

JOB DESCRIPTION

JOB TITLE:	Advanced Practitioner- EPCT Telehealth
BAND:	7
DEPARTMENT:	Extended Primary Care Service
DIRECTORATE:	CHS Newnham Adults
REPORTING TO:	Telehealth Clinical/Operational Lead
ACCOUNTABLE TO:	Service Lead

JOB SUMMARY

The post holder would ensure that all patients are regularly assessed, monitored and reviewed and have a strong knowledge and understanding and management of Long term conditions. The post holder should have a strong understanding and knowledge of Telehealth and its application in eHealth. The post holder would have clinical work load and provide advice to the MDT as needed. The post holder will also support the EPCT team ensuring smooth service delivery at least twice a week by working alongside their professional colleagues within the service. The post holder will be expected to deputise in the absence of the service lead and seek advice of seniors where necessary. The post holder would need to have excellent communication and interpersonal skills and articulate their knowledge on the Telehealth (remote monitoring) in conversations with other colleagues and other stakeholders to facilitate development of the service.

- KEY RESPONSIBILITIES**
- Key Relationships
- Patient, carers and families
 - Clinical Leads
 - Primary care teams including GP's, Specialist and secondary care Teams and other stakeholders i.e. external sources
 - District Nursing Teams, Specialist Services e.g. Diabetic team, Allied Health Professionals
 - Social Services • Voluntary/Independent Sector
 - Discharge Co-ordinators

- MAIN DUTIES AND RESPONSIBILITIES**
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| Clinical | <ul style="list-style-type: none"> • The position requires high level of understanding of patients conditions and be able to do take a holistic approach and personalised high quality care to patients and work closely with carers, agencies and family. • This position requires a high level of critical thinking in order to assess various situations and react accordingly. Problems are varied, require analysis or interpretation of the situation, and are solved using knowledge and skills, general precedents and practices. • Provide support and supervise staff. • Ensure all patients on the caseload are regularly assessed, monitored and reviewed. • To deputise Clinical Lead where necessary and available as a clinical resource for the Telehealth colleagues in the wider community health services. • To utilise advance physical assessment skills and expert knowledge to assess the needs of patient including end of life care as part of supporting the EPCT service. To work with patients and their family/carers to promote self-care and ensure the appropriate educational information is made available. |
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	<ul style="list-style-type: none"> • Provide information to enable patients and families/carers make informed choices about services available and assist them to obtain the required services, support and entitlements. • To maintain high professional standards of care and expertise. • To help the service Lead in the delivery of core Telehealth training • Work with the multidisciplinary teams to ensure service operates and develops within the integrated framework • To facilitate and help develop and implement pathways for patients with long term conditions under Telehealth care.
<p>Service Responsibilities</p>	<ul style="list-style-type: none"> • Work in collaboration with other stakeholders where needed as agreed by the manager/Lead to ensure that directorate patient care services, teaching and research are delivered in a responsive, efficient and cost-effective way. • To be compliant with mandatory trainings and ensure that all members of the team are regularly supervised, appraised and compliant with Mandatory trainings expectation. • To demonstrate excellent communication and interpersonal skills and ensure that all written reports and communication is to a high standard. • To work with the lead and make sure that adequate stock control processes are in place to ensure the safeguarding of Trust owned Telehealth equipment whether stored on trust premises or otherwise. • To support and participate in the Trust strategies and clinical Governance process to ensure the provision of high quality standards of care and clinical effectiveness. • Ensure that staff are informed and engaged with planning, objective-setting and receive regular feedback on the service and directorate performance. • Investigate and submit reports into complaints involving patients and/or staff. To participate, lead and contribute to audits as needed. • Ensure staff reports concerns and incidents appropriately and liaise with seniors as appropriate. • To deputise manager/Lead for timely recruitment and retention of staff within the Telehealth team. • To deputise Lead in his/her absence and report to seniors as appropriate. Ensure that all staff within the team and regular supervision and are appraised yearly. • Ensure that staff absence and/or performance issues are managed in a timely way and in line with Trust policies and procedures. • Attend and participate in management and service meetings where necessary in liaison with the Lead • To help and support Lead on the development of the Telehealth policies, guidelines and protocols. • To support and make sure service targets and Trust objectives are met. • Work with the Governance team to provide timely responses to complaints and incidents as required and ensure that all services are provided in the best interest of patients. • A clear understanding of Telehealth practices and the impact on the provision of health care. • Assertive and able to influence change. • To promote an environment that is conducive for learning. Aim to build a climate in which staff are valued and developed to their full potential. • Ensure that arrangements exist for objective setting and appraisal. Identify the training and development needs of staff. Ensure that poor performance is addressed.

