

Candidate Brief

Community Practice Educator/Clinical Skills Coach

Band 6

March 2024



Our shared purpose

Developed by our patients and staff in the Your Voice Your Values project, 2018.



All of us who work at Epsom and St Helier

Choosing to work at Epsom and St Helier means I choose to sign up to our values, behaviours and expectations.

-  Respect and value other people's views, experience and skills
-  Develop myself to be a great role model of our behaviours
-  Treat patients with respect and as equal partners in their care
-  Treat everyone fairly regardless of protected characteristics, profession, role or level
-  Speak up whenever I have a concern, give feedback respectfully, receive feedback gracefully, admit mistakes, resolve issues together
-  Respect myself, looking after my own health and wellbeing
-  Create a respectful environment free from disrespectful behaviour
-  Respect my role, doing a good job to meet my objectives as they change, and doing the best I can with available resources.

Our ambition is to provide an outstanding level of care to our patients and communities.

Above all we value respect. This means everyone at the Trust – whether a member of staff, a patient or their loved ones – can expect to be treated with respect, whatever their role or background. This ensures kind, positive, professional teamwork, delivering great care to every patient, every day.

By choosing to work here, you also choose to value and role model respect. This means having respect for the Trust and your roles and responsibilities, as well as colleagues, patients and anyone who interacts with the Trust.



About us

At Epsom and St Helier – we run high performing hospitals with a strong track record in providing high quality care, delivering operational standards and meeting our financial targets. In addition to that, we are proud to host joint ventures with our partners in mental health, social care, community health and GPs in Surrey Downs and Sutton, providing adult community, children's therapy and sexual health services as part of Sutton Health and Care, and adult community services as part of Surrey Downs Health and Care. We are committed to providing seamless joined up care for the 500,000 people we serve as their local hospitals and community services. We also have the privilege of running the South West London Elective Orthopaedic Centre at Epsom Hospital and a GP practice in Leatherhead.

Our future looks very bright and there has never been a better time to join our team. In September 2019, the Government announced a £500 million investment into our Trust to develop a new major specialist emergency care hospital. This investment will allow us to create a state-of-the-art hospital facility for our sickest patients. We are planning for this to open in 2025. This money also provides us with the funds to finish the refurbishment of our hospital buildings on both the Epsom and St Helier sites, and support our workforce to provide great care to our patients, every day. We have been rated Good by the CQC and welcome applications from individuals committed to being part of the team to maintain and build on this.

We know that all of our achievements are only possible because of the commitment, team work and expertise of our staff – and we truly value the dedication our teams show. As a result, we want Epsom and St Helier to be an outstanding place to work where staff are treated with, and treat others with, respect at all times.

There is simply no place for bullying, racism, discrimination or other poor behaviours in our hospitals and we work together to ensure that respect is at the heart of every interaction we have with one another and our patients.

By choosing to work here, we all also choose to be role models of respect. We can make this commitment thanks to a recent comprehensive review of the culture of our organisation (including more than 3,000 pieces of feedback from our staff and patients and thousands of us going through bespoke training and workshops), which showed us that 'above all we value respect' and gave us the tools to make sure we can live by this powerful value.

So if you want to be part of creating a truly integrated health and care service, where hospital staff, community health staff, mental health teams, primary care staff and social care teams work closely together; help us to develop a brand new specialist emergency care hospital; and do it in an increasingly respectful environment, then we are the place to come and develop your career.

We offer an extensive range of services, including cancer, pathology, surgery, and gynaecology to 500,000 people in south west London and north east Surrey. We operate two busy general hospitals, Epsom Hospital and St Helier Hospital, and run services from other locations, including Sutton Hospital.

St Helier Hospital is home to the South West Thames Renal and Transplantation Unit and Queen Mary's Hospital for Children, while Epsom Hospital is home to the South West London Elective Orthopaedic Centre (SWLEOC). Both Epsom and St Helier hospitals have Accident and Emergency departments (A&E) and Maternity services (Obstetrics).

We also play an active role in the local healthcare economy, and are the lead provider in two innovative health and care partnerships.

In Surrey Downs (that's the Epsom, East Elmbridge and Dorking areas), we have partnered with CSH Surrey, the three GP federations in the Surrey Downs area, and Surrey County Council (who are an associate member), to provide adult community health services. This innovative partnership is called **Surrey Downs Health and Care**. You can visit our website

<https://surreydownshealthandcare.nhs.uk>

In Sutton, we have joined forces with the London Borough of Sutton, Sutton GP Services and South West London and St George's Mental Health Trust to provide adult and children's community health services and sexual health services to local people. Together, we are called Sutton Health and Care – you can visit our website

www.suttonhealthandcare.nhs.uk.

