



Job Description

Job Details

Job Title:	Community Nurse.
Job Reference Number:	5PQ/NORWICH23/08/09 - 01
Band:	Band 5
Ward / Department:	Urgent Community Response (UCR)
Directorate / Locality:	North Place, South Place, West Place and Norwich Place
Essential Qualifications:	<ul style="list-style-type: none">• Diploma or 1st level degree in Nursing or equivalent• RN Qualification• Current NMC registration.• Evidence of continuing professional development

Job Purpose

To contribute to the delivery of high standards of health care to patients within their own place of residence by assessing, planning, implementing and evaluating care, in order to prevent avoidable admission to hospital and facilitating early supported discharge.

You will be expected to support conversations with the wider Urgent Community Response (UCR) Multidisciplinary Team (MDT) on a regular basis enabling safe, appropriate and patient centred care to be delivered to this complex patient group.

This role will predominantly involve face to face nursing care and assessment within a patient's usual place of residence, with an element of Triage for the Urgent Community Response Team on a rota basis as well as other supportive activities as part of the Multidisciplinary Team (MDT).

This is a 7 day a week service and some weekend working will be expected. Hours of service delivery are, 8am-8pm, 365 days per year.

Organisational Arrangements

Accountable To:

Service Lead

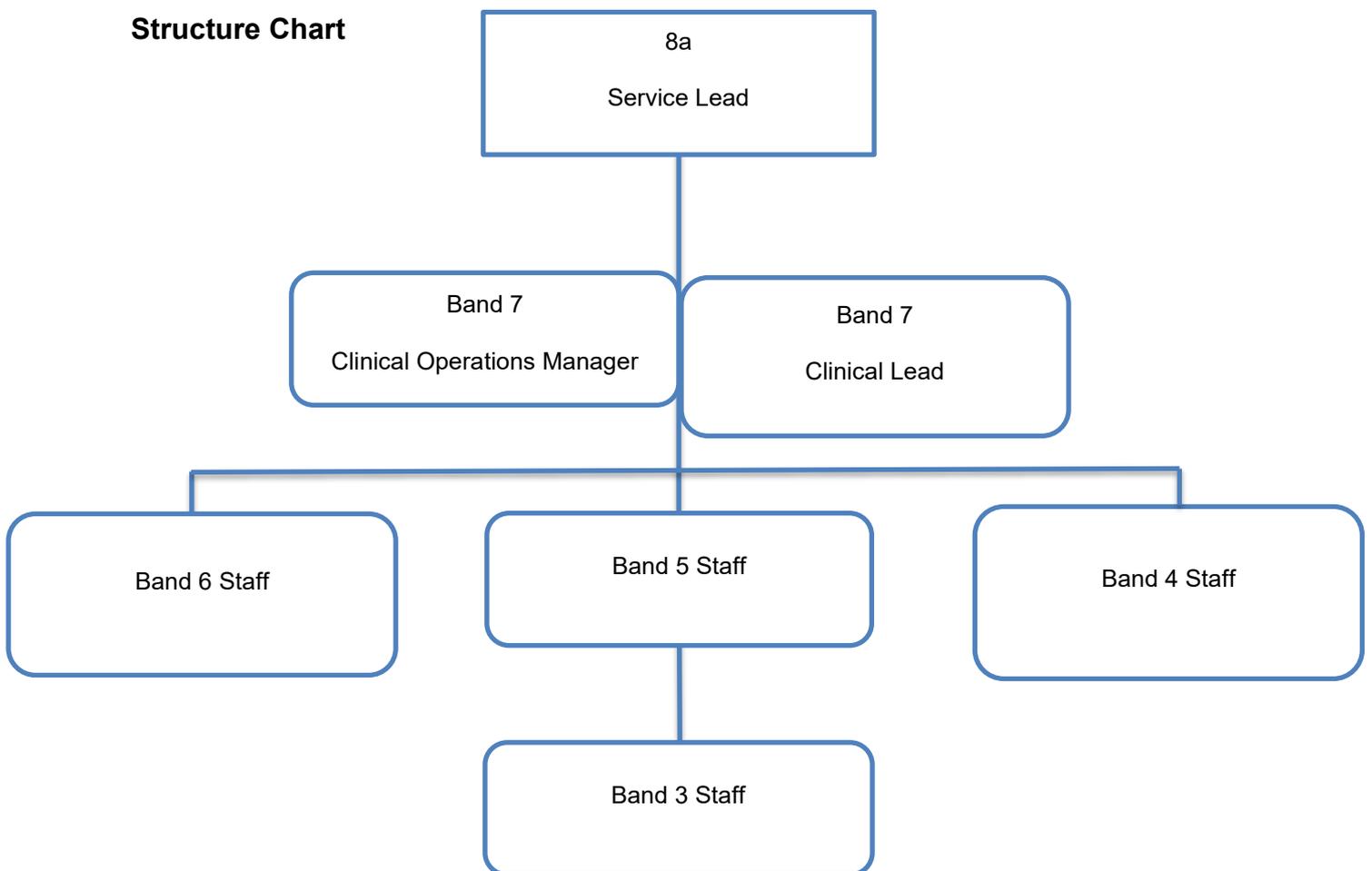
Reports To:

