

A4C Banding No P3392b

## Job Description

<b>TITLE:</b>	<b>Clinical Nurse Specialist Discharge Liaison Children's Rapid Response</b>
<b>DEPARTMENT:</b>	<b>Children's &amp; Families Division</b>
<b>LOCATION:</b>	<b>Lansdowne Health Centre</b>
<b>PROFESSIONALLY ACCOUNTABLE TO:</b>	<b>Team Leader Children's Rapid Response</b>
<b>CLINICALLY ACCOUNTABLE TO:</b>	<b>Clinical Lead for Rapid Response and Palliative Care</b>
<b>BAND:</b>	<b>7</b>
<b>HOURS:</b>	<b>37.5 hours</b> Hours of the service 07.30 to 23.00 Discharge liaison – Work over 7 days within shift patterns to cover 07:30 - 23:00

## Job Purpose

The post holder will be expected to work with the Children's Community Nursing (CCN) and Palliative Care (PC) Teams to ensure high quality, specialist nursing care to children and families in their own home. In order to prevent inappropriate hospital admission/attendances and shortening length of hospital stay whilst providing greater choice to families around chosen place of care.

The post holder will be proactive in promoting early discharge of children and young people already known to the CCN and PC Teams, reducing the length of hospital stay. The post holder will work with the Children's Rapid Response team and acute teams to identify children and young people that could be cared for at home where it would be clinically safe to do so.

At times of extreme pressure within the acute the post holder will work as directed to facilitate a reduced length of stay for children and young people that are potentially not known already to the CCN and PC Team. The post holder will support the Clinical co-ordinator with the clinical and professional management of the Children's Rapid Response Service (CRRS) to ensure safe and effective care delivery. Overseeing the effective and efficient use of skills and resources to ensure the team and the service is organised to meet the needs of the patients and their families.

The post holder will work with the team to develop strategies in order to deflect hospital admissions and reduce the length of hospital stay to enable the child/young person to be cared for in their own home.

### **Responsible for**

To deputise in the absence of Team Leader.

### **Main Duties**

1. To work as an autonomous professional and use specialist clinical knowledge to co-ordinate a child/young person's individual discharge pathway, involving the child/young person and parents in the decision making at all stages of their clinical management and discharge.
2. Provide highly specialist clinical expertise as required by the role to prevent hospital admissions or to expedite an early hospital discharge working alongside the Clinical co-ordinator/Clinical Lead ensuring safe staffing levels are able to support the duration of referral period.
3. To proactively engage on a regular basis with all teams that are involved with a child/young person during the duration of the hospital admission, identifying the lead consultant that will be named as a point of contact to support reduced length of stay.
4. To ensure there are appropriate escalation/symptom management plans in place identifying red flags which would require readmission prior to discharge. To ensure there are appropriate risk assessments in place prior to discharge e.g. home risk assessment.
5. To have a visible presence at the appropriate acute meetings and ward rounds to proactively identify children/young people that would meet the referral criteria for the Children's Rapid Response team to be considered for reduced length of stay.
6. To communicate effectively with all other disciplines involved in the child/young person's care both in the hospital and the community thus ensuring a multidisciplinary approach and integrated service. To liaise with relevant professionals required to support discharge e.g. dietetics.
7. To work with ward level and hospital discharge teams to support complex discharges of children that are being referred or have an open referral to the CCN/PC team supporting the development of clear care plans to facilitate a safe and timely discharge utilising Teams and Virtual reviews.
8. At times of extreme pressure within the acute or under the direction of senior management team facilitate an early discharge for children/young people not already known to CCN/PC team.

9. To contribute to the multidisciplinary team approach, identifying/screening/tracking children/young people through the hospital system and by case management of children/young people identified to have complex discharge needs or at most risk of delayed discharge.
10. To deal sensitively with distressing or emotional circumstances regarding child/young person's discharge.
11. To support junior staff when indicated in the management of challenging situations.
12. Order appropriate equipment where trained to do so, arranging delivery and ensuring safety of equipment prior to discharge.
13. To work with the Trust Medicines Management team/pharmacists to ensure risk assessments are in place for any medications required to be administered by the nursing team.
14. Provide comprehensive evidenced based and skilled nursing care/intervention to children within their own home / family home/ other settings within specialist nursing services e.g. Special schools.
15. Keep abreast of new development in nursing/AHP, palliative care and discharge planning, social services and mental health including relevant legislation.
16. Work with clinical leads to maintain and improve the quality of practice and service delivery identifying any training requirements to the Clinical Educator.
17. Facilitation of difficult conversations utilising advance communication and motivational skills such as active listening, empathy, motivation and reassurance to negotiate interventions in situations where sensitive information needs to be discussed particularly around advance care planning and treatment to take into account language barriers, child/young person/parent's understanding and wishes
18. Work in partnership with children, families and carers to provide optimum individual outcome acknowledging children and family's personal preferences, spiritual and religious beliefs.
19. To lead timely, effective symptom management, resulting from a comprehensive history taking, utilising independent non medical prescribing to ascertain a differential diagnosis, completing symptom flow charts to monitor the child's changing condition/deterioration providing highly specialised care.
20. Recognise situations, which may be detrimental to the child's physical and psychological well-being, and to deal with individual situations according to Trust and local agency policies e.g. Safeguarding.

