
- Home Visiting roles require standard driving skills to visit patients or transport equipment from one location to another; all other roles require the ability to travel to all sites on request and external meeting locations on request.

## **8. Responsibilities of the Post Holder**

### **Responsibilities for direct/indirect patient care**

- Responsible for the clinical assessment, investigation, diagnosis and treatment and/or referral of patients within urgent care services, identifying complex and highly specialist needs and will develop, implement and evaluate programmes / plans of care.
- Prescribe within the boundaries of extended non-medical prescribing, alongside the use of patient group directions).

### **Responsibilities for policy and service development implementation**

- Supports the development and evaluation of policies/guidelines/protocols for advanced practice together with monitoring and supporting their delivery.
- Support the development of practice and patient pathways.
- Ensures national standards, new and existing policies and procedures are assimilated into practice, and embraces new ways of working.
- Supports the Implementation of service improvements and innovation, working collaboratively with team members and others as appropriate.
- Makes sure others work in a way that complies with legislation and organisational policies and procedures on health, safety and risk management.

### **Responsibilities for financial and physical resources**

- Supports the budget holder in the delivery of care within financial constraints and available resources.
- Have a personal duty of care in relation to equipment/safe use of equipment, ensuring best use of resources.
- Orders specialist supplies.

### **Responsibilities for human resources (including training)**

- To act as a role model, resource and mentor, promoting excellence in practice,

maintaining and monitoring standards of care, highlighting and working with others as appropriate to manage performance where there is cause for concern. Both providing and participate in clinical supervision and undertaking peer review of practice.

- Provide leadership in own area of responsibility by directing, leading and motivating staff.
- Acts as a mentor to students, undertaking and supporting and for identifies areas of underperformance and capability and competency, working in conjunction with ACP and Clinical Educator where appropriate.
- Provides peer support to others in the development of skills for advanced clinical practice through mentoring, coaching, and clinical supervision.
- The post holder will demonstrate activities to new or less experienced staff in their own work area.

#### **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.

#### **Responsibilities for research and development**

- Improve quality of health and healthcare through audit and evaluation by participating in audit, data collection and actively monitoring to improve performance and inform future service development.
- Regularly undertake research work taking an active role in relevant research projects within the policy framework of the organisation, identify where there is a gap in evidence base to support practice.
- Synthesise new knowledge into the development of own practice demonstrating evidence based care.
- Identify and evaluate opportunities for innovation and improvement by contributing to the development of multidisciplinary and multiagency partnership working with internal departments and external health, social care and other stakeholders.
- Accesses research /use appropriate information systems and able to critically evaluate and review literature.

### **9. Freedom to Act**

- As an autonomous practitioner, manages own work load according to the demands on the service, whilst developing expertise within a specialism, providing specialist advice and guidance to patients/ clients and members of the multi-disciplinary team, makes appropriate referrals to other practitioners or seeks advice as necessary. Ensures own and others practice is in line with NMC / relevant Code of Professional Conduct at all times.

### **10 Effort & Environment**

#### ***Physical effort***

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



***Mental effort***

- Frequent concentration on patient assessments, injections, schedule of visits, develop training, attend meetings, data analysis and produce written reports, where work pattern is predictable working to targets and deadlines.
- Will be required to demonstrate enhanced time management skills in order to balance development opportunities with service demands.

***Emotional effort***

- Frequent delivery of diagnosis, unexpected bad news to patients and relatives.
- Provides pastoral support to staff that may be experiencing difficulties which impact upon their work.
- Appropriate management of safeguarding issues which may be difficult and highly distressing.
- Required to deal with challenging behaviour from patients and/or carers
- Exposure to unexpected death and supporting bereaved friends and families.

***Working conditions***

- Frequent unpleasant working conditions related to client contact e.g. infectious conditions, body fluids and odours and verbal aggression.