	<ul style="list-style-type: none"> • Participate in delegated investigatory and/or disciplinary process as required.
Management	<ul style="list-style-type: none"> •
Professional Responsibilities	<ul style="list-style-type: none"> • Take responsibility for own professional development, maintain professional registration and act at all times in accordance with one's own professional code of conduct. • Actively participate in regular clinical and management supervision • To undertake any other task that is commensurate with grade as requested by the General Manager/Lead following conversations.

JOB DESCRIPTION AGREEMENT

This job description is intended as a guide to the main duties of the post and is not intended to be a prescriptive document. Duties and base of work may change to meet the needs of the service or because of the introduction of new technology. This job description may be reviewed from time to time and changed, after consultation with the postholder..



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Statement on Employment Policies	
In addition to the requirement of all employees to co-operate in the implementation of Employment related policies, your attention is drawn to the following individual employee responsibilities:-	
Health and Safety	Under the Health & Safety at Work Act 1974 it is the responsibility of individual employees at every level to take care of their own health and safety at work and that of others who may be affected by their acts at work, and to co-operate with management in complying with health and safety obligations, particularly by reporting promptly any defects, risks or potential hazards.
Equal Opportunities	<p>ELFT is committed to equality of opportunity for all employees, job applicants and service users. We are committed to ensuring that no one will be discriminated against on the grounds of race, colour, creed, ethnic or national origin, disability, religion, age, sex, sexual orientation or marital status. The Trust commits itself to promote equal opportunities and value diversity and will keep under review its policies, procedures and practices to ensure that all employees, users and providers of its services are treated according to their needs.</p> <p>For management posts, to ensure that within their service area fair employment practice and equality of opportunity are delivered.</p>
Dealing With Harassment/ Bullying In The Workplace	<p>The Trust believes employees have the right to be treated with respect and to work in a harmonious and supportive working environment free from any form of harassment and / or bullying.</p> <p>The Trust has taken positive steps to ensure that bullying and harassment does not occur in the workplace and that procedures exist to resolve complaints as well as to provide support to staff. It is your responsibility as an employee to abide by and support these steps so all employees can work in a harmonious, friendly and supportive working environment free of any harassment or intimidation based on individual differences.</p> <p>Disciplinary action will be taken against any member of staff found to be transgressing the Dignity at Work Policy.</p>
No Smoking	To refrain from smoking in any of the organisations premises not designated as a smoking area. 'East London Foundation Trust is a Smokefree Trust – this means that staff must be smokefree when on duty or otherwise in uniform, wearing a badge or identifiable as ELFT staff or undertaking trust business.'
Alcohol	To recognise that even small amounts of alcohol can impair work performance and affect ones ability to deal with patients and the public in a proper and acceptable manner. Consumption of alcohol during work hours in not permitted.
Confidentiality	<p>As an employee of the Trust the post-holder may have access to confidential information. The postholder must safeguard at all times, the confidentiality of information relating to patients/clients and staff and under no circumstances should they disclose this information to an unauthorised person within or outside the Trust. The post-holder must ensure compliance with the requirements of the Data Protection Act 1998, Caldicott requirements and the Trust's Information and IM&T Security Policy.</p> <p>To safeguard at all times, the confidentiality of information relating to patients/clients and staff.</p>
	To maintain the confidentiality of all personal data processed by the



