

Job Title	In-reach Triage Clinician
Band	Band 6
Responsible to	Operational Lead
Accountable to	Clinical Service Unit (CSU) Manager
Base	Watford General Hospital

Job Purpose

The post holder will work autonomously and in collaboration with team members, CLCH rehabilitation units and wider system partners from acute NHS hospital trusts, adult social care and commissioners. The purpose of the role is to facilitate patient flow to the most suitable pathway and in doing so contribute to the delivery of timely and excellent standards of patient care.

The post holder will be required to:

- Work on a rotational shift basis across a 7 day a week service (flexible working arrangements can be considered).
- Weekend working required for two shifts a month (can be across one weekend or separate weekends with time off in lieu).
- Take designated responsibility for discrete areas of operational management.
- Prioritise and manage own workload with minimal supervision.
- Work within professional standards and clinical guidelines, promote best practice and to undertake all aspects of clinical duties as an autonomous practitioner including assessing and treating own caseload of patients/clients and maintaining professional documentation.
- Support self and service development through active participation in Continuing Professional Development (CPD) and by participating in any audit or research being undertaken by the service.

The post holder will be responsible for:

- Operational
- Communication
- Governance
- Personal and Professional Development

Key Working Relationships

Internal

- Operational Lead for SPOC/In-reach team
- In-reach team
- Bedded Unit clinicians
- Bedded unit Administrators and Progress Chasers

External

- Various system colleagues (Acute hospitals, Adult Care Services, Integrated Care Board (ICB))

Main Duties and Responsibilities

OPERATIONAL

- Work in partnership between primary and secondary care, assist with the development, implementation and evaluation of a discharge planning service, for patients that are being discharged from acute hospital services into the care of community-based services.
- Assist the discharge planning teams in acute hospitals to ensure that service users are referred to the most suitable community pathway. Where disagreement exists, to work collaboratively to ensure the best outcome for the patient.

- Assist with the monitoring of patients readmitted who are known to bounce back into the system inappropriately and develop systems of management around these patients.
- Optimise use of resources, especially increasing the number of patients moving into and out of acute and community hospital beds.
- Co-ordinate good bed management through monitoring and planning. This involves liaising with discharge teams and other referrers to check that admissions are to the most appropriate location and bed type by ensuring that 'trusted assessment' protocols are followed. This will involve interaction with members of staff within CLCH, the acute trusts and adult care services.
- Take swift action to directly address service issues, initiating and chasing referrals, making links between services and escalating issues to senior managers where required. This will require daily work with Ward Managers, Nurses, Discharge-coordinators, Therapists and Doctors responsible for service users moving between acute hospitals and CLCH community-based services.
- Using established systems and processes when co-ordinating, monitoring and tracking the usage of rehab beds and therapy capacity in the community.
- Escalating issues which fall beyond the scope of responsibility for the post holder to senior triage clinicians or the service managers. Relating to patient referrals and information requests from internal and external sources.
- Reporting progress, issues and updates to the senior triage clinician or service manager on a regular and ad hoc basis.
- Where necessary, inform partner organisations on supply and demand during times of high pressure on acute services.
- The post holder will be required to act as the CLCH representative on system wide conference calls regarding daily bed status of referrals.
- Be innovative and pro-active in developing more effective ways of working as the SPOC and In-reach team evolves.
- Ensure ongoing review of own performance to meet deadlines and performance targets set for the team.

COMMUNICATION

- A high standard of both verbal and written communication is key. The post holder will need to be able to articulate a frequently complex situation to other system partners in a way they can understand. Email communication will need to be of a high standard and the ability to express written communication in a fast-moving environment is key.
- The post hold will need to draw on their clinical skills when triaging patients by adapting their communication to meet the needs of the service user and often their relative/next of kin.

GOVERNANCE

- Adhere to all CLCH policies including those relating to Health and Safety and Infection Control.
- Report all untoward incidents and/or accidents, completing the necessary paperwork according to Trust procedures and policy.
- Contribute to Shared Governance and quality improvement projects appropriate to role, as allocated by the Operational Lead.
- Within scope of the role contribute to and support new ways of working within the team.
- Follow policies and procedures within own role, and to suggest improvements in processes and implement these within own work area.
- Regularly attend and contribute to team meetings and relevant professional meetings.

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MANAGEMENT AND LEADERSHIP

- The post holder will have the opportunity to develop leadership qualities which impact at a system level when representing CLCH on system wide forums.

- The post holder will need to be able to manage a large volume of information and use their clinical knowledge and experience to triage referrals primarily face to face but also via telephone and email.

PROFESSIONALISM

- The post holder will work within their governing bodies scope of practice in addition to the values and behaviours of CLCH.

TEACHING AND TRAINING

- The post holder will receive full training and graduated exposure to the role to ensure they are confident and competent to manage the daily duties of this role.
- Where the post holders clinical background may limit the depth of their triaging skills the service manager and wider team will be able to provide additional training to ensure any clinical triaging knowledge gaps are fulfilled.
- Opportunity exists to develop knowledge of the discharge to assess process and clinical pathways.
- CLCH offers a range of internal courses in addition to what is available by external providers. Discussion around professional development will form a part of your appraisal and 1:1 meetings with the service manager.
- The post holder will be well supported by the team and service manager and there will always be a senior manager available for support.

