

Recruitment Information Pack



About KCHFT

We provide wide-ranging NHS care for people in the community, in a range of settings including people's own homes; nursing homes; health clinics; community hospitals; minor injury units and in mobile units.

We are one of the largest NHS community health providers in England, serving a population of about 1.4 million across Kent and 600,000 in East Sussex and London. We employ more than 5,000 staff, including doctors, community nurses, physiotherapists, dietitians and many other healthcare professionals.

We firmly believe our trust belongs to our people – both the people we care for and the people who work here. Our people are our most valued asset and the best resource we have to deliver all that is required of us. They shoulder enormous responsibility for the lives of patients and their working life must reflect this; they should be trusted, have compassionate leadership and be duly recognised for their contribution.



Our values

KCHFT colleagues are expected to be kind and responsive, professional and informative and to contribute to the quality of our services by demonstrating our 'CARE' values:



Compassionate

This is about putting our patients and service users at the heart of everything we do so that the way we deliver our services empowers them, meets their expectations and caters for their needs. It is characterised by having a positive attitude, being kind and polite, understanding diversity and demonstrating respect, patience and tolerance. It is equally about making staff feel truly valued so they feel cared for and are engaged with our vision and values and display these values to each other, whatever their role in the trust.



Aspirational

This is about empowering and being aspirational for ourselves and our patients and service users. It is seeking and supporting continuous improvement, a focus on research, generating ideas and innovations and being adaptable to change. Sharing information, resources and ideas to deliver excellent outcomes. It is characterised by openness, transparency, and thinking creatively.



Responsive

This is about listening and acting and is characterised by effective relationships, communicating clearly, doing what we say we will when we say we will, asking and taking account of opinions, planning with patients and service users and working across organisational boundaries. It is about working with and being responsive to our commissioners and stakeholders and designing services with them. It is also about effective working relationships within teams and across internal boundaries to deliver outcomes that improve our patients' experience. It is equally about applying these principles every day, working with staff so they feel valued and empowered.



Excellent

This is about striving to deliver the best care we can. It is about providing high quality services and wanting the best for our patients. It is also about leading by example and supporting and growing a culture of excellence in our teams. It is characterised by challenging complacency, tackling inappropriate and challenging behaviour and striving for continuous improvement.

Team Leader Job Description

AFC Banding:	Band 6	Base:	Coxheath
Hours:	Up to 37.5hrs	Contract Type:	Permanent
Responsible to:	PCN Lead	Locality/Directorate:	Adults

Role overview

This role is part of the community nursing team visiting housebound patients in their own home. Using your clinical expertise, you will be responsible for the patient caseload, coordinating the team to ensure that care is delivered safely, effectively and as planned. You will have responsibility for undertaking or delegating the triage of new referrals, coordinating the care delivery and allocation of work to members of the team with the appropriate competencies. Taking responsibility as the senior clinician you will be a problem solver and decision-maker, assessing complex patients and planning their care needs.

As a senior clinician, you will undertake holistic assessments, planning appropriate care and delivering clinical interventions to meet the various needs of patients on your caseload. You will offer health education advice and promote independence in all consultations so you can support your patients to manage their complex long-term conditions appropriately and maintain their independence. Good clinical skills and an understanding of complex disease management is essential at this level.

Representing the team at Multi-disciplinary Team meetings at practice and Primary Care Network level you will have a comprehensive knowledge of the caseload at all times. Leading daily handover you will evaluate care, agree alterations to care plans and challenge the team to ensure a high standard of quality care is maintained.

Your continued professional development is expected in the field of long-term conditions and post holders are expected to have completed or will be completing the Specialist Practitioner District Nurse qualification. Acting as an assessor and supervisor to our Academy and university students as well as junior colleagues in order to develop their skills and competencies and act as a role model for the profession.

In the absence of the Clinical Lead you may be asked to attend meetings and manage staff issues as they arise.

The Community Nursing service is offered to all housebound adults, daily including bank holiday and weekends so the shift patterns cover 8am until 6pm although some flexibility can be considered

Service overview

Community Nursing Teams provide interventions for housebound patients aged 18 and over delivering personalised nursing care to those with complex and long-term conditions. The aim of our service is to enable patients to stay safe and well in their chosen environment. The service actively works to prevent avoidable admissions by providing tailored care that meets the patient need and assists them in actively achieving their long-term health goals and self-care where possible. The service operates in teams aligned to Primary Care Networks and provides integrated care founded in the framework of the Multidisciplinary Team.