Clinical Operations Manager

Responsible For:

Band 4, Band 3 staff and students

Structure Chart



Main Duties & Responsibilities.

As part of the Urgent Community Response (UCR) Team you will be required:

- To work within the Urgent Community Response Team to prevent unnecessary admission to hospital.
- To assess and prescribe care pathways for patients in a crisis situation with long term conditions, the frail & elderly, palliative and end of life care and/or rehabilitation needs, to achieve quality of life and independence where possible, with support from Senior colleagues within the wider Urgent Community Response Team.
- To act as the patients advocate, facilitating choice and patient empowerment.
- To provide evidence based clinical/therapeutic interventions based on “best practice”.
- To work within the Urgent Community Response Team to support early discharge from hospital.
- To work with all health care professionals, and statutory/non statutory agencies to provide a seamless, integrated service to our service users.
- To triage referrals on a rotational basis for the Urgent Community Response Team.

Clinical

The post holder will:

1. Assess, plan, implement and evaluate all aspects of patient care, and develop treatment/care pathways that may need to be delivered from a range of options.
2. Follow a holistic assessment, devise an individualised care pathway for each patient, modifying it as required.
3. Be aware of Assistive Technology and utilise where required.
4. Assess patients’ holistic needs, communicating complex and sensitive information to patients and carers as to their assessment, diagnosis, prognosis and treatment plan.
5. Where there are barriers to understanding, such as hearing impairment, mental capacity impairment and other difficulties in comprehension, explanations require adjustments in order to gain understanding, consent and concordance.
6. Establish and maintain therapeutic relationships with patients and carers, incorporating motivation, encouragement and confidence building to enable patients to engage in their treatment/care/management plan.
7. Liaise with GPs, Social Services, inpatient teams, other allied health care professionals and the voluntary sector to ensure identified needs are met and care co-ordinated appropriately.
8. Be required to undertake risk assessments and act upon them appropriately.
9. Participate in multi-disciplinary/multi-agency meetings as appropriate, e.g. Gold Standard Framework.
10. Ensure activity data and clinical information is recorded on SystemOne and completed on a daily basis.
11. Demonstrate dexterity and co-ordination when using specialist equipment and fine tools, advanced sensory skills, manual and mobilising skills.
12. Order equipment and supplies via the electronic ordering systems used within the team.

13. Ensure informed consent is obtained prior to initiating interventions.
14. Be exposed to bodily fluids, infected material, blood products on a daily basis, therefore must utilise universal precautions and adhere to infection control policies.

Professional.

The post holder will:

1. Contribute to the supervision of workload within the integrated team.
2. Ensure own records are maintained, and those maintained by the team.
3. Be required to undertake risk assessments and act upon them appropriately.
4. Actively contribute to multidisciplinary team meetings and other meetings where appropriate.
5. Support all team members within the Urgent Community Response Team, respecting them, their roles and contributions.
6. Partake in the Trusts preceptorship programme if appropriate.
7. Actively participate in and attend in-house training as required to develop current job role.
8. Be able to make own travel arrangements to patients' homes, clinics, base and meetings etc, as required.
9. Be responsible for safe use and maintenance of equipment and supplies.
10. Remain accountable for own professional actions as determined by the professional bodies.
11. Be required to demonstrate own duties to students, new starters and/or less experienced staff.
12. Provide mentorship for students undertaking pre/post registration course.
13. Provide advice/training to less experienced staff and supervise and support band 3 and 4 staff and students where appropriate.
14. Mentor existing staff and provide training in specialist area as appropriate.
15. Contribute to the induction process for new staff/students.
16. Demonstrate good IT/standard keyboard skills.
17. Demonstrate leadership skills within own competence.
18. Maintain own continuous professional development.