21. To ensure confidentiality at all times, only releasing confidential information obtained during the course of employment to those acting in an official capacity in accordance with the provisions of the Data Protection Act and its amendments.
22. Develop and empower all members of the team to perform to high standards and innovate particularly in the area of discharge liaison. Facilitate and/or participate in the teaching and mentorship of staff/students, ensuring they have the knowledge and skills to fulfil their roles.
23. In the absence of the Team Leader support the completion of staff Personal Development Reviews, monitoring attendance at mandatory and other education and training sessions. Participate in the induction and orientation of new staff, ensuring mandatory training takes place according to organisational policy.
24. Act as a role model by demonstrating leadership and expertise and maintaining credibility across the organisation, wider health community and external agencies ensuring that positive reputation of the organisation is maintained.
25. Participate in research and audits relevant to the service and support both the service manager and clinical lead to conduct audit activity by continually monitoring standards of care, identifying risks, advancing knowledge within own specialist field, benchmarking and raising concerns to line manager.
26. Working alongside the Clinical Lead in developing patient focused, clinically effective and evidence based standards, policies and procedures.
27. To actively participate in local and national initiatives relating to the specialist clinical area e.g. benchmarking and NICE guidance.
28. Maintain systems and processes to promote a healthy and safe working environment ensuring compliance with legal and regulatory requirements maintaining accurate documentation and reporting any concerns to the line manager.
29. Deal with informal complaints from service users and assisting with formal investigations as requested and manage and identify any learning from incident reporting.
30. Accurately record and maintain client records daily using electronic and paper systems e.g. RiO. Collect statistical information relating to client daily contacts e.g. response times and interventions, recording it on RiO/diary sheets in accordance with Trust and Local Authority requirements.

31. Take responsibility for own learning and development by recognising and taking advantage of all opportunities to learn, including participation in the appraisal process, supervision and maintain a professional portfolio.
32. To identify and undertake specific training to maintain skills in line with NMC Scope of Practice and development needs of the service.
33. Maintain own professional development in line with post-registration on going education and practice (Prep).
34. Provide clinical expertise and delivery of clinical care as a band 7 Nurse.

To undertake other duties commensurate with this grade of post in agreement with the relevant line manager.

To minimise the Trust's environmental impact wherever possible, including recycling, switching off lights, computers, monitors and equipment when not in use. Helping to reduce paper waste by minimising printing/copying and reducing water usage, reporting faults and heating/cooling concerns promptly and minimising travel. Where the role includes the ordering and use of supplies or equipment the post holder will consider the environmental impact of purchases.

Responsible for undertaking appraisal of identified staff, including identifying the learning and development needs of individuals in line with the Knowledge and Skills Outline Framework.

Responsible for leading in training and development of identified staff.

## **Key Relationships**

To establish effective working relation with the following:

Professionals within the acute areas pertinent to discharge into the community

Parents

Children's Community Nursing Team

Palliative Care Team

Health Visitors

School Health Advisory Nurses

Special School Nurses

General Practitioners

Social Workers

Consultants

Specialist Nurses and Consultants

Third Sector Organisations

Nurseries

Schools

Clinical Leads



Safeguarding Team  
Risk management  
Learning and Development Team  
Allied Health Professionals

## **Performance Management**

All employees have a responsibility to participate in regular appraisal with their manager and to identify performance standards of the post. As part of the appraisal process every employee is responsible for participating in identifying their own training and development need to meet their KSF outline.

## **Health & Safety at Work**

Attention is drawn to the responsibility of all employees to take reasonable care for the health & safety of themselves and other people who may be affected by their actions at work.

## **Equal Opportunities**

Birmingham Community Healthcare NHS Trust is committed to being an equal opportunities employer and welcomes applicants from people irrespective of age, gender, race and disability.

## **Safeguarding**

It is the responsibility of every member of staff to safeguard and protect vulnerable adults from abuse. All staff are expected to undertake mandatory training relevant to the role. All staff should familiarise themselves with the Trust Policy on "Safeguarding Vulnerable Adults" which is available on the Trust's intranet.

The Trust is committed to the safeguarding of children and young people and has signed up to the Birmingham Safeguarding Children Board Policy and Procedures with which the post holder must be familiar with and adhere to. It is the post holder's responsibility to attend mandatory training with regard to child protection as per the Trust's Policy and Guidance.

## **Smoking**

The Trust operates a No Smoking policy.

## **Mobility**

Whilst the postholder will be based at **Lansdowne Health Centre** this is a Trust wide appointment and travel around the Trust may be required.