Healthcare Professionals within the team are supported to develop advanced skills to manage the complexity of patients on the caseload through a variety of training opportunities. The most common interventions follow the principles of best practice and include:

- Palliative and end of life care provision including symptom control, advance care planning and verification of death
- Administration of medication including IV therapy
- Wound management including leg ulcers, post-operative surgical wounds, drains
- Bladder and bowel care
- Health promotion, education and support to manage long-term conditions

Together with our patients and their carers, we will undertake a holistic assessment, care planning and care delivery in partnership. As part of this process, the service regularly reviews and evaluates care provision. With a focus on hospital avoidance measures, Community Nursing work collaboratively with

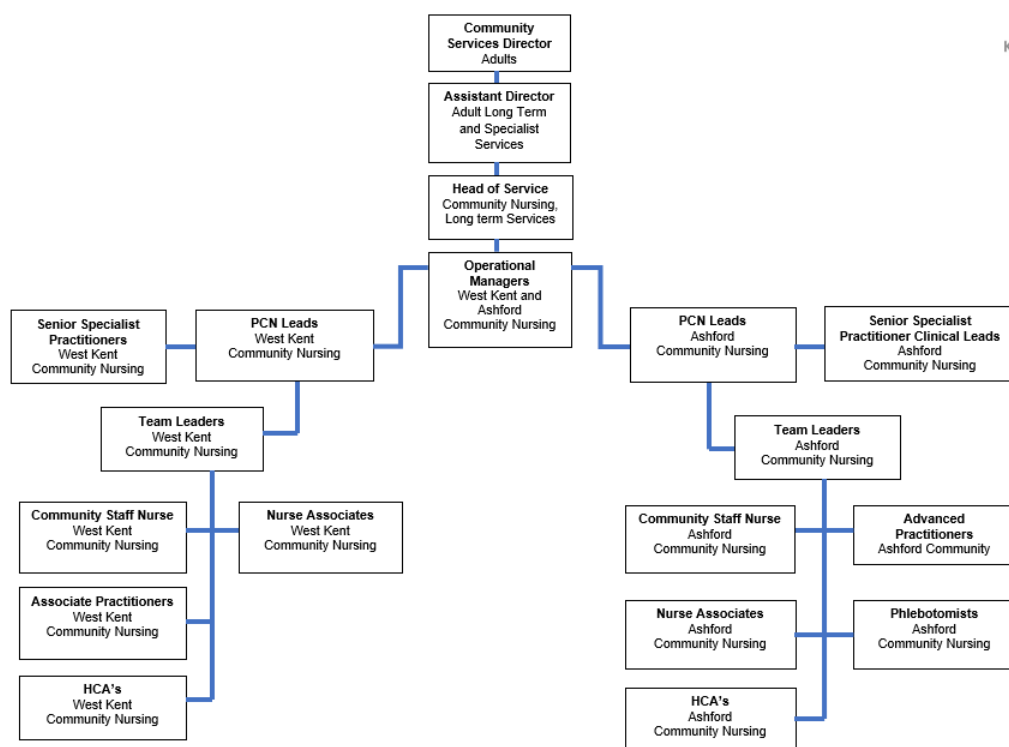
patients, their families and carers to ensure the best possible health outcomes. This is undertaken in conjunction with the multidisciplinary team integrated with the Primary Care Network and care homes.

Key working relationships

Internal: Patients, families, carers, health professionals, management team etc.

External: Visitors, general public, outside agencies, other hospitals or NHS organisations etc.

Organisational chart



Job Summary

Band 6 Health Care professionals (HCP) work closely with the people who use our services, families, friends and carers and play an important contribution in how people experience our services.

Band 6 HCPs are expected to be kind, responsive and professional, contributing to the quality of the services we provide by:

- Keeping the people who use our services safe through the use of sound clinical skills and effective risk assessments.
- Ensuring the best possible clinical outcomes by using up-to-date skills and adhering to evidence-based policies and procedures.
- Ensuring the people that use our services have a good experience by respecting, empowering and working in partnership with them.