RESEARCH & AUDIT

- Participate in audit and evaluation, data review (activity) and outcome measures.
- Participate in the audit of aspects of the service to monitor effectiveness and quality.
- Initiate feedback from service users and seek ways to ensure the service is responsive to patients' / clients' and carers' needs.
- Contribute to innovative approaches to practice in response to changing service needs and priorities.
- Put forward examples and ideas for good practice for change in service and care delivery to the service manager.

STAFF MANAGEMENT

- Participate in the induction of new team members (once fully integrated within the service)
- Support team members in providing learning opportunities for the team.
- Regularly attend admin team meetings and any other admin related activities such as the admin forum.
- Monitoring and highlighting capacity issues and flag where support is required.
- To support the team in preparation of materials required within the recruitment and selection process such as adverts, job descriptions, key service frameworks (KSF) outlines and all other appropriate recruitment documentation.

PERSONAL AND PROFESSIONAL DEVELOPMENT

- To actively participate in team meetings, objective setting, 1:1 meetings, appraisals and personal development planning.
- To prioritise own workload and be flexible in responding to competing demands.
- To undertake designated departmental roles as defined (e.g., Fire Office, First Aider).
- To participate in CLCH appraisal and performance review process ensuring objectives are met and a personal development plan is maintained and evaluated.
- To be a flexible member of the team, providing cover for colleagues as appropriate.
- To stay up-to date with all statutory & mandatory training requirements.
- To treat everyone with dignity and respect and report behaviour that undermines equality and diversity.
- To participate in on-the-job learning, this includes shadowing experienced staff, reading up on service and CLCH policies, asking for guidance, and asking questions to clarify points of limited, knowledge, experience and understanding.

OTHER DUTIES

- The post holder will also be competent in using Excel, Powerpoint and Word and have prior experience with electronic patient record systems such as System1.
- Mental effort- There is a frequent requirement for prolonged concentration with occasional requirement for intense concentration. The post holder will be required to switch from one issue to another and be able to focus

on the evolving priorities. The ability to deal with sometimes conflicting priorities and pressures from all sides, balance these priorities and find appropriate solutions. The ability to show a flexible approach and pragmatic approach to solving problems when under pressure. The ability to persist in finding strategic solutions and getting projects through to completion in a complex and difficult environment.

- Emotional effort: Working in a challenging environment across partner organisations requires high levels of initiative, communication, personal organisation, self-motivation and self-direction. Develop strong relationships with key stakeholders that are robust enough to cope with demanding and pressured situations where stakeholders may have conflicting priorities. The post holder will need to balance several complex responsibilities each requiring drive and leadership. Working across both organisational and professional boundaries will result in frequent indirect exposure to some distressing circumstances such as distraught and anxious relatives.

The above indicates the main duties of the post which may be reviewed in the light of experience and development within the service. Any review will be undertaken in conjunction with the post holder.

Person Specification

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Factors	Criteria	Assessment
Education/Qualification		
Essential	<ul style="list-style-type: none"> Registered General Nurse or AHP (OT/PT) RN or Therapy qualification with additional professional qualifications in relevant fields e.g. Continuing Health Care / community rehabilitation discharge planning Demonstratable successful innovation in clinical practice 	AF,IV,C
Desirable	<ul style="list-style-type: none"> Evidence of service improvement within previous role 	AF,IV
Experience		
Essential	<ul style="list-style-type: none"> Previous experience working within either an acute hospital or rehab unit or community service Able to communicate with patients, relatives and MDT and on occasions deal with conflicting views 	AF,IV
Desirable	<ul style="list-style-type: none"> Knowledge of common causes of delays which lead to a delayed transfer of care (DTC) for patients 	AF,IV
Skills and Knowledge		
Essential	<ul style="list-style-type: none"> Knowledge of acute hospital settings and where common delays to the transfer of care may occur Work as part of a multidisciplinary team Communicate effectively at all levels Negotiation skills Computer literacy Well-developed verbal and written communication skills Ability to work under pressure to tight deadlines Good attendance record Flexible and pragmatic approach and ability to identify creative solution 	AF,IV
Desirable	<ul style="list-style-type: none"> Knowledge of community-based nursing and therapy pathways and rehab units Knowledge of the local health and social care system Knowledge of NHS reforms and key local and national policy drivers Highly developed interpersonal skills with the ability to form relationships with senior colleagues from partner organisations 	AF,IV
Other		
Essential	<ul style="list-style-type: none"> Effective team player, who can work effectively with colleagues from multiple organisations. Creative approach to solving problems Flexible working to meet service demands Leadership and innovation Tact and diplomacy Ability to work independently Eagerness to learn and develop 	AF,IV
Desirable	<ul style="list-style-type: none"> Experience leading or participating in service audits or quality improvement initiatives 	AF,IV
<p>* Assessment will take place with reference to the following</p> <p>AF – Application Form, IV – Interview, P – Presentation, T-Test, C Certificate</p>		