**Person Specification**  
**Post of Senior Urgent Care Practitioner**

<b>Job Related Criteria</b>	<b>Essential</b>	<b>How Identified</b>	<b>Desirable</b>	<b>How Identified</b>
<b>Qualifications</b> (Academic, Professional & Vocational)	Regulated Health Care Professional with existing registration.	A/I	Leadership modules.	A/C
	Educated to degree level or equivalent.	A/I	ALS/ILS.	A/C
	Evidence of Level 7 study, or equivalent experience demonstrated via specialist training, experience, short courses plus further specialist training	A/I	Recognising the sick child.	A/C
	Highly developed specialist knowledge in Urgent Care, underpinned by theory and experience	A/I	Chronic disease management.	A/C
	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/I	Recognised Teaching and Assessing course (e.g. Mentor Preparation, SLIP, Clinical Educator course, PGCE).	A/C
	Willing and able to undertake telephone triage course if required.	A/I		
		A/I		

	Safe guarding-level 3 or willingness to undertake.			
<b>Previous Experience</b> (Nature & Level)	Significant post registration experience where autonomous working at an advanced level that has been acquired in the speciality area or a related area where advanced skills could be transferrable.	A/I	Experience of working independently in a healthcare role.	A/I
	Experience of clinical leadership.	A/I	People management experience.	A/I
	Proven track record of teaching and assessing.	A/I	Clinical supervision/coaching skills.	A/I
	Experience of service specific advanced clinical skills.	A/I	General management experience.	A/I
	Experience of working within multi professional settings with consolidated clinical practice and contributing to effective team working.	A/I	Evidence of higher level of practice within the specialist area.	A/I
	Experience of leading evidenced service improvement and innovation through service/practice development initiatives, audit or research.	A/I	Experience of work using telephone triage.	A/I
<b>Evidence of Particular:</b> - Knowledge - Skills - Aptitudes	Knowledge of local and national healthcare agendas/strategy and policies and how they relate to the specific service.	A/I		
	Understand the legal, ethical and professional responsibilities and	A/I		

	accountability with regards to advanced level, autonomous practice.			
	Understand the impact of advanced practice roles on service delivery and their contribution to the multi-professional team	A/I		
	Knowledge and understanding of clinical human factors in delivery of safe healthcare practice.	A/I		
	In depth service specific knowledge which underpins advanced level practice.	A/I		
	Able to demonstrate situations where effective leadership and management have been used to improve care delivery Able to demonstrate progression towards and working at an advanced level of practice.	A/I		
	Able to demonstrate examples of service improvement or changes to practice through practice development initiatives, audit or research	A/I		
	Able to demonstrate professional and clinical accountability in relation to advanced level, autonomous practice	A/I		
	Able to work in a complex, challenging and changing environments	A/I		
	Able to demonstrate management of complex, sensitive information and adjusting mode of communication to enable patient needs to be met	A/I		

	<p>Able to demonstrate multi-professional working and working across organisational boundaries</p> <p>Able to deal with the challenge of developing and embedding advanced roles in existing multi –professional teams</p> <p>Able to demonstrate working under pressure and to deal with emergency situations safely and effectively</p> <p>Able to demonstrate managing complex and challenging patient centred situations effectively</p> <p>Able to demonstrate skilled written, verbal and presentation communication skills</p> <p>Home Visiting roles require standard driving skills to visit patients or transport equipment from one location to another; all other roles require the ability to travel to all sites on request and external meeting locations on request.</p>	<p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>		
<b>Specific Requirements</b>	<p>Positive attitude to innovation and change Adaptable and able to respond to changing situations.</p> <p>Self-directed, proactive, willing and committed to learn and develop new skills.</p> <p>Ability to maintain and act in a professional manner at all times.</p>	<p>A/I</p> <p>A/I</p> <p>A/I</p>		

	Can self-analyse own work and performance, with the ability to recognise own limitations and act upon them appropriately.	A/I		
	To act as a positive role model and promote ACP role across the organisation.	A/I		
	Ability to work flexibly to meet needs of the service. This may include flexible hours within the specific service and adapting to the ongoing development of the ACP role.	A/I		
	Excellent time management skills.	A/I		
	Ability to work under own initiative and plan and prioritise own workloads.	A/I		
	Computer and keyboard skills	A/I		
	Able to work unsocial hours, including 24/7 shift work and bank holidays	A/I		

## **Job Description Agreement**

**Job Title:** Senior Urgent Care Practitioner

**Area:** Urgent Care

**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:**