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General Data Protection Regulation (GDPR)	<p>organisation in line with the provisions of the GDPR.</p> <p>As part of your employment with East London Foundation Trust, we will need to maintain your personal information in relation to work on your personal file. You have a right to request access to your personal file via the People & Culture Department.</p>
Safeguarding	<p>All employees must carry out their responsibilities in such a way as to minimise risk of harm to children, young people and adults and to safeguard and promote their welfare in accordance with current legislation, statutory guidance and Trust policies and procedures. Employees should undertake safeguarding training and receive safeguarding supervision appropriate to their role.</p>
Service User and Carer Involvement	<p>ELFT is committed to developing effective user and carer involvement at all stages in the delivery of care. All employees are required to make positive efforts to support and promote successful user and carer participation as part of their day to day work.</p>
Personal Development	<p>Each employee's development will be assessed using the Trust's Personal Development Review (PDR) process. You will have the opportunity to discuss your development needs with your Manager on an annual basis, with regular reviews.</p>
Quality Improvement	<p>The Trust encourages staff at all levels to engage in the Trust's approach to quality through quality improvement projects and quality assurance.</p>
Professional Standards	<p>To maintain standards as set by professional regulatory bodies as appropriate.</p>
Conflict of Interests	<p>You are not precluded from accepting employment outside your position with the Trust. However such other employment must not in any way hinder or conflict with the interests of your work for the Trust and must be with the knowledge of your line manager.</p>
Risk Management	<p>Risk Management involves the culture, processes and structures that are directed towards the effective management of potential opportunities and adverse effects. Every employee must co-operate with the Trust to enable all statutory duties to be applied and work to standards set out in the Risk Management Strategy.</p>
Personal and Professional Development/Investors in People	<p>The Trust is accredited as an Investor in People employer and is consequently committed to developing its staff. You will have access to appropriate development opportunities from the Trust's training programme as identified within your knowledge and skills appraisal/personal development plan.</p>
Infection Control	<p>Infection Control is everyone's responsibility. All staff, both clinical and non-clinical, are required to adhere to the Trusts' Infection Prevention and Control Policies and make every effort to maintain high standards of infection control at all times thereby reducing the burden of all Healthcare Associated Infections including MRSA. In particular, all staff have the following key responsibilities: Staff must observe stringent hand hygiene. Alcohol rub should be used on entry to and exit from all clinical areas. Hands should be washed before and after following all patient contact. Alcohol hand rub before and after patient contact may be used instead of hand washing in some clinical situations.</p> <p>Staff members have a duty to attend infection control training provided for them by the Trust as set in the infection control policy. Staff members who develop an infection that may be transmissible to patients have a duty to contact Occupational Health.</p>



	<p>within a multidisciplinary team</p> <ul style="list-style-type: none"> • Evidence of CPD maintained portfolio including attendance at recent post graduate courses relevant to this post • Evidence of conducting audits and ability to lead and run audits 	<ul style="list-style-type: none"> • E • E 	
Knowledge and Skills	<ul style="list-style-type: none"> • Ability to manage own workload, flexibility and use initiative to problem solve. • Organisational and planning and time management skills • Good interpersonal and leadership skills. • Ability to plan, coordinate a range of complex activities in relation to clinical and operational work. • Excellent Communication skills (verbal and non-verbal) and written skills • Awareness of potential hazards including frequent verbal aggression and risk of physical aggression in settings such as the clients home, community venues, public transport etc.) Whilst ensuring safety of self, client and members of the public. • Ability to assist clients who are frail or who requires assistance with activities of daily living and to apply a Rehabilitation approach in a generic Health care professional role • The post holder should be able to undertake procedures including BP management, urinalysis, injections (clexane etc.) where needed as part of the EPCT caseload • Word-processing/IT skills i.e RiO, MS Word, Excel, Power point • Car owner/Driver 	<ul style="list-style-type: none"> • E • D 	S/I
Other	<ul style="list-style-type: none"> • An understanding of the needs of Newham's culturally diverse population • Understanding of Health and Safety issues in 	<ul style="list-style-type: none"> • E 	<ul style="list-style-type: none"> • I

	<p>relation to working in a clients home</p> <ul style="list-style-type: none"> • Knowledge of statutory and voluntary agencies that may be involved in supporting older people at home • Equal Opportunities related to staff and clients • Understanding of assistive Technologies including Telehealth/Telecare and eHealth in the NHS • Knowledge and understanding of other stake holders and voluntary organisations in terms of joint working 		
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S: Shortlisting I: Interview T: Test