We believe that the best health care is delivered by multi-disciplinary teams working well together and in partnership with other teams and services to provide seamless care. Band 6 HCPs work as part of a team and contribute to its success by being a role model, supervising more junior members of the team (Qualified and unqualified) and students to ensure they are working to the professional standards required and provide leadership within the team.

Band 6 HCPs are expected to be kind and responsive but professional and informative and contribute to the quality of the services provided within the community team across the health economy by:

- Assessment, planning, implementation and evaluation of holistic care linked to packages of prescribed care or identified projects.
- Developing integrated care programmes in partnership with senior practitioners and/or commissioners.
- Supporting in the supervision and development of staff.
- Actively working as a member of the integrated team to provide high quality care to service users.
- Undertaking a range of competent clinical and non-clinical interventions to support the outcomes of the service.
- Acting as lead and senior practitioner to support junior staff carry out assessment/reassessments of service users and/or pathways with complex needs across the relevant field.
- Supporting and making recommendations to senior managers in order to prioritise and focus efforts to drive forward and achieve business objectives, service improvement strategies and statutory requirements.

Dimensions

- Ensure that resources are used effectively, planning the workload to meet the priorities with the most efficient use of time, equipment, manpower and other resources (eg medical devices)
- Comply with professional codes of conduct, relevant organisational policies and procedures.

Key Result Areas

All staff are committed in providing safe, effective services and providing service users and families with a positive experience.

Patient Safety

Band 6 HCPs contribute to the provision of safe and reliable services by:

- Using their clinical judgement and risk assessments to keep the people using our services as safe as possible
- Safeguarding people by recognising and responding when an adult or child might be at risk from abuse but also recognising their own limits, asking for help and escalating concerns when necessary
- Responding appropriately to safety concerns, escalating as required and ensuring all governance procedures are implemented
- Being open and transparent about their own practice.
- Supervising the work of others.
- Reflecting on own everyday practice and that of teams, identifying areas where improvements in safety or quality can be made taking recommendations through to the appropriate forums.
- Working with others teams and partner agencies to create a culture of continuous improvement and service development.
- Maintaining accurate, legible, comprehensive records and leading on regular audits of compliance.
- Maintaining compliance with mandatory training requirements and scope of extended competencies.
- Maintaining professional registration and demonstrating adherence to the Codes of Conduct in line with relevant professional bodies
- Integrating best practice and identification of areas where improvement in practice is required.
- Utilising effective communication skills to build trusting partnerships with service users and/or partner agencies

- Being responsive when delegating interventions to junior staff

Clinical Outcomes

Band 6 HCPs often work with service users who have complex needs and contribute to the effectiveness of services by:

- Being confident, autonomous practitioners within own limits of competency and confidence, who take responsibility for the care they give to service users and their families / carers. They take responsibility for overseeing the work of other team members including staff without a professional registration.
- Providing skilled, evidence-based care which adheres to agreed guidance, policies and procedures
- Working with service users and families in all stages of the care planning process including assessing risks, needs and determining options for their care.
- Acting as a service user's advocate in the multi-disciplinary team and overseeing the work of others to ensure that the team is responding and providing clinically effective interventions.

Contributing to creating and maintaining high performing teams through:

- Excellent verbal and written communication with all members of the team and partner agencies across a range of sectors
- Understanding their role and how they help the team achieve its objectives
- Reflecting on their own practice, encouraging their peers to reflect on their practices in handovers and team meetings
- Encouraging the team to learn from adverse and positive events or to respond to data analysis from audits or benchmarking exercises. Implement any actions and initiatives which aim to improve clinical outcomes
- Identifying how care pathways/project or programme areas and associated processes could be improved, and leading on implementation of agreed service/pathway developments
- Writing reports associated with their area of work and scope of specialist knowledge

Patient Experience

Band 6 HCPs ensure people using our services are respected and empowered to make decisions about their health and wellbeing by:

- Working in partnership with service users, their families and carers, colleagues and partner agencies
- Gaining consent and, as appropriate, involving people in all decision making
- Ensure effective knowledge of local assets in order to develop and deliver effective pathways to alternative local services, in order to deliver successful programmes of care.
- Providing reassurance through an attitude that is professional, responsive, knowledgeable and confident in order to convey sensitive information in relation to programmes of care/interventions
- Responding to complaints or concerns effectively and quickly in line with the service's policy
- Escalating concerns to senior management team