Organisational

The post holder will:

1. Undertake mandatory training as required.
2. Participate in an annual Personal Development Review.
3. Undertake Personal Development Plans for more junior staff members.
4. Take part in clinical supervision as per Trust Policy.
5. Follow Trust policies, and local procedures, and use discretion in interpreting them according to the setting and circumstances.
6. Comment on draft policies.
7. Ensure absence reporting is undertaken as determined by Team Leader and Trust Policy.
8. Contribute to clinical audit as required.
9. Complete the staff survey as required.
10. Complete risk assessments and incident forms as required.

Trust Values



Community

- As one Trust, we enhance the lives of our patients through our commitment, support and working together
- We are proud to serve our local Community by providing integrated quality services with our partner organisations
- We respect and value the trust we are given to enter our patients' homes and lives



Compassion

- We provide compassionate, co-ordinated and personalised quality care that is safe and effective
- We empower and educate our patients and their carers in the effective delivery and management of their own independence, health and wellbeing
- We are dedicated to holistic, compassionate care and demonstrate this through our commitment to our personal and professional development



Creativity

- Our expertise, commitment and creativity are key to the successful delivery of our services
- We are always open to new ideas that support us in delivering effective compassionate care to our patients
- We continuously innovate and implement efficient delivery of care

Trust Behaviour Framework

- All post holders are required to adhere to the Trust's Behaviour Framework in the undertaking of their duties.



Care Respect and Dignity	We strive to understand each individual patient, service user, carer and customer's total needs as well as valuing and respecting our peers and colleagues.
Working Together for the Community	We are one team, whether working in teams locally, across NCH&C or with our partners for the benefit of our patients and services.
Integrity	We maintain high ethical standards, showing integrity and fairness in dealings with colleagues, partners and patients.
Taking Ownership	We take responsibility for our own performance, the success of our colleagues, our teams and the wider organisation.
Innovation, Flexibility and Resilience	We continuously seek more innovative ways of delivering care to patients and persevere in the face of challenging situations.

Research & Development

- May be required to undertake surveys or audits, as necessary to own work; may occasionally participate in R&D, clinical trials or equipment testing.

Safeguarding Clause

- Norfolk Community Health and Care NHS Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults, and

expects all staff and volunteers to share this commitment. Rigorous recruitment checks are carried out and where applicable to the role successful applicants will be required to undertake a criminal records check via the Disclosure and Barring Service (DBS).

Infection Control

- Norfolk Community Health and Care NHS Trust staff are responsible for protecting themselves and others against infection risks. All staff regardless of whether clinical or not are expected to comply with current infection control policies and procedures and to report any problems with regard to this to their managers. All staff undertaking patient care activities must attend infection control training and updates as required by Norfolk Community Health and Care NHS Trust.

Health and Safety

- Employees must be aware of the responsibilities placed upon them under the Health and Safety at Work Act (1974), to ensure the agreed safety procedures are carried out to maintain a safe environment for employees and visitors.
- To ensure that the Trust's Health and Safety Policies are understood and observed and that procedures are followed.
- To ensure the appropriate use of equipment and facilities and the environment is maintained in good order.
- To take the necessary precautions to safeguard the welfare and safety of themselves, patients, staff and visitors, in accordance with the Health and Safety at Work Act.
- To undertake appropriate Health and Safety training to support safe working practice including, where appropriate, its management.

General

- All staff are required to respect confidentiality of all matters that they learn as a result of the employment with the Trust, including matters relating to other members of the staff and members of the public/patients.
- Maintain appropriate patient and clinical records in line with the Trusts policies and procedures, and in line with the agreed service specification.
- The post holder will be expected to participate in an annual appraisal of their work where the job description will be reviewed and objectives set. In line with the annual personal development plan the post holder will be expected to undertake any training or development required to fulfil their role.

- Ensure that all patients, clients and colleagues are treated at all times in an equitable manner, respecting diversity and showing an understanding of diversity in the workplace.
- The post holder must carry out their responsibilities with due regard to the Trust's Equality and Diversity Policies, Procedures and Schemes and must ensure that equality is promoted at all times.

Code of Conduct

- The post holder is required to work within the NMC Code of professional practice and within policies, procedures and guidelines of NCHC.

This job description is not exhaustive and may be amended from time to time in consultation with the post holder. The post holder will be required to be flexible and undertake any other duties as may be required for the effective performance of the post.

Person Specification

Essential defines the minimum criteria needed to carry out the job and the job cannot be done without these.