## Confidentiality

Your attention is drawn to the confidential nature of information collected within the National Health Service. The unauthorised use or disclosures of patient or other personal information is regarded as gross misconduct and will be subject to the Trust's Disciplinary Procedure and, in the case of both computerised and paper-based information, could result in a prosecution for an offence or action for civil damages under the Data Protection Act 1998.

## Sustainability

The Trust attaches great importance to sustainability and Corporate Social Responsibility. It is therefore the responsibility of all members of staff to ensure that the Trust's resources are used efficiently with minimum wastage throughout their daily activities.

## Job Description

This job description will be subject to discussion and reviewed on an annual basis within the appraisal process.

**POST HOLDER'S SIGNATURE:**

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**DATE:**

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*Best Care  
Healthy Communities*



**A4C Banding No: P3392b**

# **PERSON SPECIFICATION**

<b>Title</b>	<b>Clinical Nurse Specialist Discharge Liaison</b>	<b>Band 7</b>
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<b>Example key areas</b>	<b>Job requirements</b>	<b>W</b>	<b>How identified</b>	<b>M</b>	<b>Candidate score</b>	<b>Comments</b>
<b>Qualifications training</b> / Level of education; Professional qualifications; Vocational training; Post basic qualifications; Training and learning programmes/courses	<ul style="list-style-type: none"> <li>Degree or equivalent qualification</li> <li>ENB 998 (Teaching &amp; Assessing in Clinical Practice) or equivalent</li> <li>Independent supplementary Nurse Prescriber.</li> <li>Clinical assessment course/ Advanced Nurse Practitioner</li> </ul>	E  E  D  D	AF/I/Cert			



<b>Experience</b> Length and type of experience Level at which experience gained	Experience of working as part of a multidisciplinary team including planning of complex discharges	E	AF/ I			
	Evidence of innovative and evidence based practice	E	AF/ I			
	Experience working with children with very complex healthcare needs/life limiting/threatening illnesses and End of Life.	E	AF/I			
	Evidence of multi-disciplinary working within a community setting	D	AF/I			
	Extensive experience of working with children and young people with very complex healthcare or palliative care needs.	E	AF/I			
	Ability to allocate workload of a team appropriately maintaining patient safety and maximising clinical resources	E	AF/I			

<b>Skills/Knowledge</b> Range and level of skills Depth and extent of knowledge	In depth knowledge, understanding and experience of managing child protection and risk management issues	E	AF/I			
	A sound knowledge of discharge pathways aligned with Trust and National policies	E	I			
	Demonstrate a range of managerial skills in relation to staff and resources.	E	I			
	Excellent communication skills and the ability to work under pressure supporting difficult conversations.	E	AF/I			
	Ability to co-ordinate and allocate workloads, alongside duty rotas and safe staffing guidelines.	E	I			
	Manages a complex, varied and often unpredictable workload, often with conflicting demands and pressures in a professional and structured manner	E	I			

	Work as a member of a team and as an autonomous practitioner.	E	AF/I			
	Ensure care is evidence based and clinical guidelines are adhered to, developing further pathways to enhance safe care delivery.	E	AF/I			
	Provide leadership and direction to the other members of the team	E	AF/I			
	To be able to lead and participate in audit to monitor standards of care and service improvement.	E	I			
	Demonstrate knowledge relating to child protection issues and procedures	E	I			
	Evidence of assessment skills and use of the nursing process and nurse models	E	I			

	Regularly utilises literacy, numeracy and analytical skills in the compilation of reports and the management of information/data	E	AF/I			
	Ability to demonstrate sound knowledge and application of NMC Code of Conduct and Scope of Professional practice	E	I			
	Ability to demonstrate individual responsibility in respect of Health and Safety	E	I			
	Ability to problem solve acquiring and utilising information from diverse sources to identify problems, solutions evaluating and recommending and implementing actions where appropriate.	E	I			
	Understanding the impact different cultures and religions may have on the management of children/young people with complex healthcare needs.	E	AF/I			

<b>Personal Qualities</b>	Ability to demonstrate a commitment to team working.	E	I			
	Demonstrate an ability to be flexible and able to participate in a changing NHS environment.	E	I			
	Ability to learn and apply knowledge appropriately	E	I			
	Ability to manage change within an NHS environment	E	I			
	Positive attitude to service development of Children' Community Services	E	I			
	Able to cope working in a stressful environment with parents/carers of children/young people with complex healthcare needs including palliative and end of life care.	E	I			
	Demonstrates energy and is resilient in the face of potential challenge or barriers to the best care that can be provided	E	I			
	Take account of own behaviour and its effect on others	E	I			

<b>Other Job Requirements</b>	Access to independent means of transport	E	I			
	Ability to work flexible hours, evenings, weekends, Bank holidays.	E	I			
<b>Total</b>						

**W (Weighting)** - E = Essential D= Desirable

**How identified** = Application = AF; Interview = I; Test = T; Presentation = P.