Job title: Community Practice Educator/Clinical Skills Coach

Area of Specialty: Community Services

Directorate: Sutton Health and Care

Grade: 6

Hours of Work: up to 24 hours per week

Site: Across Sutton Community Health Services

Responsible to: Community Workforce Development Lead

Accountable to: Chief Nurse, Integrated Care

Job Summary

This is a clinical post and the post holder must be able to work in a variety of community settings and demonstrate competency in a range of core skills.

The post holder will be responsible for promoting high standards of care through the demonstration of clinical expertise and creating a clinical environment that supports and encourages learning and the advancement of high quality, professional practice within our services. The post holder will also, as a part of the education team, facilitate the induction, clinical mandatory updates and continuing professional development for nursing staff working across Sutton Health and Care.

The post holder will work clinically alongside staff to provide skills support and completion of competency based activity across a range of services

In addition the post holder will be involved with liaising with the relevant education providers to ensure that communication between education and practice is maintained.

Job Purpose

To work with the team to facilitate learning opportunities in clinical practice for post registration nurses, pre-registration nursing students, Nursing Associates, Associate Practitioners and Health Care Assistants. In addition the post holder will need to support staff who are undertaking enhanced skills, such as administration of IV Therapy and Lower Limb Compression Therapy.

This will include:

- Support in practice, providing 'hands on' delivery of care to oversee and support competency achievement
- Supporting in the development and delivery of designated clinical sessions for Mandatory Training/Induction programme.
- Contribute to the development programme for Nurses new to the Community
- Support the Clinical Skills and IV Therapy Competency programme
- Working collaboratively with the Senior Nurses and Team Leaders to develop clinical skills within the teams to support competency achievement
- Work with the team to ensure responsiveness to changing needs in clinical practice highlighted by complaints, incidents or National Guidance.
- Support in the design and delivery of clinical learning programmes and/or creating clinical learning opportunities, as required, for a safe effective patient responsive service.
- Provide excellence in the services that are provided, ensuring improved quality of life for the community nursing caseload and local population
- Provide support, supervision and mentorship to community nursing teams based within a specific area, to meet the need of the community nursing caseload and local population

Key Result Areas/Principal Responsibilities

- Demonstrate clinical expertise working alongside nurses in clinical practice
- Act as a role model and provide effective clinical leadership in conjunction with senior member of the community nursing teams
- Support nurses in developing and maintaining competency in medicines management administration. This will include where appropriate competency in intravenous drug administration and Syringe Pump management.
- Network locally to support the sharing of best practice
- Participate in professional development projects as required for example, assessment of clinical competencies. Work the team and senior nursing colleagues to monitor practice learning activities and environments against quality assurance standards enabling ongoing enhancement of the learning experience. This will include contributing to educational audits for quality monitoring, and for purposes to determine intervention to sustain and enhance practice education.
- Support the wider team to facilitate the experience of pre-registration and other students on placements within Sutton Health and Care. This may include: attending relevant meetings as a Trust representative as required, co-ordinating the evaluation of clinical practice areas as learning environments by learners, feeding back the results in a timely way and supporting Team Leaders to develop appropriate action plans to address any issues that may arise.
- Supporting and facilitating the development of clinical practice mentors, in order to increase the capability, capacity, safety and effectiveness in clinical practice. This will include: contributing to the development and support of mentors in decisions relating to the learners, including the achievement of learning outcomes, competence and fitness for practice.

- Where necessary provide or escalate queries associated best practice for mentors and staff in relation to education in practice.
- Support the team in representing and talking on behalf of the service and giving formal presentations as appropriate.
- Identify and diffuse potentially hostile, antagonistic and emotive situations with staff, patients and relatives.

Research and Development

- Contribute to the development of new nursing knowledge
- Support the implementation of evidence-based practice
- Participate in the completion of audits

Communication and Working Relationships

- Support with strengthening the bridge between community, educational providers and primary care.
- Act as a role model by promoting good practice and effective communication within and between primary care, statutory and voluntary organisations on all matters relating to the patient.
- Support the senior nursing team in ensuring that all staff develop a patient centred approach that provides clinically effective and safe care to meet the wide range of needs for patients and their significant others
- Communicate highly complex information to staff, stakeholders, patients and carers where there may be barriers of understanding such as a lack of knowledge about service delivery or care pathways
- Cascade corporate strategic ideas and information to teams as directed
- Demonstrate effective communication skills to staff, patients and carers where there may be barriers of understanding such as a lack of knowledge about clinical practice, service delivery or care pathways.
- Motivate, influence and persuade others, including staff, through advanced communication skills (verbal and non-verbal), using written and electronic information where needed.
- To actively participate in the recruitment and retention of staff, developing local orientation programmes and induction of new employees
- Provide support and advice to clinical areas in respect of professional issues, The NMC Code, The NMC Standards for Student Supervision and Assessment and their implementation in the workplace
- Work in collaboration with multi-professional education colleagues to promote inter-professional learning.
- Promote collaboration with all disciplines to meet patient needs
- Contribute and participate in clinical supervision/action learning within the trust