Supporting yourself and others

Engaged staff are more productive. Band 6 HCPs play an integral role in engaging colleagues and the work we do by:

- Providing clinical supervision and appraisals and giving constructive feedback which supports staff to reflect on their work, objectives and the CQC Key Lines of Enquiry (KLOE).
- Reviewing and reflecting on own competence and performance through effective use of operational supervision and appraisal and identifying any personal training needs
- Using continuing professional development opportunities to develop a relevant specialism achieving mentorship skills / becoming a fieldwork educator or undertaking accredited leadership or management modules.
- Taking students on placement on a regular basis

Clinical Leadership

Band 6 HCPs play an integral role in providing effective leadership by:

- Acting as a professional role model facilitating and supporting the delivery of effective care by use of clinical reasoning and decision-making skills, in line with best practice
- Providing a visible professional presence which allows service users, their families, carers, staff and other internal and external services to approach for assistance, advice and support

Contributes to professional registration requirements by:

- Promoting and creating a climate of clinical enquiry through practice and basing recommendations for care on valid research where available.
- Keeping up-to-date with, interpreting and critically evaluating current literature.
- Ensuring audits of services are undertaken and data is provided to help inform and improve practice across the Trust.
- Participating in local meetings/networks to promote innovations and share best practice

All services and teams in the Trust should be able to demonstrate that they are meeting the Care Quality Commission (CQC) standards of care.

Band 6 HCPs are expected to be Clinical Leaders and play an active role in ensuring that the team understands the CQC standards and KLOEs and what individual team members do to help achieve those standards by:

- Taking a lead role in gathering and recording evidence which demonstrates that CQC and locally agreed standards are being met. Engaging in the performance management of teams and creating a positive culture where the team can learn from mistakes and is enthusiastic to improve
- Deputising for more senior managers, ensuring that performance is maintained in their absence. This may include managing the team, allocating caseloads and coordinating shifts

Working Conditions	
Physical Effort	There will be a requirement for a combination of sitting, standing, bending, stooping, walking and driving. There may be some requirement for physical effort in relation to activity (patient care/ moving resources e.g. display boards, leaflets etc.) frequently for short periods of time Substantial proportion of working time is spent driving or sitting to use IT equipment
Mental Effort	Unpredictable work pattern necessitating an ability to adapt to a changing workload in the course of a day. Periods of concentration are required on a daily basis. Support/ mentor students and junior workforce.
Emotional Effort	Occasional exposure to emotionally distressing situations e.g. disclosures by clients
Freedom to Act	Works on own initiative as autonomous practitioner within broad occupational policies Lead practitioner for area of specialism/ locality

	Professionally accountable and responsible for all aspects of own workload Seeks guidance as necessary
Working Conditions	Occasional exposure to bodily fluids, smells, noise and violent or aggressive behaviour.

This is an outline job description designed to summarise the key responsibilities of the role and is not intended to cover every task that may be required. The post holder will be expected to be flexible to respond to change and organisational need.

Job description agreement		
Job holder's name:		
Job holder's signature:		
Date:		
Line managers name and title:		
Line managers signature:		
Date:		
Person Specification		
	Essential	Desirable
Qualifications	Registered health care professional (NMC registration). Health related degree and evidence of relevant post graduate development at Level 6. Evidence of Specialist qualifications relevant to area of practice (examples specialist practitioner district nursing, non-medical prescribing; mentorship, coaching, clinical expertise).	PTLLS/DTLLS, PGCE or Certificate in Education. Management or supervisory qualification or experience of study. Working towards Master level study.
Experience	Minimum of 5 years' experience in area of practice. Practical experience in managing health related projects/complex caseloads. Supporting others (mentor / educator / supervisor) experience.	Experience of leading and managing teams. Experience with the use of Microsoft Office and a variety of IT packages (E-Pay / E-roster/ AT-P/ RIO).
Knowledge	Understanding of National Service Frameworks and NICE guidance to relevant to care setting and its application across health care services. Evidence of continued relevant professional development and implementation in practice within the last 12 months.	
Skills & abilities	Understanding of training needs in relation to post. Ability to manage time effectively, priorities and work under pressure to meet deadlines. Ability to work effectively with a variety of people at all organisational levels across different sectors including areas of social deprivation.	