Desirable refers to criteria which are not essential and which successful applicants would be expected to acquire during their time in post. The desirable requirements are not taken into consideration in a job evaluation panel.

Criteria	Essential	Desirable	Method of Assessment (Certificates / Application Form / Interview / References / Document Check)
Qualifications	<ul style="list-style-type: none"> • Diploma or 1st level degree in Nursing or equivalent • RN Qualification • Current NMC registration • Evidence of continuing professional development 	Assessor/mentorship preparation; ENB 998 or equivalent.	Application form Interview
Experience	<ul style="list-style-type: none"> • Evidence of working within the community or acute setting • Attendance at in-house training & short courses 	<ul style="list-style-type: none"> • Admission Avoidance experience 	Application form Interview
Skills, Abilities and Knowledge	<ul style="list-style-type: none"> • Good communicator • Highly motivated • Able to provide high standards of care • Tact & diplomacy • Empathy & sensitivity • Ability to use own initiative 		Application form and interview

	<ul style="list-style-type: none"> • Ability to manage stressful situations • Concentrate when undertaking patient care & inputting data/patient records • A team player • Work flexibly to accommodate patient/service needs. 		
Communication	<ul style="list-style-type: none"> • Good communication skills • Good observational & reporting skills • Good interpersonal skills 		Interview
Personal and People Development	<ul style="list-style-type: none"> • Professional appearance • Be able to: • Kneel, bend & stoop, and work in cramped environments • Manoeuvre limbs of around 5-6 kg • Manoeuvre patients using handling aids • Be reliable 		Interview
Personal Attributes / Behaviours (linked to the Trust's Behaviour Framework)	<ul style="list-style-type: none"> • Able to identify with the Trust's commitment to safeguarding and promoting the welfare of children and young people/vulnerable adults. 		

Other	<ul style="list-style-type: none"> • The post holder will need to be passed fit to perform full duties of the post through occupational health with any reasonable aids and adaptations if necessary. • Must hold full and valid and driving licence and have access to a vehicle • Able to communicate effectively in written and verbal English Language • Be able to: • Kneel, bend & stoop, and work in cramped environments • Manoeuvre limbs of around 5-6 kg • Manoeuvre patients using handling aids • This is a 7 day a week service and some weekend working will be expected. Hours of service delivery, 8am-8pm, 365 days per year 		
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Supplementary Information

Please indicate in the boxes whether the post holder will be expected to work in or be directly exposed to the following factors:

FREEDOM TO ACT

		YES	NO
1.	Does the post holder generally work without close supervision?	x	
2.	Does the post holder work without direct access to a manager?		x
3.	Does the post holder work without access to a manager by telephone?		x
4.	Is the post holder the lead specialist in their field?		x

Each YES response requires completion in the 'Further Information' Section

How often on average does the post holder give guidance and advice to others?

Daily: x Weekly:

Other frequency (please comment)

How often is the post holder's work checked / monitored / assessed?

Daily: Weekly:

Other frequency (please comment)

As required

PHYSICAL EFFORT

	YES	NO		YES	NO
1. Working in uncomfortable conditions	x		9. Standing / sitting with limited scope for movement		x
2. Working in physically cramped conditions	x		10. Kneeling, crouching, twisting, bending, stretching	x	
3. Making repetitive movements		x	11. Walking for long periods		x
4. Lifting weights / equipment without mechanical aid		x	12. Heavy duty cleaning		x
5. Climbing or crawling		x	13. Pushing / pulling trolleys or similar equipment	x	
6. Manipulating objects		x	14. Working at heights		x
7. Manual Digging		x	15. Controlled restraint ie in post requiring training/certification		x
8. Running		x	16. Moving patients	x	

Each YES response requires completion in the 'Further Information' Section

MENTAL EFFORT

	YES	NO		YES	NO
1. Carry out formal student / trainee assessments	x		8. Prepare detailed reports		x
2. Carry out clinical / social care interventions	x		9. Check documents	x	
3. Analyse statistics		x	10. Drive a vehicle	x	
4. Operate equipment / machinery	x		11. Perform calculations	x	
5. Give evidence in court / tribunal / formal hearings	x		12. Make clinical diagnoses	x	
6. Attending meetings (if yes, describe role in 'Further Info')	x		13. Carry out non-clinical fault finding		x
7. Carry out screening tests / microscope work		x			