- Ensure that confidentiality is maintained at all times in conjunction with organisational policies.
 - With support from the team, represent and talk on behalf of the service and give formal presentations as appropriate.
 - Diffuse potentially hostile, antagonistic and emotive situations with staff, patients and relatives.
 - Participate in conducting Root Cause Analysis investigations as required
 - Complete identified actions as a result of Root Cause Analysis process to support change and improvement of practice
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- Be compassionate towards patients and each other. Showing kindness and putting patients care first. Treating others with dignity and respect and challenging others as appropriate if they do not.
 - Support team members with risk management assessment and implementation
 - Support the team in the management of complex patients
 - Be involved in the handling and responses to complaints in line with the current policy
 - Support the team in the management of assessments, risk assessment, supply review and safety of equipment used to support nursing care in the homes of patients, escalating any areas of concern.
 - Support in the delivery of education and training packages on an individual or group basis
 - Maintain records of all training activities undertaken
 - Establish and maintain excellent communication at all times
 - Be proactive in offering health promotion and participate in health promotion activities
 - Take responsibility for pursuing own professional development
 - Keep a personal professional profile of study in line with NMC requirements. To identify own training needs to maintain and develop clinical skills and practice in line with revalidation

PERSON SPECIFICATION

SELECTION CRITERIA:

Post:	Community Practice Educator/ Clinical Skills Coach	Grade: 6
Department:	Sutton Health & Care	
Education/Qualifications		How measured (<i>application form, interview, test, presentation, references, occupational health</i>)
<p><u>Essential</u></p> <ul style="list-style-type: none"> • Registered Nurse with Adult Nursing Bachelor's Degree • Minimum 3 years post registration experience • Evidence of continued professional development • Evidence of competence in community nursing skills • NMC Practice Assessor 		Application Form
<p><u>Desirable</u></p> <ul style="list-style-type: none"> • PgCert/MA in Practice Education with FHEA status or willingness to undertake. • Specialist Practitioner Qualification (District Nursing) • Physical Assessment and Clinical Reasoning Skills Course • Experience of palliative care 		Application Form
Experience		
<p><u>Essential</u></p> <ul style="list-style-type: none"> • Have post registration experience within a community setting • Experience of coaching and supporting pre-registration students and junior colleagues 		Application Form Interview
<p><u>Desirable</u></p> <ul style="list-style-type: none"> • Experience in contributing towards policy development and review • Recent experience in teaching and assessing in clinical practice • Experience of change management/Quality Improvement • Experience of conflict management • Experience in managing the needs of complex patients in a community setting • Experience of participating in clinical audit 		Application Form Interview

Skills/Abilities/Knowledge	
<p><u>Essential</u></p> <ul style="list-style-type: none"> • Can demonstrate a wide range of clinical skills • Excellent communication skills • Able to work autonomously • Able to delegate effectively • Well-developed interpersonal skills • Clear verbal and written communication • Flexible and innovative • Ability to influence, negotiate and problem solve • Advanced clinical skills to include IV therapy and the care of a continuous subcutaneous infusion pump • IT skills • Ability to develop partnership working across agencies and organisations • Excellent documentation practices • Good time management and organisational skills • Clear understanding of current national and local agenda current issues relating to delivery of community care • Able to demonstrate evidence based clinical practice • Good understanding of change management • Understanding of the Care Quality Commission and demonstrate an understanding of quality and risk • Able to respond flexibly to differing daily demands • Effective conflict resolution skills 	<p>Application Form</p> <p>Interview</p>
<p><u>Desirable</u></p> <ul style="list-style-type: none"> • Presentation skills • Experience of report writing • Data collection and analysis 	<p>Application Form</p> <p>Interview</p>
<u>Personal Qualities</u>	
<ul style="list-style-type: none"> • Visionary • Enthusiastic • Ability to work under pressure • Motivated • Trustworthy • Confident and Friendly • Assertive • Confident in relating to a diversity of people & situations • Flexible • Leadership qualities • Approachable • Committed to an integrated approach • Innovative thinker • Calm and supportive nature 	<p>Application Form</p> <p>Interview</p> <p>References</p>

Other Requirements	
<ul style="list-style-type: none"> • Willingness to ask for and take advice • An awareness of own development needs • Ability to make decisions, using available evidence where necessary • Commitment to team work • Commitment to high standard of care • Commitment to personal and professional development 	<p>Application Form</p> <p>Interview</p> <p>References</p>