	<p>Ability to communicate complex, sensitive information to individuals and groups.</p> <p>Strong influencing and negotiating skills.</p>	
Personal attributes	<p>Ability to motivate and organise others to ensure best practice.</p> <p>Ability to manage and lead change.</p> <p>Ability to work under pressure.</p> <p>Flexible and adaptable.</p> <p>Valid driving licence and access to a car for work purposes.</p>	
Ability to manage	<p>Able to support the implementation of local and national agendas for health under the guidance of the senior Practitioner.</p> <p>Ability to prioritise care delivery in a professional manner, considering Trust policies and procedures.</p> <p>Ability to manage own time effectively.</p>	

Additional Information

Standards of Business conduct	<p>The post-holder will be required to comply with the Trust's Standing Orders and Standing Financial Instructions, and at all times deal honestly with the Trust, with colleagues and all those who have dealings with the Trust, including patients, relatives and suppliers.</p> <p>All Trust staff may be involved directly or indirectly with people who are receiving a health service. Therefore, the Trust is exempt from the Rehabilitation of Offenders Act (1974) and this post may be subject to a Criminal Records Bureau disclosure.</p> <p>It should also be stated here if the post holder is expected to adhere to any professional guidelines or codes of conduct, for example the Nursing and Midwifery Council Code of Professional conduct.</p>
Risk Management	<p>The post-holder will ensure compliance with the Trust's risk management policies and procedures. These describe the Trust's commitment to risk management, the recognition that our aim is to protect patients, staff and visitors from harm, and stress that all staff have a responsibility to minimise risk.</p>
Governance Standards	<p>Comply with the relevant governance standards applicable to the Trust as communicated to the post-holder from time to time.</p>
Data Protection	<p>To comply with Trust Policies and the Data Protection Act in all respects, with particular relevance to the protection and use of patient information.</p>
Confidentiality	<p>Trust employees are required to ensure that information about patients and staff is safeguarded to maintain confidentiality and is kept securely in accordance with General Data Protection Regulations (GDPR), Data Protection Act 2018 (DPA18), the Caldicott Principles 1998 and the National Data Guardian Data Security</p>

	Standards. The trust's Data Security and Protection policy and the Cyber, Network and Information Systems policy provide guidance on how this can be achieved.
Child/Adult Safeguarding	All staff must be familiar with and adhere to Trust child/adult safeguarding procedures and guidelines, in conjunction with Kent Safeguarding Children/Vulnerable Adults Board procedures and supporting policies/guidelines. All staff are required to attend child/adult safeguarding basic awareness training and additional training regarding child /adult safeguarding, commensurate to their position and role.
Records Management	To maintain Trust and patient records (both paper and electronic) in accordance with Trust policies to facilitate clinical care and effective administration.
Freedom of Information	To provide advice and assistance to all persons who propose to make, or have made requests for information, and to ensure all requests for information are managed appropriately in accordance with Trust Freedom of Information procedures.
Security	To comply with Trust policies to ensure there is a safe and secure environment that protects patients, staff and visitors and their property, and the physical assets and the information of the organisation.
Infection Control	The post holder will ensure compliance with the Trust's Infection Prevention and Control policies and procedures and the Health Act 2006, ensuring that the risk of healthcare associated infection to service users and staff is minimised.
Freedom to Speak Up (Whistleblowing)	The post holder has responsibility for patient and staff welfare and should raise any concerns relating to a breach of NHS policies and procedures with their manager or refer to the Freedom to Speak Up Policy for alternative options.
Environmental Impact	The post holder will ensure compliance with the Trust's environmental management policies and procedures. These describe the Trust's commitment to climate change and carbon management, the recognition that our aim is to protect the environment and the use of natural resources that all staff have a responsibility towards.
Performance review	<p>This Job Description will be used as a basis for individual performance review between the post holder and the manager.</p> <p>The Job Description covers only the key result areas and, as such, does not intend to provide a comprehensive list of objectives. Specific objectives will be reviewed each April, and may develop to meet the changing needs of the service. The post holder will need to take due account, in the way they achieve the key result areas, of Trust policies and procedures.</p>
Equality and Diversity	The Trust aims to maintain the goodwill and confidence of its own staff, service and users and the general public. To assist in achieving the objective it is essential that at all times employees carry out their duties in a courteous and sympathetic manner. The post holder will carry out their duties in accordance with the Trust's Equal Opportunities Policy respecting the differing backgrounds of colleagues and clients.