Each YES response requires completion in the 'Further Information' Section

EMOTIONAL EFFORT

	YES	NO
1. Processing (e.g. typing / transmitting) news of highly distressing events		x
2. Giving unwelcome news to patients / clients / carers / staff	x	
3. Caring for the terminally ill	x	
4. Dealing with difficult situations / circumstances	x	
5. Designated to provide emotional support to front line staff		x
6. Communicating life-changing events	x	
7. Dealing with people with challenging behaviour	x	
8. Attending scenes of accidents		x

Each YES response requires completion in the 'Further Information' Section

WORKING CONDITIONS

	YES	NO		YES	NO
1. Inclement Weather	x		11. Humidity		x
2. Extreme Temperatures		x	12. Contaminated equipment / work area		x
3. Unpleasant Smells	x		13. Driving / Being Driven (normal conditions)	x	
4. Noxious Fumes		x	14. Driving / Being Driven (emergency conditions)		x
5. Excessive noise / vibration		x	15. Fleas / Lice / Infestation	x	
6. Continuous use of VDU equipment		x	16. Dangerous Chemicals - Substances in Containers		x
7. Unpleasant Substances		x	17. Dangerous Chemicals - Substances (uncontained)		x
8. Infectious Material	x		18. Exposure to verbal aggression (little/no support)	x	

9. Body fluids, Faeces /
Vomit

x	
x	

10. Dust / Dirt

19. Exposure to physical
aggression (little/no
support)

x	
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Each YES answer requires completion in the 'Further Information' Section

FURTHER INFORMATION

Please enter details of YES responses

Element (e.g. Mental Effort)	Ref No	Details of intensity	Frequency
Freedom to Act	1	Works autonomously assessing and treating patients. Has access to senior clinical and managerial support as required	Daily
Physical Effort	1,2,10,13,16	Potential to work in cluttered or cramped environments and to crouch to review and provide treatment to chair/bed bound patients in their own homes. Occasional requirement to move patients in hospital beds short distances to improve access or to transfer patient using hoisting equipment. Potential for manual handling using equipment of immobile and mobile patients.	Daily
Mental Effort	1,2,4,5,6,9,10,11,12	1. Assessment of students supervising as a mentor as required. 2. Provision of nursing interventions as required. 4. Use of diagnostic equipment such as thermometers, BP machines, saturation monitors. Use of a mobile working device (Laptop). 5. As required. 6. Attend meetings weekly including Gold Standard Framework meetings, Integrated Care meetings, Team meetings,. 9. Frequently review medication charts including syringe driver charts. Occasional review of documentation as requests made by records officer. 10.	Daily

		Daily driving to patients visits. 11. Potential for daily calculations of drug dosage administration dependent on patient's needs. 12. dependent on undertaking advanced training for treatment decision based on diagnosis assessments, or through patient group Directive to determine course of treatment.	
Emotional Effort	2,3,4,6,7	2. Potential discussions daily with patients and carers about unfavourable prognosis of health or social circumstances. 3. Potential for daily contact with patients who have terminal conditions. 4. Daily dealing with emotionally difficult situations e.g. palliative support conversations. 6. Frequent discussions each week with patients about changing needs, requirement for help/assistance, changing of residences to meet those needs and changes/deteriorations in health. 7. Frequent dealing each week with patients and family who may demonstrate challenging behaviour due to underlying medical conditions, emotional challenges or disagreements with courses of treatment	Daily
Working Conditions	1,3,8,9,10,13,15,18,19	1. Daily driving to patients houses and transferring from car to properties. 3. Daily exposure to odours relating to patient incontinence, wounds, patient hygiene and environmental situations. 8. Dealing with infected wounds, dressings etc. 9.	

		<p>Daily contact with ill patients and so potential exposure to urine, faces, vomit, and body fluids. 10. Daily potential contact with patients in properties with poor environmental hygiene. 13. Daily driving to visit patients and attend meetings. 15. Occasional contact with patients in properties with poor environmental hygiene, pets and possible pest infestations. 18. Frequent potential exposure to patients and families with high emotion or underlying medical conditions that could escalate to verbal aggression. 19. Occasional potential exposure to patients and families with high emotion or underlying medical conditions that could escalate to physical aggression</p>	
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Manager responsible for completion of this document

Name:	Community Offering
Member of Staff to whom this document relates:	Community Offering
Date Completed:	16th August 2023
Review Date:	

Post Holder's Signature

Manager's Signature

Date Job Description Agreed

DISTRIBUTION: One copy to member of staff, one copy to personal file.

**Please ensure Job Description is agreed and signed by both manager and
employ**